



Mr Paul Lisewski
2ND Floor
40 Gledstanes Road
London
W14 9HU



2319331152
PRJ.20.3.3.2.4
0028384/D040
374/573218G2B00112

February 2017
Your Account No: 0211652035
BT ID: paul@cloudsoft.co.uk

We're putting some of our prices up. And making some great improvements to your service.

Dear Mr Lisewski,

We wanted to let you know that the price you pay for your broadband and calls will be going up on 2 April 2017. We've put the changes into a simple table for you over the page.

Even though some of your prices are increasing, you won't have to pay any extra for your line rental as we're committed to keeping it at the same price for the whole of 2017.

Here's how we're making your services even better.



Paul, get even more from your broadband with the exclusive offer we've put together for you.

Just visit www.bt.com/myoffer and log in with your BT ID or Account Number (it's at the top of this letter) before 1 April to find your exclusive broadband offer.



**Protecting you
from nuisance calls**

BT Call Protect is a brand new service exclusively for our customers. It proactively monitors nuisance calls and automatically prevents them getting through to your phone. It's free and easy to set up so simply go to www.bt.com/callprotect



**Answering more of your
calls in the UK and Ireland**

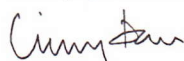
You told us you wanted to speak to someone closer to home. Great news, in spring 2017, we'll be answering 90% of our calls in the UK and Ireland.

To find out more about
these improvements,
go to www.bt.com/lots

What happens next?

You don't need to do anything but if you want to change something or leave, and you're within your minimum contract term, you'll need to call us within 30 days of receiving this letter to avoid paying a charge for leaving early. You'll need to give us 30 days' notice to leave (or 14 days if you're switching to a new provider). We won't charge you for any increase in price during that time.

We hope you'll be happy with the improvements we're making. Thanks for choosing BT.



Libby Barr
Managing Director, Customer Care

See how your prices are changing

We've simplified your bill. So on your first bill after 2 April, you'll see one charge that includes your broadband, call package and line rental too. We're committed to keeping your line rental at the same price for the whole of 2017.

Prices that are going up

On 2 April 2017 your monthly price will increase by	
Broadband and Calls	£2.50
International Freedom	£0.30

Prices that aren't changing

On 2 April 2017 your monthly price will change by	
Line Rental	£0.00

If you've got other services that aren't showing here, don't worry. It means those prices aren't changing.

Standard prices for calls that aren't included in your Calling Plan are increasing on 2 April 2017 as follows:

- Calls to UK landlines and the Access Charge for calls to Service Numbers will go from 11p to 12p a minute during the day, and 1p to 2p a minute in the evening
- Calls to mobiles from your landline are going up from 14p to 15p a minute during the day, and 7p to 8p a minute in the evening
- International calls from your landline are increasing from 45p to 46p for countries in Band A, 75p to 76p for Band B and 135p to 136p for Band C. Visit www.bt.com/international for more information
- The set-up fee for calls will go from 19p to 21p per call.

Pay-Per-Use features	From 2 April, the price will increase by
Call Return 1471 #3 or 1571 #0 (per call)	1p

If you haven't already, take a look at the front page to see how we're making your service better. And don't forget your exclusive offer is waiting for you at www.bt.com/myoffer

We've also continued to make our terms and conditions shorter, simpler and easier to understand. If you have any of our value added services (like BT Mail or BT Cloud) you should read the summary of changes at www.bt.com/legalstuff. This is because, with effect from 2 April 2017, we've changed some of these terms and conditions and the way they work. And we're proud to announce that we've also been awarded the Plain English Crystal Mark for our terms and conditions too. You can read all of your terms and conditions at www.bt.com/legalstuff

Early Termination charges: These may apply if you cancel during the minimum term of your contract and are payable for each month of the minimum term remaining after you cancel. We're increasing some of our Early Termination Charges from 2 April 2017. For more details visit www.bt.com/tariffguide

This information is based on the services you had on 31 February 2017. If you've changed anything since then, go to www.bt.com/myprices

 **recycle** Together we can reduce paper consumption.

The small print

BT Call Protect: The service feature is only available in certain areas of the UK and on certain telephone systems. If you have other call features (like Choose to Refuse or Anonymous Call Reject) then you won't be able to get the service feature as well.

© British Telecommunications plc 2017. We're registered in England at 81 Newgate Street, London EC1A 7AJ (company number 18000000). All this information was correct January 2017.

PHME 79417