

BT Retail Catalogue

BT Retail Catalogue
Current Cost Financial Statements 2008

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BT Retail Catalogue

Service: <i>Residential telephone line connections</i>
Market: <i>Residential Analogue Exchange Line Services in the UK (excluding the Hull area).</i>
Market review: <i>Fixed Narrowband Retail Markets</i>
Product Offering: <i>Connection of narrowband Residential ordinary, private payphone & SupportLine exchange line(s) within defined service parameters.</i> <i>Includes:</i> <ol style="list-style-type: none"><i>1. All direct engineering activity and commissioning to complete connection to the customer premises from the Local Exchange concentrator;</i><i>2. Engineering and network support activity;</i><i>3. Customer support activity</i><i>4. Entry into Residential section of BT Phonebook</i>
Customer(s): <i>BT Retail Customers</i>
Price list entry: <i>Section 1, Part 2</i> http://www.serviceview.bt.com/list/current/docs/maintoc.htm

BT Retail Catalogue

Service: *Residential telephone line rentals*

Market: *Residential Analogue Exchange Line Services in the UK (excluding the Hull area).*

Market review: *Fixed Narrowband Retail Markets*

Product Offering:

Rental of narrowband Residential ordinary, private payphone & SupportLine exchange line(s) within defined service parameters.

Includes:

- 1. All direct engineering activity to maintain the connection to the customer premises from the Local Exchange concentrator;*
- 2. Engineering and network support activity;*
- 3. Customer support activity*
- 4. Annual supply of the BT Phonebook for the Phonebook area that the customer lives in.*

Customer(s): *BT Retail Customers*

Price list entry: *Section 1, Part 2*

<http://www.serviceview.bt.com/list/current/docs/maintoc.htm>

BT Retail Catalogue

Service: <i>Residential local calls</i>
Market: <i>Residential local calls in the UK (excluding the Hull area)</i>
Market review: <i>Fixed Narrowband Retail Markets</i>
Product Offering: <i>Calls made from BT Residential Narrowband PSTN lines to Fixed Line Customers in the caller's local exchange & adjacent exchanges area.</i> <i>Includes :-</i> <ol style="list-style-type: none"><i>1. Inclusive Calls Allowances relating to Local Calls received by Customers that take quarterly BT Options Packages</i><i>2. Any discounts receivable by the calling customer</i><i>3. Calls from Northern Ireland Customers to callers in Adjacent Area Exchanges in the Republic of Ireland</i><i>4. Access to BT's National Operator & Emergency Assistance Services</i>
Customer(s): <i>BT Retail Customers</i>
Price list entry: <i>Section 2, Part 1</i> http://www.serviceview.bt.com/list/current/docs/maintoc.htm

BT Retail Catalogue

Service: *Residential national calls*

Market: *Residential national calls in the UK (excluding the Hull area)*

Market review: *Fixed Narrowband Retail Markets*

Product Offering:

Calls made from BT Residential Narrowband PSTN lines to Fixed Line Customers that are neither in the caller's local exchange & adjacent Exchanges Area nor IDD calls

Includes :-

- 1. Inclusive Calls Allowances relating to National Calls received by Customers that take quarterly BT Options Packages*
- 2. Any discounts receivable by the calling customer*
- 3. Calls from Northern Ireland Customers to callers in Non-Adjacent Area Exchanges in the Republic of Ireland*
- 4. Access to BT's National Operator & Emergency Assistance Services*

Customer(s): *BT Retail Customers*

Price list entry: *Section 2, Part 1*

<http://www.serviceview.bt.com/list/current/docs/maintoc.htm>

BT Retail Catalogue

Service: *International Direct Dialed (IDD) calls to overseas fixed residential (category route A)*

Market: *Residential International Direct Dialed (IDD) Category A calls in the UK (excluding the Hull area)*

Market review: *Fixed Narrowband Retail Markets*

Product Offering:

Calls made from BT Retail Residential Narrowband PSTN lines to Fixed line customers on IDD routes deemed competitive in the Wholesale Market

Includes:-

- 1. Any IDD Calls discounts receivable by the calling customer*
- 2. Access to BT's International Operator & Emergency Assistance Services*

Customer(s): *BT Retail Customers*

Price list entry: *Section 2, Part 2*

<http://www.serviceview.bt.com/list/current/docs/maintoc.htm>

BT Retail Catalogue

Service: <i>IDD calls to overseas mobile residential (category route A)</i>
Market: <i>Residential International Direct Dialed (IDD) Category A calls in the UK (excluding the Hull area)</i>
Market review: <i>Fixed Narrowband Retail Markets</i>
Product Offering: <i>Calls made from BT Retail Residential Narrowband PSTN lines to mobile customers on IDD routes deemed competitive in the Wholesale Market</i> <i>Includes:-</i> <ol style="list-style-type: none"><i>1. Any IDD Calls discounts receivable by the calling customer</i><i>2. Access to BT's International Operator & Emergency Assistance Services</i>
Customer(s): <i>BT Retail Customers</i>
Price list entry: <i>Section 2, Part 2</i> http://www.serviceview.bt.com/list/current/docs/maintoc.htm

BT Retail Catalogue

Service: *International Direct Dialed (IDD) calls to overseas fixed residential (category route B)*

Market: *Residential International Direct Dialed (IDD) Category B calls in the UK (excluding the Hull area)*

Market review: *Fixed Narrowband Retail Markets*

Product Offering:-

Calls made from BT Retail Residential Narrowband PSTN lines to Fixed line customers on IDD routes deemed non-competitive in the Wholesale Market

Includes:

- 1. Any IDD Calls discounts receivable by the calling customer*
- 2. Access to BT's International Operator & Emergency Assistance Services*

Customer(s): *BT Retail Customers*

Price list entry: *Section 2, Part 2*

<http://www.serviceview.bt.com/list/current/docs/maintoc.htm>

BT Retail Catalogue

Service: *International Direct Dialed (IDD) calls to overseas mobile residential (category route B)*

Market: *Residential International Direct Dialed (IDD) Category B calls in the UK (excluding the Hull area)*

Market review: *Fixed Narrowband Retail Markets*

Product Offering:

Calls made from BT Retail Residential Narrowband PSTN lines to mobile customers on IDD routes deemed non-competitive in the Wholesale Market

Includes:-

- 1. Any IDD Calls discounts receivable by the calling customer*
- 2. Access to BT's International Operator & Emergency Assistance Services*

Customer(s): *BT Retail Customers*

Price list entry: *Section 2, Part 2*

<http://www.serviceview.bt.com/list/current/docs/maintoc.htm>

BT Retail Catalogue

Service: <i>Inland calls to mobiles residential</i>
Market: <i>Residential calls to mobiles in the UK (excluding the Hull area)</i>
Market review: <i>Fixed Narrowband Retail Markets</i>
Product Offering: <i>Calls made from BT Residential Narrowband PSTN lines to Mobile customers in the UK</i> <i>Includes :-</i> <ol style="list-style-type: none"><i>1. Any discounts receivable by the calling customer</i><i>2. Access to BT's National Operator & Emergency Assistance Services</i>
Customer(s): <i>BT Retail Customers</i>
Price list entry: <i>Section 2, Part 1</i> http://www.serviceview.bt.com/list/current/docs/maintoc.htm

BT Retail Catalogue

Service: *Residential operator assisted calls in the UK*

Market: *Residential operator assisted calls in the UK (excluding the Hull area)*

Market review: *Fixed Narrowband Retail Markets*

Product Offering:

Calls made from BT Residential Narrowband PSTN lines to BT Operator Service Agents using the access code 100.

Includes :-

1. All charged 100 calls that are set up by a BT Operator Service Agent

These are :-

- Operator Onward Connected Calls to a number requested by the customer*
- Advice Duration & charge of calls*
- Alarm Calls*
- Reverse Charges Calls*
- Ex Directory Calls Offered*

2. Commission payments earned by BT for the 0800 Reverse Service

Customer(s): *BT Retail Customers*

Price list entry: *Section 39*

<http://www.serviceview.bt.com/list/current/docs/maintoc.htm>