

Section 2: Call Charges & Exchange Line Services  
Part 7: International Ancillary Services and Facilities

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**SubPart 1: Telemarketing Services - International Freefone, Shared Cost Service and Terminating Abroad**

These conditions are in addition to the BT's Terms & Conditions for Business Service.

Operative = 1 May 2004

**Abbreviations Used in This Part**

IFS=International Freefone Service

UFS=Universal Freefone Service

UIFN=Universal International Freefone Number

ITU=International Telecommunication Union

**International Freefone**

This is BT's international toll-free service. This service enables customers to rent service from BT that allows them to provide a toll-free service to their own overseas callers.

The overseas caller dials a number, using the domestic freephone numbering format of that country and rings a business in the UK free of highway charge. In a few countries, the caller has to pay a small charge. The business customers pay BT International Freefone rental charges for the international numbers, and pay for the calls. Call charges vary dependent upon the country of origin.

**Universal Freefone**

This service is similar to International Freefone and enables customers to provide a single toll-free number from any country in which the service is available.

**Transit IFS & Transit UFS**

Enables an incoming freephone call to be switched in the UK and terminated at an overseas PSTN destination.

**International Shared Cost Service (ISCS)**

The overseas caller pays domestic call charges and the customer in the UK pays for the rest of the call. Call charges in the other countries will vary depending on the call charges applied by the local operator and are not controlled by BT.

Operative = 1 Oct 2003

**Terminating Abroad (TA)**

This service enables customers to have UK originated Freefone, BT 0845 or BT 0870 call service terminated at an overseas destination. Customers will not be entitled to the usual Call Payments associated with 0845 and 0870 calls in relation to this service.

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Operative = 8 May 2006

#### Eis Reports

For Reports available, and applicable charges please see Section 2 Part 6, EIS Reports and Control

#### Eligibility

Any customer with a fixed telephone line for the delivery of calls.

#### Pricing Information

##### Connection and Other Per Occasion Charges

The prices quoted exclude the charges for provision, connection, rental and other charges for standard business exchange lines (see Section ) and any telephone or other equipment connected to the line/s.

The normal method of delivery for these services is to a PSTN number nominated by the customer.

	IFS		UFS		International Shared Cost Service	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£	£	£	£
Number application fee	N/A	N/A	100.00	117.50	N/A	N/A
Number Connection Charge	Nil	Nil	Nil	Nil	Nil	Nil
Change of Number	100.00	117.50	N/A	N/A	100.00	117.50
Change of terminating number to which calls are delivered - for all changes ordered & changed at the same time	100.00	117.50	100.00	117.50	100.00	117.50

#### Rental Charges

For new contracts signed after 1st May 2004, Rental and charge per country of activation:

Price on Application (POA)

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	IFS		UFS		International Shared Cost Service	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£(pq)	£(pq)	£(pq)	£(pq)	£(pq)	£(pq)
Charge per number	POA	POA	N/A	N/A	POA	POA
UFS - Charge per number per country of activation	N/A	N/A	POA	POA	N/A	N/A

A UIFN required for UK - UK Service would incur the activation rental charge and all other charges applicable to UIFN's.

**Short Term Option - Number Rental and Change of Number**

Short Term Option		
	Exc VAT	Inc VAT
	£	£
3 months Number rental	POA	POA
Each subsequent month	POA	POA
Change of International 0800 number	POA	POA
Change of terminating number	POA	POA

**Call Prices**

Call prices are paid to BT by customers providing IFS, UFS and/or International Shared Cost Services.

UFS calls originated and terminated within the UK are charged as domestic UK Freefone 0800 prices detailed within Section 2 Part 6

All Prices are quoted as per minute but will be charged per second with minimum call duration of 6 seconds unless stated otherwise. For new contracts signed after 1st May 2004, the minimum call duration for IFS/UFS, 0800 TA and ISCS is 20 seconds. Call durations are measured to a fraction of a second and the call charge is rounded up to the nearest 1000th of a penny.

Operative = 9 Aug 2004

**International Freefone (IFS)** - Calls are free to the caller.

Operative = 1 Oct 2003

**Universal Freefone (UFS)** - Calls are free to the caller.

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Operative = 1 Oct 2003

NB: The prices within this section are for calls from Fixed Line networks, unless stated otherwise.

Operative = 9 Aug 2004

Some hotels may bar access to Universal Freefone (+800) based on their (limited) number analysis identifying country code 800 as being a country in world numbering zone 8. Charges may apply when making calls from Hotels, payphones or mobile phones.

Operative = 1 Oct 2003

Some overseas administrations provide access from mobile networks and payphones either free of charge or for a small fee (shared cost) but that access from these overseas administrations cannot be guaranteed.

Operative = 1 May 2004

**Call Charges**

**Standard Package**

The Minimum Period of service for an International Service Contract is 1 year. Customers who wish to terminate before the minimum period expires, and who decide not to subscribe to a new contract with higher volume and/or longer-term commitment must pay the relevant number rental fees per service number for the unexpired portion of the contract.

Operative = 1 May 2004

For new contracts signed after 1st May 2004, the minimum call duration for IFS/UFS, 0800 TA and ISCS is 20 seconds. Call Price on Application (POA).

Operative = 1 May 2004

**Ifs, Ufs and 0800 Terminating Abroad (Poa)**

Country Tier	Calls originating on fixed line phonesCharge per minute		Calls originating on Mobile phonesCharge per minute	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£	£
1	POA	POA	POA	POA
2	POA	POA	N/A	N/A
3	POA	POA	N/A	N/A
4	POA	POA	N/A	N/A
5	POA	POA	N/A	N/A

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Country Tier	Calls originating on fixed line phonesCharge per minute		Calls originating on Mobile phonesCharge per minute	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£	£
6	POA	POA	N/A	N/A

## International Shared Cost Service (Poa)

ISCS Country	Calls originating on fixed line phonesCharge per minute		Calls originating on Mobile phonesCharge per minute	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£	£
Belgium	POA	POA	N/A	N/A
Germany	POA	POA	POA	POA
Ireland (Republic of)	POA	POA	N/A	N/A
Netherlands	POA	POA	N/A	N/A
Spain	POA	POA	N/A	N/A

## 0845 Terminating Abroad (Poa)

## 0870 Terminating Abroad (Poa)

## Transit Service (Poa)

Transit Zone	Countries
1	Belgium, Denmark, France, Germany (Calls originating on Fixed lines), Ireland (Republic of), Italy, Netherlands, Norway, Portugal, Sweden, Switzerland
2	Austria, Canada, Finland, Gibraltar, Greece, Hawaii, Luxembourg, Poland, Spain, USA,
3	Australia, Croatia, Czech Republic, Hungary, Slovakia, Slovenia, Turkey
4	Hong Kong, New Zealand, Singapore
5	Cyprus, Israel, Japan, Malta, Monaco
6	Germany (Calls originating on Mobile phones), Mexico, Panama, Russia/Moscow, United Arab Emirates
7	Antigua and Barbuda, Argentina, Barbados, Bermuda, Cayman Islands, Costa Rica, Dominica, Dominican Republic, Estonia, Grenada, Iceland, India, Jamaica, Latvia, Morocco, Lithuania, Macao, St Lucia, St Kitts & Nevis, St Vincent & the Grenadines, Trinidad & Tobago, Virgin Islands (UK)
8	South Africa

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Transit Zone	Countries
9	Bahrain, Bolivia, Columbia, Malaysia, Nicaragua, Paraguay, Peru, Romania, Saudi Arabia, Sri Lanka, Thailand, Uruguay, Venezuela
10	Belize, Brazil, Chile, China, Egypt, Ghana, Indonesia, Korea Republic (South), Kuwait, Mauritius, Nigeria, Oman Philippines, Qatar, Taiwan

### Transit Service Calls

Transit services are available from all the countries from which the IFS is available. The countries are divided into zones as detailed previously in this Part and the charges are outlined in the following table. These charges are in addition to the rental charges for the IFS.

Operative = 1 Oct 2003

Origin of Call:	Charge per minute to call destination									
	Zone 1		Zone 2		Zone 3		Zone 4		Zone 5	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£	£	£	£	£	£	£	£
Zone 1	0.51	0.60	0.51	0.60	0.66	0.78	0.66	0.78	0.66	0.78
Zone 2	0.63	0.75	0.63	0.75	0.78	0.92	0.78	0.92	0.78	0.92
Zone 3	0.81	0.96	0.81	0.96	0.96	1.13	0.96	1.13	0.96	1.13
Zone 4	0.84	0.99	0.84	0.99	0.99	1.17	0.99	1.17	0.99	1.17
Zone 5	1.08	1.27	1.08	1.27	1.23	1.45	1.23	1.45	1.23	1.45
Zone 6	1.14	1.34	1.14	1.34	1.29	1.52	1.29	1.52	1.29	1.52
Zone 7	1.35	1.59	1.35	1.59	1.50	1.77	1.50	1.77	1.50	1.77
Zone 8	1.41	1.66	1.41	1.66	1.56	1.84	1.56	1.84	1.56	1.84
Zone 9	1.50	1.77	1.50	1.77	1.65	1.94	1.65	1.94	1.65	1.94
Zone 10	1.65	1.94	1.65	1.94	1.80	2.12	1.80	2.12	1.80	2.12

Origin of Call:	Charge per minute to call destination									
	Zone 6		Zone 7		Zone 8		Zone 9		Zone 10	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£	£	£	£	£	£	£	£
Zone 1	0.96	1.13	0.96	1.13	0.66	0.78	1.16	1.37	1.16	1.37

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Origin of Call:	Charge per minute to call destination									
	Zone 6		Zone 7		Zone 8		Zone 9		Zone 10	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£	£	£	£	£	£	£	£
Zone 2	1.08	1.27	1.08	1.27	0.78	0.92	1.28	1.51	1.28	1.51
Zone 3	1.26	1.49	1.26	1.49	0.96	1.13	1.46	1.72	1.46	1.72
Zone 4	1.29	1.52	1.29	1.52	0.99	1.17	1.49	1.76	1.49	1.76
Zone 5	1.53	1.80	1.53	1.80	1.23	1.45	1.73	2.04	1.73	2.04
Zone 6	1.59	1.87	1.59	1.87	1.29	1.52	1.79	2.11	1.79	2.11
Zone 7	1.80	2.12	1.80	2.12	1.50	1.77	2.00	2.35	2.00	2.35
Zone 8	1.86	2.19	1.86	2.19	1.56	1.84	2.06	2.43	2.06	2.43
Zone 9	1.95	2.30	1.95	2.30	1.65	1.94	2.15	2.53	2.15	2.53
Zone 10	2.10	2.47	2.10	2.47	1.80	2.12	2.30	2.71	2.30	2.71

#### International Commitment Packages From 1st May 2004

The International Commitment package is an opt-in package for BT International Telemarketing Service customers willing to commit to over 50,000 International Telemarketing (including Terminating Abroad) minutes per annum.

Operative = 1 May 2004

The Customer agrees to call volumes of combined IFS/UFS/ISCS/TA and/or Transit minutes Per Annum ('Committed Call Volume'), commencing on the Operational Service Date. The UFS minutes can not include minutes both originating and terminating in the UK.

Operative = 1 May 2004

For Commitment of a Minimum of 50,000 combined IFS/UFS/ISCS/TA and/or Transit minutes Per Annum, Prices on Application (POA).

Operative = 1 May 2004

Prices for Basic, Advanced Services and ICM - POA. The minimum call duration for IFS/UFS, 0800 TA and ISCS is 20 seconds.

Operative = 1 May 2004

Current Worldplus package Customers may terminate their existing Contract without incurring early termination charges on condition they subscribe to a Commitment Contract with a term longer than the un-expired period of their existing contract.

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Operative = 1 May 2004

The new Prices or Payments will not be applied retrospectively.

Operative = 1 May 2004

**Underachievement Charges for the International Commitment Package**

At each anniversary of the Operational Service Date the total duration of all the applicable call minutes over the previous 12 months will be calculated: ('the Achieved Minutes Figure'). If the Achieved Minutes Figure is less than the Committed Call Volume then an underachievement charge (UAC) will apply as set out below.

Operative = 1 May 2004

The difference between the Achieved Minutes Figure and the Committed Call Volume is referred to as the shortfall.

Operative = 1 May 2004

**The size of the Achieved Minutes Figure will determine the method used for determining the UAC;**

- a. The Achieved Minutes Figure is 50% or less of the Committed Call Volume.
- b. The Achieved Minutes Figure is over 50% of the Committed Call Volume.
- c. The Achieved Minutes Figure is over 90% of the Committed Call Volume.

Operative = 1 May 2004

The figures in the worked examples are for illustrative purposes only.

**a. The Achieved Minutes Figure is 50% or less of the Committed Call Volume.**

The UAC will be calculated as follows:-

The annual IFS/UFS/ISCS call charges will be multiplied by a 'percentage' and then added to the shortfall in minutes multiplied by 2p.

$UAC = (IFS/UFS/ISCS \text{ call charges} \times \text{percentage}) + (\text{minutes shortfall} \times 2p)$ .

The percentage figure used in the calculation will be 16% for Committed Call Volumes of less than 100k and 35% for Committed Call Volumes of 100k and more.

**Example 1;** if the Committed Call Volume was 50k, the Achieved Minutes Figure was 20k and the combined call bill for IFS/UFS/ISCS is £1000 the UAC will be as follows;

$UAC = £1000 \times 16\% + 30000 \times 0.02 = £760$

**Example 2;** if the Committed Call Volume was 100k, the Achieved Minutes Figure was 40k and the combined call bill for IFS/UFS/ISCS is £2000 the UAC will be as follows;

$UAC = £2000 \times 35\% + 60000 \times 0.02 = £1900$

**b. The Achieved Minutes Figure is over 50% of the Committed Call Volume.**

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The UAC will be calculated as follows:-

The call bill for half the Committed Call Volume will be multiplied by 16% and added to £0.02 times the shortfall;

$UAC = (\text{the call bill for half the Committed Call Volume} \times 16\%) + \text{minutes shortfall} \times £0.02.$

In this calculation the call bill for half the Committed Call Volume is given by the IFS/UFS/ISCS call bill divided by the IFS/UFS/ISCS call minutes x 50% of the Committed Call Volume.

**Example 1;** if the Committed Call Volume was 50k, the Achieved Minutes Figure was 30k and the combined call bill for IFS/UFS/ISCS is £1500 the UAC will be as follows;

$UAC = (£1500/30000 \times 25000 \times 16\% + (20000) \times £0.02 = £600$

**Example 2;** if the Committed Call Volume was 100k, the Achieved Minutes Figure was 60k and the combined call bill for IFS/UFS/ISCS is £3000 the UAC will be as follows;

$UAC = (£3000/60000) \times 50000 \times 16\% + (40000) \times £0.02 = £1200$

**c. Customers achieving 90% or more of their Committed Call Volume will not incur Under Achievement Charges.**

Operative = 1 May 2004

Customers who wish to terminate before the Contract Period expires, and who decide not to subscribe to a new contract with higher volume and/or longer-term commitment, must pay the relevant number rental fees per service number and UAC's for the unexpired portion of the contract.

Operative = 1 May 2004

#### Country Tiers

Country Tier	Calls originating on fixed line phonesCountries	Calls originating on Mobile phonesCountries
1	Austria, Belgium, Canada, Denmark, France, Germany, Ireland (Republic of), Italy (inc. Vatican City), Netherlands, USA (inc. Hawaii)	Germany
2	Finland, Luxembourg, Norway, Portugal, Sweden, Switzerland, Gibraltar*	N/A
3	Australia, Croatia, Cyprus, Czech Republic, Estonia, Greece, Hungary, Iceland, Israel, Latvia, Lithuania, Malta, Monaco, New Zealand, Poland, Romania, Russia, Singapore, Slovakia, Slovenia, Spain, Turkey	N/A
4	Argentina, Belize, Brazil, Chile, China, Colombia, Hong Kong, India, Indonesia, Japan, Korea Republic (South), Malaysia, Mexico, Panama, Philippines, Taiwan, Thailand, Venezuela	N/A
5	Antigua and Barbuda, Bahrain, Barbados, Bermuda, Bolivia, Cayman Islands, Costa Rica, Dominica, Dominican Republic, Egypt, Grenada (inc Carriacou), Jamaica, Kuwait, Macao, Mauritius, Morocco, Nicaragua, Oman, Paraguay, Peru, Qatar, Saudi Arabia, South Africa, Sri Lanka, St Kitts & Nevis, St Lucia, St Vincent, Trinidad & Tobago, United Arab Emirates, Uruguay, Virgin Islands (UK)	N/A
6	Ghana, Nigeria	N/A

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\* Gibraltar is TA service only.

Operative = 1 May 2004

#### International Advanced Features

Features available are MessageLink, CPI, (Day of Week (DoW), Time of Day (ToD), Special Date (SD), Conditioned Based Routing (CBR), Switch, Proportional Call Distribution (PCD) and Announcement. Charges for these features are as those for Advanced Freefone Feature Scheme 2 detailed in Section 2 Part 6, Scheme 1 has been withdrawn from new supply as from 01/12/2002. Additional UFS Advanced Feature plans which replicate existing UFS plans will not be charged for. Any variations will be charged as separate plans.

Operative = 1 Oct 2003

#### International Freefone (No Longer Available for New Supply) From 1st May 2004

Rental charges for contracts signed before 1st May 2004.

Operative = 1 May 2004

	IFS		UFS		International Shared Cost Service	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£(pq)	£(pq)	£(pq)	£(pq)	£(pq)	£(pq)
Charge per number	92.50	108.69	N/A	N/A	92.50	108.69
Charge per number per country of activation	N/A	N/A	92.50	108.69	N/A	N/A

A UIFN required for UK - UK Service would incur the activation rental charge and all other charges applicable to UIFN's.

Operative = 1 May 2004

#### Standard Call Prices - IFS, UFS and Terminating Abroad (No Longer Available for New Supply) From 1st May 2004

Country Tier	Charge per minute	
	Exc VAT	Inc VAT
	£	£
1	0.30	0.36
2	0.36	0.43
3	0.44	0.52
4	0.45	0.53

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Country Tier	Charge per minute	
	Exc VAT	Inc VAT
	£	£
5	0.48	0.57
6	0.60	0.71
7	0.66	0.78
8	0.69	0.82
9	0.88	1.04
10	0.93	1.10
11	0.99	1.17
12	1.20	1.41
13	1.25	1.47
14	1.35	1.59
15	1.50	1.77

Where the Countries by Tier are;

Operative = 1 May 2004

Transit Zone	Country Tier	Countries
1	1	Belgium, Denmark, France, Germany (Fixed Line originated), Ireland (Republic of), Netherlands
1	2	Italy, Norway, Portugal, Sweden, Switzerland
2	3	Gibraltar, Spain
2	4	Canada, Hawaii, USA
2	5	Austria, Finland, Greece, Luxembourg, Poland
3	6	Turkey
3	7	Australia, Croatia, Czech Republic, Hungary, Slovakia, Slovenia
4	8	Hong Kong, New Zealand, Singapore
5	9	Japan
5	10	Cyprus, Israel, Malta, Monaco

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Transit Zone	Country Tier	Countries
6	11	Germany (Mobile Originated), Mexico, Panama, Russia/Moscow, United Arab Emirates
7	12	Antigua and Barbuda, Argentina, Barbados, Bermuda, Cayman Islands, Costa Rica, Dominica, Dominican Republic, Estonia, Grenada, Iceland, India, Jamaica, Latvia, Morocco, Lithuania, Macao, St Lucia, St Kitts & Nevis, St Vincent & the Grenadines, Trinidad & Tobago, Virgin Islands (UK)
8	13	South Africa
9	14	Bahrain, Bolivia, Columbia, Malaysia, Nicaragua, Paraguay, Peru. Romania, Saudi Arabia, Sri Lanka, Thailand, Uruguay, Venezuela
10	15	Belize, Brazil, Chile, China, Egypt, Ghana, Indonesia, Korea Republic (South), Kuwait, Mauritius, Nigeria, Oman Philippines, Qatar, Taiwan

**International Shared Cost Service Call Prices (No Longer Available for New Supply) From 1st May 2004**

	Charge per minute	
	Exc VAT	Inc VAT
	£	£
Belgium, Germany, Republic of Ireland Netherlands, Spain	0.198	0.24

**Pricing Packages (No Longer Available for New Supply) From 1st May 2004**

There are two accumulative discount structures, the standard discount scheme and the opt in International Telemarketing Service Package.

Operative = 1 May 2004

In each calendar month, the number of minutes for all IFS, UFS (excluding calls originating and terminating in the UK), Terminating Abroad Service, Transit Service and International Shared Cost Service calls, billed to a single telephone billing number are accumulated. Discounting is done on a stepped basis and the discount is applied to the standard call price. The discounts and how they are applied are shown in the following tables.

Operative = 2 Jan 2004

To maximise the benefit of the cumulative discount packages all calls should be billed against one Billing Number.

**Basic Package (No Longer Available for New Supply) From 1st May 2004**

This package will apply if the customer does not subscribe to any other package.

Cumulative Minutes per Month	IFS	UFS	Terminating Abroad Service	Transit Service	International Shared Cost Service
Up to 2000	0%	0%	0%	0%	0%
2001 - 4000	10%	10%	10%	10%	12%

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Cumulative Minutes per Month	IFS	UFS	Terminating Abroad Service	Transit Service	International Shared Cost Service
Over 4000	20%	20%	20%	20%	15%

**International Telemarketing Package (No Longer Available for New Supply) From 1st May 2004**

The International Telemarketing Package provides the following;

- Up to two IFS numbers per country including Switch feature free of rental and connection charges on those numbers.

Operative = 27 Dec 2002

- New Customers from 3 December 2001 will be limited to up to two IFS numbers per country to a maximum of five countries, including Switch feature free of rental and connection charges on those numbers.

Operative = 27 Dec 2002

- reduced UFS Number rental as detailed below and the Switch feature free of connection and rental charges, on those UFS numbers.

Operative = 27 Dec 2002

- Free Web EIS user entitlement - Please see Section 2 Part 6, EIS Reports and Control, for details of the Web EIS entitlement included within the International Telemarketing Package.

Operative = 16 Oct 2000

	Charge	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
International Telemarketing Package Option Fee	2500.00	2937.50
UFS Number Rental (per number per country activated)	50.00	58.75
New Customers IFS Number Rental (per number per country activated)	25.00	29.38

Any additional IFS numbers, services and features are at standard prices.

**International Telemarketing Package Discount Structure (No Longer Available for New Supply) From 1st May 2004**

Cumulative Minutes per Month	IFS	UFS	Terminating Abroad Service	Transit Service	International Shared Cost Service
Up to 2000	10%	10%	10%	10%	0%
2001 - 4000	19%	19%	19%	19%	12%

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Cumulative Minutes per Month	IFS	UFS	Terminating Abroad Service	Transit Service	International Shared Cost Service
4001 - 8000	28%	28%	28%	28%	15%
Over 8000	32.5%	32.5%	32.5%	32.5%	15%

**Worldplus Package (No Longer Available for New Supply) From 1st May 2004**

This is an annual contract designed for large users of IFS, UFS, Terminating Abroad and Transit services. There are 5 bands within the package. Call volumes and the mix of countries from which calls are made will determine the optimum band for a customer.

Operative = 2 Jan 2004

**Worldplus Package Option Fees (No Longer Available for New Supply) From 1st May 2004**

WorldPlusPackage	WP1		WP2		WP3		WP4		WP5	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£(pq)	£(pq)	£(pq)	£(pq)	£(pq)	£(pq)	£(pq)	£(pq)	£(pq)	£(pq)
Option Fee	2000.00	2350.00	2500.00	2937.50	3750.00	4406.25	6250.00	7343.75	8750.00	10281.25

**Worldplus Package Rental and Connection Charges (No Longer Available for New Supply) From 1st May 2004**

The following are the rental and connection charges that apply for this package in place of the standard charges detailed above. All other standard charges apply.

Worldplus package Rental and Connection Charges(per plan)	Connection Charge		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Charge per IFS number or UFS number per country of activation	Nil	Nil	25.00	29.38
Switch	50.00	58.75	10.00	11.75

Please see Section 2 Part 6, EIS Reports and Control, for details of the free Web EIS user entitlements included within the Worldplus Package.

Operative = 16 Oct 2000

**Worldplus Package Call Prices (No Longer Available for New Supply) From 1st May 2004**

Within the Worldplus Package all Terminating Abroad and Transit minutes are priced at a discount of 32.5% on the standard call Prices.

Operative = 2 Jan 2004

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The prices below are charged for the minutes on the IFS and UFS numbers.

Prices are quoted as Pounds per minute but will be charged at pence per second with minimum call duration of 6 seconds. Call durations are measured to a fraction of a second and the call charge is rounded up to the nearest 1000th of a penny.

Operative = 3 Dec 2001

Each WorldPlus Package is priced according to the table below:

Operative = 3 Dec 2001

CountryTier	Pounds per minute									
	WP1		WP2		WP3		WP4		WP5	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£	£	£	£	£	£	£	£
1	0.1812	0.22	0.1752	0.21	0.1686	0.20	0.1608	0.19	0.1536	0.19
2	0.1950	0.23	0.1890	0.23	0.1830	0.22	0.1734	0.21	0.1656	0.20
3	0.2232	0.27	0.2160	0.26	0.2076	0.25	0.1980	0.24	0.1896	0.23
4	0.2232	0.27	0.2160	0.26	0.2076	0.25	0.1980	0.24	0.1896	0.23
5	0.2910	0.35	0.2832	0.34	0.2724	0.33	0.2598	0.31	0.2484	0.30
6	0.3348	0.40	0.3240	0.39	0.3114	0.37	0.2970	0.35	0.2844	0.34
7	0.3624	0.43	0.3510	0.42	0.3372	0.40	0.3216	0.38	0.3078	0.37
8	0.4464	0.53	0.4320	0.51	0.4152	0.49	0.3960	0.47	0.3792	0.45
9	0.4464	0.53	0.4320	0.51	0.4152	0.49	0.3960	0.47	0.3792	0.45
10	0.5022	0.60	0.4860	0.58	0.4668	0.55	0.4452	0.53	0.4266	0.51
11	0.6138	0.73	0.5940	0.70	0.5706	0.68	0.5442	0.64	0.5214	0.62
12	0.7254	0.86	0.7020	0.83	0.6744	0.80	0.6432	0.76	0.6162	0.73
13	0.7254	0.86	0.7020	0.83	0.6744	0.80	0.6432	0.76	0.6162	0.73
14	0.8370	0.99	0.8100	0.96	0.7782	0.92	0.7422	0.88	0.7110	0.84
15	0.9204	1.09	0.8910	1.05	0.8562	1.01	0.8166	0.96	0.7824	0.92

**Key Countries (No Longer Available for New Supply) From 1st May 2004**

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Customers on a WorldPlus WP3 Package or higher may subscribe to Key Country prices by paying the Key Country Option Fee per country, see list of Key Countries below:

Operative = 3 Dec 2001

Key Countries	Charge	
	Exc VAT	Inc VAT
	£	£
Option Fee per Key Country	1000.00	1175.00

**Key Country Call Prices (No Longer Available for New Supply) From 1st May 2004**

Key Country prices are as per the following table, see list of Key Countries below:-

Operative = 3 Dec 2001

Country Tier	Pounds per minute	
	Exc VAT	Inc VAT
	£	£
1	0.1404	0.17
2	0.1512	0.18
3	0.1728	0.21
4	0.1728	0.21

**Key Countries (No Longer Available for New Supply) From 1st May 2004**

Country	Country Tier
Belgium	1
France	1
Germany	1
Ireland	1
Italy	2
Netherlands	1
Spain	3

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Country	Country Tier
Sweden	2
Switzerland	2
USA	4

**International Freefone Commitment Packages (No Longer Available for New Service From 10 September 1997)**

Customers agree to achieve over 300,000 IFS, UFS, Transit, Terminating Abroad and Shared Cost Service call minutes per year for the contract of fixed duration of three years.

Operative = 2 Jan 2004

**3 Year Contract**

Customers committing to achieving over 300,000 minutes per year within a 3 year contract period receive all the advantages of the International Telemarketing Service Package without paying the Rental fee.

**3 Year Long Term Contract Discount Structure**

Discounts apply to standard price minutes on IFS, UFS, Terminating Abroad Service and Transit Service.

Operative = 2 Jan 2004

Cumulative minutes per Month	Discount		
	Year 1	Year 2	Year 3
Up to 2000	10%	19%	32.5%
2001 - 4000	19%	28%	32.5%
4001 - 8000	28%	32.5%	32.5%
Over 8000	32.5%	32.5%	32.5%

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**SubPart 2: BT Geoverse Global Numbering (a)**

Calls to BT's GeoVerse Global Numbering Range +882 10 XX.

Operative = 1 Aug 2000

All calls to this numbering range are routed to the BT GeoVerse Global Office platform in the UK.

Operative = 1 Aug 2000

Code	Charge Rate
00882 10	p9

## Section 2: Call Charges & Exchange Line Services

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#### SubPart 3: International ISDN64kbit/s Data Services for ISDN and Highway Customers

The International 64Kbit/s data call service allows calls made from ISDN and Highway lines to be carried on clear 64Kbit/s paths to certain overseas destinations (or 56Kbit/s paths for those countries with ISDN services using lower speeds, namely USA, Canada, Bermuda and Hong Kong). The service is suitable for data applications where high transmission quality and low error rates are important. Service is dependent upon the overseas carrier and will not necessarily be available to all parts of an overseas country. Calls to a mobile network will be provided on a 64Kbit/s or 56Kbit/s path to the point of connection with that network, however the data transmission rate achieved will depend upon that network, the nature of the terminal in use and a number of other factors.

#### Eligibility

Available from the following types of lines :

- ISDN2 and ISDN2e lines (ISDN2 DASS2 has been withdrawn from new supply with effect from 10 April 2006)
  - Home (Home Highway has been withdrawn from new supply with effect from 5 September 2005) and Business Highway lines (Business Highway has been withdrawn from new supply with effect from 10 April 2006)
  - ISDN30 (I421 and DASS2 variants) and ISDN30e lines (ISDN30 I421 has been withdrawn from new supply with effect from 10 April 2006)
- provided that suitable customer premises equipment is available.

#### Pricing Information

Individual calls are charged at prices which are dependent on the country being called. Countries are allocated to one of 6 charge bands. Whilst charges are expressed in pence per minute, calls are measured up to the whole second and the price is rounded up to half a penny. There is a Minimum Call Charge per call (see General Notes sub part 4), less any discounts. If a call exceeds an hour in duration, a lower charge cuts in. ISDN calls are priced on a 'per channel' basis.

Operative = 1 Apr 2006

Call charge by Charge Band	Per minute		Per minute	
	At all times (first 60 minutes)		At all times after 60 minutes	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	pence	pence	pence	pence
1	49.00	57.58	39.20	46.06
1a	37.00	43.48	29.60	34.78
2	64.26	75.51	51.40	60.40
3	58.00	68.15	46.40	54.52
4	144.00	169.20	115.20	135.36

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Call charge by Charge Band	Per minute		Per minute	
	At all times (first 60 minutes)		At all times after 60 minutes	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	pence	pence	pence	pence
5	210.00	246.75	168.00	197.40
6	268.08	315.00	214.46	252.00

Country:	Charge Band (see table above for call charge)
Andorra	1
Argentina	6
Australia	4
Austria	2
Barbados	4
Bahrain	4
Belarus	6
Belgium	2
Bermuda	4
Bosnia-Herzegovina	4
Brazil	6
Brunei	6
Bulgaria	2
Canada	3
Cape Verde	5
Chile	6
China	6
Croatia	4
Cyprus (Not including Northern Cyprus)	2
Czech Republic	2

Section 2: Call Charges & Exchange Line Services  
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<b>Country:</b>	<b>Charge Band (see table above for call charge)</b>
Denmark	2
Egypt	4
Estonia	4
Finland	2
France	1
Ghana	4
Germany	1
Gibraltar	2
Greece	2
Hong Kong	4
Hungary	2
Iceland	4
India	6
Indonesia	6
Ireland (Republic of)	1
Ireland (Republic of) from N.Ireland	1a
Israel	4
Italy	2
Japan	5
Jordan	4
Kazakhstan	4
Kenya	4
Latvia	4
Liechtenstein	2
Lithuania	1
Luxembourg	2
Macedonia	2

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**Section 2: Call Charges & Exchange Line Services**  
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<b>Country:</b>	<b>Charge Band (see table above for call charge)</b>
Malaysia	5
Maldives	5
Malta	2
Mauritius	6
Mexico	4
Monaco	1
Morocco	4
Nepal	5
Netherlands	3
New Zealand	4
Norway	2
Pakistan	6
Puerto Rico	2
Peru	6
Philippines	6
Poland	2
Portugal	2
Qatar	4
Romania	3
Russia	4
Saudi Arabia	4
Seychelles	5
Singapore	4
Slovakia	2
Slovenia	4
South Africa	4
South Korea	6

Section 2: Call Charges & Exchange Line Services  
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<b>Country:</b>	<b>Charge Band (see table above for call charge)</b>
Spain	2
Sri Lanka	6
Sweden	1
Switzerland	2
Taiwan	6
Thailand	5
Turkey	4
UAE	4
Uganda	4
Ukraine	6
USA	3

Section 2: Call Charges & Exchange Line Services  
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**SubPart 4: Conditions**

**General Conditions**

All conditions relating to standard telephone service and Telemarketing Service Products (see Section 2 Part 6) apply.

**International Telemarketing Package**

Minimum period of service for the option is 3 months, but the minimum period of service for the product is 12 months.

**Universal Freefone Service**

These conditions are in addition to the general conditions listed above and apply specifically to the Universal Freefone Service.

- The minimum UFS has to be established between two or more countries one of which must be the UK.
- Any changes must be notified to BT in writing.

**Worldplus Package**

The WorldPlus Package is a 12 month term contract and customers pay the Option Fees every Quarter in advance.

Within the term of the existing contract period, customers can move upward within the WorldPlus Package structure at the beginning of any quarter, subject to 28 days written notice acknowledged by BT. Charges will not be applied retrospectively.

**Withdrawal of Service By Foreign Administrations**

BT accepts no liability if foreign administrations or other suppliers suspend or terminate a customer's service during the term of the WorldPlus Package Contract.

Operative = 8 Mar 2000

**Early Termination**

If a customer wishes to terminate a WorldPlus Package Contract before the end of the term and does not wish to subscribe to a new contract with a higher or equal option, they must pay the Option Fees due for the remainder of the term. Such payment must be made at the time of termination.

Operative = 8 Mar 2000

**End of Term**

- At the end of the WorldPlus Package Contract the customer will be given the opportunity to:
- subscribe to a new WorldPlus Package term
  - subscribe to any other available BT International Freefone package

Section 2: Call Charges & Exchange Line Services  
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Operative = 8 Mar 2000

If no alternative package has been subscribed to at the end of the contract term, the customer will revert to BT's basic International Freefone call and rental charges

**Key Country Prices - Additional Terms and Conditions**

Only customers on a WorldPlus WP3 Package or higher may subscribe to Key Country prices. Customers can only benefit from Key Country Prices during the term of their WorldPlus Package contract.

Operative = 3 Dec 2001

When a customer has subscribed to a Key Country Option, the relevant call charge will be applied to all the customer's International and Universal Freefone numbers from that Key Country.

Operative = 8 Mar 2000

During the term of their WorldPlus Package contract, customers who pay the Key Country Option Fee may do so for as many Key Countries and for as long as they wish.

Operative = 8 Mar 2000

No other BT discounts will be applicable to this package.

Operative = 8 Mar 2000

All call and other charges relating to a WorldPlus Package contract including Key Country commitment must be billed to a single billing number and only one WorldPlus Package contract may be associated with that billing number.

Operative = 8 Mar 2000

**Early Termination**

WP4 customers can move upward to WP5. The WP4 contract will be terminated without charge and replaced by a new 12 month WP5 Package contract.

Operative = 1 Jan 2002

All terminations will be subject to 28 days written notice acknowledged by BT.

Operative = 1 Jan 2002

**End of Term**

Key Country Prices are only applicable within the contract term of a WorldPlus Package. Key Country Prices will only remain available if a customer subscribes to a new WorldPlus Package contract.

Section 2: Call Charges & Exchange Line Services  
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Operative = 8 Mar 2000

**Migration to BT Contact Centre Service**

Migration from IFS contracts to BT Contact Service Centre is permitted without incurring early termination charges or defaults, provided the following criteria are met:

Operative = 3 May 2002

-There is a net benefit for BT. A net benefit means that there is the same or higher call commitment and an increased contract value or increased contract term.

Operative = 1 Jan 2002

-On migration, all one-off charges (including Set Up charges) applicable to BT Contact Service Centre must be paid

Operative = 3 May 2002

-Term of the new contract is equal to or greater than the outstanding term of the old contract

Operative = 1 Jan 2002

-A new contract for BT Contact Service Centre comprising the terms and conditions for that service must be signed by the Customer.

Operative = 3 May 2002

-The migration is subject to 28 days written notice acknowledged by BT.

Operative = 1 Jan 2002

**International Freefone Commitment Packages (No Longer Available for New Service)**

These conditions are in addition to the general conditions listed above and apply specifically to the International Freefone Commitment Packages.

**Non Achievement Charge**

At the anniversary of the commitment contract, the total International Freefone and International Shared Cost Service call minutes charged to a single billing number will be used to determine if the annual volume commitment is satisfied. If there is a shortfall in the committed volume the customer must pay BT, in addition to any other charges due, the difference between BT's standard charges for the volumes of call minutes achieved, including rental charges, and the Long Term Contract charges payable for such calls for that year. All non-achievement charges will be multiplied by 1.06. If the non-achievement is by less than 10% of the committed volume the charges will be multiplied by 0.53.

**Early Termination of Long Term Contract**

Customers wishing to terminate a Long Term Contract before the end of the term and deciding not to subscribe to a new contract with a higher volume and/or longer commitment, must pay one year's total International Telemarketing Package rental charge and any discount earned over the standard International Telemarketing Package discounts in the current year.

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Customers can migrate to the WorldPlus Package without early termination charges being levied subject to 28 days written notice acknowledged by BT.

**Internationalkbit/s Data Services for ISDN and Highway Customers**

Calls are charged from the time that the call is synchronised until the time that the caller closes down the call. This could involve charges even though the call is not fully connected with the distant party.

## Section 2: Call Charges & Exchange Line Services

### Part 7: International Ancillary Services and Facilities

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#### **SubPart 5: Additional Information**

A Temporary Service Number Rental Option of £225.00 (exc VAT) for 3 months plus £35.00 (exc VAT) per subsequent month per number is also available.

#### **Billing Number**

This is defined as the PSTN telephone number for which a standard PSTN telephone bill is received, quoted on the International Freefone/ Universal Freefone Requirement form, to which International Freefone Portfolio Product calls will be billed. Where different billing numbers are quoted for related services, paid duration for each will be accumulated separately. Only one International Freefone discount structure applies to each International Freefone billing number.

#### **Universal Freefone Service**

The International Telecommunications Union (ITU) administer the Universal International Freefone Numbers (UIFN)s. The ITU assign UIFNs to recognised international telecommunications operators. BT liaises with the ITU and process UIFN applications on behalf of Customers.

Customers applying for a UIFN, may request **up to** 10 preferred numbers. However, BT cannot guarantee that the ITU will assign any of the UIFNs specifically requested by the customer.

Applications for UIFNs via international telecommunications operators are processed by the ITU on a "first come first served" basis.

If more than one request for a particular UIFN is received by the ITU, a resolution procedure will be implemented. This may result in one of the following :-

- i) assignment of an alternative preferred number (in accordance with the application).
- ii) a random selection by the ITU, or
- iii) ITU will request a change to the UIFN application.

BT will liaise with Customers as appropriate.

Where UIFNs have been disconnected, they will be held by the ITU for a period of 6 months (the ageing period) then returned to the UIFN pool for re-assignment. Applications for UIFNs in the ageing period cannot be processed until the ageing period has finished.

- The UIFN must be brought into service within 90 days of assignment by the ITU. Failure to implement within that time may result in the ITU reclaiming the UIFN for reassignment.
- Once assigned by the ITU, the UIFNs cannot be sold, licensed or traded. They cannot be transferred except in the case of a merger, acquisition or joint venture.

Provision of service from the countries shown is subject to availability

#### **Foreign Administration**

#### **Undertaking to Overseas Administrators**

**Section 2: Call Charges & Exchange Line Services**

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Some countries require a written undertaking from the customer that the service will be used solely for their own business purposes and will not be resold to a third party with a view to bypassing normal call charging. In the case of non-fulfilment of these conditions, service may be discontinued by the foreign administration. Please check with your Account Manager or Local Sales office for an upto date list of those countries requiring this written undertaking.

If a foreign administration withdraws service BT cannot accept any liability.

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**Notes**

- (a) GeoVerse was previously known as Global Office. See Section 2, Part 19, Sub-part 12 for details of GeoVerse tariffs.

Operative = 1 Aug 2000