

# BT Basic

## A helping hand from BT



**At BT we know that, whatever your income, everyone needs a phone. That's why we'd like to tell you about BT Basic.**

# What is BT Basic?

It's our new low-cost phone package which replaces our 'Light User Scheme'. It is easy to understand and it helps you keep in touch, even if money is a bit tight.

You can usually get BT Basic if you are claiming one of the benefits below.

- Income Support
- Income-based Jobseeker's Allowance
- Pensions Credit (Guarantee Credit)
- Employment and Support Allowance (income related)

Please note: If you get benefits with similar names, this does not mean you will be eligible for BT Basic. Also, not everyone on these benefits will be able to get BT Basic. You can see a full list of conditions on page 7.

We hope you'll find all you need to know about BT Basic in this handy guide.

## How much is it?

BT Basic costs just £4.50 a month. This means that you pay £13.50 (including VAT) every three months for your line rental. For that, you get a call allowance of up to £4.50 (including VAT) every three months.

This means you get £4.50 to spend on local, national and international landline calls every three months, without paying any more money.

If you go over your call allowance, you'll pay 10p a minute (plus 3p for each phone call) for all normal UK calls.

You can see a list of the types of phone numbers this includes on page 5.

## How will it help me?

As long as you stay within your £4.50 call limit, your phone bill will always be £13.50.

So it's really easy for you to stay in touch and keep within your budget.

BT Basic is easy to manage and your call costs are clearly priced.

## A quick guide to BT Basic

### How much does it cost?

£13.50 every three months (this includes £4.50 to spend on calls).

If you go over your call allowance of £4.50, you'll pay 10p a minute (plus 3p for each phone call) for all normal UK calls.

### How often do I need to pay this?

Every three months.

### Who can get BT Basic?

You must be getting one of the benefits below:

- Income Support
- Income-based Jobseeker's Allowance
- Pensions Credit (Guarantee Credit)
- Employment and Support Allowance (income related)

Please note: If you get benefits with similar names, this does not mean you will be eligible for BT Basic.

# More ways we can help

## Stay on budget

It's easier to save for your next bill when you know how much you've spent. With BT Basic, you can find out how much you've spent at any time of the day or night by phoning us or visiting our website. You will need to have your account number handy. You will be able to find this on any of your BT bills.

## Phone

Find out how much you've spent on phone calls since your last bill or when your next bill is due with 'Call My Bill.' Call our freephone number **0800 44 33 11 from your home landline** and choose 'option 1' and then 'option 2.'

## Website

Take care of your bill online with 'View My Bill.' Simply register online for 'Your Account' at **[www.bt.com/youraccount](http://www.bt.com/youraccount)** and follow the steps shown. Our online service will allow you to; view your bill, manage your payments and check how much you have used your phone.

## Customer Controlled Call Barring

Call Barring lets you control the calls that can be made from your phone. BT Basic comes with a Call Barring option which allows you to stop certain calls being dialled from your phone. You can bar a range of call types, for example, to international destinations, mobile phones or to Premium Rate numbers (these are calls to chatlines or TV shows). There is no charge for this service.

If you would like this service, please let us know when you make your order. We will send you a guide explaining how to use this service.

For more information about BT Basic visit **[www.bt.com/btbasic](http://www.bt.com/btbasic)** or **[www.bt.com/btbasicsign](http://www.bt.com/btbasicsign)**

# Common questions

## Your call allowance

### What numbers can I call with my call allowance?

Calls up to the value of £4.50 (including VAT) that are included	Calls not included
<ul style="list-style-type: none"><li>• Local and national UK phone numbers that begin '01', '02' or '03'</li><li>• International calls</li></ul>	<ul style="list-style-type: none"><li>• Calls made through the operator</li><li>• Calls to UK mobile phones</li><li>• Premium-rate numbers</li><li>• 0845 or 0870 numbers</li><li>• The internet</li></ul> <p>If you do make any of these calls, you'll be charged at our standard BT Basic calling plan rates. You can find details of these rates on our website at <a href="http://www.bt.com/personal/pricing">www.bt.com/personal/pricing</a></p>

**Great news** - with BT Basic, you will also get free weekend calls to 0845 and 0870 numbers which last up to 60 minutes. This does not include indirect access numbers (for services that can give you numbers for other companies and charge you for putting you in touch with them) and dial-up internet access. You can not go over 1000 minutes or 150 calls in a month. If you do go over, we will charge you for these calls.

### How many calls can I make with my call allowance?

Your £4.50 call allowance covers national, local and international calls. The number of calls you can make depends on the length and type of calls you make. If you call a national or local number, it will cost 10p a minute (plus 3p for each phone call). International calls are based on our standard BT Basic calling plan rates.

## What happens if I go over my call allowance?

If you go over your £4.50 call allowance, you'll pay 10p a minute (plus 3p for each phone call) for all normal UK calls. All other calls are charged at our standard BT Basic calling package rates.

## I haven't used up all of my call allowance, can I carry it over?

No. If you don't use up all of your call allowance within three months, you can't carry it over to the next three months.

## Can I have broadband with BT Basic?

Yes. Customers of our new BT Basic service can also enjoy the benefits of BT Total Broadband. You can take any one of the standard BT Total Broadband packages, which means you can choose which one best meets your needs and your budget. If you do take a broadband service, we will add this to the BT Basic line rental of £13.50 every three months.

You can find out more about our broadband packages and make your order at [www.bt.com/broadband](http://www.bt.com/broadband)

Please note: BT Total Broadband is not available in all areas. Conditions, including a minimum contract period, apply.

## Your phone line

### What if I don't have a BT phone line?

If you don't have a BT line, you will need to change to BT before you can get BT Basic. You may have to pay a connection charge to do this. But depending on your circumstances, you can pay this charge over a period of time. Please ask us for more details.

If you'd like to see the terms and conditions of any of our other phone products and services, please go to our website at [www.bt.com/dealterms](http://www.bt.com/dealterms)

# Getting BT Basic

## Important conditions

Even if you're getting one of the three benefits we listed on page 2, you may not be able to get BT Basic if you have any of the following:

- A phone service provided by another company.
- Calling Plan add-ons such as 'Friends & Family Mobile', 'Friends & Family International' or 'International Freedom' which cannot be used with BT Basic.
- More than one phone line – whether these are at the same or different addresses. (This does not apply to customers who are registered as being disabled or having a long-term illness).
- A phone line that doesn't let you make calls (it only lets you receive them), or one that you only use for a burglar alarm (this does not apply to lifeline alarms or monitoring systems).
- A business, temporary or payphone line.

## **I don't qualify to get BT Basic. Can you still help me?**

Even if you can't get BT Basic, we still want to help you cut your phone costs. We will do all we can to find the best Calling Plan for you. Our Calling Plans now include more calls, more features, and cost less than ever before. To find out more please go to our website at [www.bt.com/callingplans](http://www.bt.com/callingplans)

## **How long will I have to wait to find out if I can get BT Basic?**

If you think you qualify to get BT Basic, simply fill in an application form and send it back to us.

We'll need some personal details, such as your National Insurance number and date of birth, so we can contact the Department for Work and Pensions to check that you are receiving Income Support, income based Jobseeker's Allowance, Pensions Credit (Guarantee Credit) or Employment Support Allowance (income related).

Don't worry. We take your privacy very seriously. We will treat any information you give us as confidential. We will only share it with the Department for Work and Pensions.

When we have got all your information, we will write to you within one month. If we can give you BT Basic we will let you know when we will move you over. If we can't, we'll give you advice about other ways we can help cut your phone bill.

# Apply here, it's easy

## How to fill in the application form

Please fill in the enclosed application form within 14 days from the date of the accompanying letter.

There are a few things you need to know before you start filling in the application form.

- You must only sign the form if your BT account is in your name.
- Please use black ink and CAPITAL LETTERS.
- Your National Insurance number will be nine characters long. It is made up of two letters, followed by six numbers and then a final letter (for example, AB 123456 C).
- If your National Insurance number starts with the letters TN, we can't accept your application yet because this is a temporary number.
- Remember to sign and date your form before you send it back to us.

## What happens next?

We will check your personal details against benefits information held by the Department for Work and Pensions.

## If your application for BT Basic is successful

If your application is successful, we'll send you a confirmation letter and transfer you to BT Basic. Your BT Basic service will be shown on your new bill. Please note: that applications with incomplete or missing information cannot be processed and will delay your move to BT Basic.

## Where do I return the form to?

Please return completed applications to;

BT Plc, BT Basic, Durham DH98 1BT

For more information about BT Basic visit [www.bt.com/btbasic](http://www.bt.com/btbasic) or [www.bt.com/btbasicsign](http://www.bt.com/btbasicsign)

# Helping you right down the line

BT Basic could help hundreds of thousands of families on low incomes. It's just one way we're trying to give something back to Britain.

Here are some more.



## ChildLine

We've supported ChildLine from the start, 20 years ago. We have raised over £6.5million to give children help when they need it most.



## Community

We gave £25 million worth of money and help to community projects all over Britain in 2009.



## Computers

We've provided over 5,000 diverse community groups with internet-ready PCs and computer equipment through our BT Community Connections award scheme.

Please visit our website at [www.btcommunityconnections.com](http://www.btcommunityconnections.com) for more information.

## **Important information**

We carry out all our sales and marketing by following the BT Code of Practice on sales and marketing. If you would like to look at the code or order a copy, please visit our website at [www.bt.com/codeofpractice](http://www.bt.com/codeofpractice) or phone us for free from a UK landline on **150**.

## **Terms and conditions**

All the prices and information in this guide were correct at the time we went to print (January 2010) but these may vary from time to time. All prices include VAT at 17.5%, unless it says differently. (This may change). Friends & Family Mobile and Friends and Family International are trademarks of MCI Communications Corporation and are used under licence.

**We have created BT Basic** by working closely with telecoms regulator Ofcom and other stakeholders (people with an interest in our business), to make sure people on low incomes can still afford a phone service in their home.



Bringing it all together

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