

Upgrade to our unlimited  
broadband offer.  
There'll be no stopping you.



Unlimited  
Broadband.

Unlimited  
UK\* Weekend  
calls.

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Calls from  
mobiles at  
landline rates.

BT Cloud  
50GB  
storage.

All for just £21 per month.

Plus your existing line rental.

Call 0800 587 7219 • [bt.com/broadbandcomplete](http://bt.com/broadbandcomplete)



\*Calls of up to an hour to 01, 02 and 03 numbers excluding the Channel Islands. Other exclusions apply. For existing Residential BT Broadband customers only that re-contract to a 12-month minimum term and pay BT line rental of £15.45 a month. Includes BT Unlimited Broadband Extra, UK\* Weekend Calls and a BT Home Hub (unless BT has already provided you with a Hub or router). You'll need to pay by Direct Debit for the Hub. Subject to availability. Terms apply. **SmartTalk:** You'll need a BT home calling plan and an iPhone/Android smartphone connected to an internet connection. Five users per account. SmartTalk allows you to access your calling plan on your smartphone. UK time zone applies. Opt-in for International, Premium (09) and Personal (070) calls. Fair Use Policy applies. Excludes BT Basic. Terms apply. **BT Cloud:** BT doesn't support activities which infringe the copyrights of the holder. 2GB/50GB free depending on your broadband package. You'll need to activate the service yourself. This service will be stopped and your files deleted if you don't use it for 90 days. Terms apply. See [bt.com/cloud/terms](http://bt.com/cloud/terms)

# BT UPDATE

JUNE 2013

BT SmartTalk could  
help you save on  
calls from mobiles.  
See page 6.

**BT Sport**

**It's all kicking off  
this summer.**

**EXCLUSIVELY LIVE BARCLAYS  
PREMIER LEAGUE MATCHES FREE  
FOR BT BROADBAND CUSTOMERS.**

# Avoid unwanted calls with the new BT6510 phone.

The new BT6510 phone delivers great audio quality and is packed with useful features.

Avoid unwanted calls by blocking call types such as international or caller withheld numbers.

The easy to use menu also allows you to:

- put the phone into silent mode
- block specific numbers
- copy contacts between handsets
- view voice messages as a list
- set parental controls to block outgoing mobile/premium calls
- record up to 30 minutes of messages
- set up call diverts
- use handsfree speaker.



Save  
up to  
£24

## Exclusive and limited offer

This great offer is exclusive for BT customers and ends 16 July 2013.

## The more you buy the more you save:

Product	RRP	Offer price	Save
BT6510 Single	<del>£44.99</del>	£29.99	£15
BT6510 Twin	<del>£69.99</del>	£46.99	£23
BT6510 Trio	<del>£89.99</del>	£65.99	£24
BT6510 Quad	<del>£109.99</del>	£85.99	£24

Offer ends 16 July 2013 or until stocks last, whichever is earlier. Telephone lines open 9am - 5pm Monday to Friday (excluding bank holidays). Prices are inclusive of VAT. 99p economy delivery for online orders and £1.99 for orders made by telephone. Surcharges for upgrades for premium delivery services will be applied in all cases.

Hello,

We've got something extra special to tell you about this month. We will be launching BT Sport and you can pre-order it now. BT Sport is a collection of brand new sport TV channels with some of the very best football, rugby and other sporting action from around the globe.

And great news, it is free with BT Broadband.<sup>1</sup>

## Get set for BT Sport

This August, BT Sport will bring world-class sport to your screens. You can look forward to exclusively live Barclays Premier League matches including Top Picks, all the live Aviva Premiership Rugby, plus WTA Tennis matches and much more.

There are many ways to watch BT Sport – on your TV, including on the Sky Digital Satellite Platform – and online at [btsport.com](http://btsport.com) or on our dedicated BT Sport app.

Check out all the details on page 4.

## Cheaper calls from your mobile with BT SmartTalk

Calls from mobiles can add up, but you could keep the costs down with our free BT SmartTalk app.<sup>2</sup> Use it to call 0800, 0845 and 0870 numbers from your mobile for the same as it costs from your home phone. The same goes for ringing the UK from abroad. Find out more on page 6.

Thanks for choosing BT.

*Warren Buckley*

Warren Buckley  
Managing Director, Customer Service

1. Available 1 August 2013. Residential Broadband customers only. BT Broadband customers can watch BT Sport online at home with a minimum line speed of 400kpbs. To watch BT Sport online elsewhere you need 3G/4G/wi-fi (charges may apply). To watch BT Sport at [btsport.com](http://btsport.com) you need Microsoft Silverlight. The BT Sport app works on iPhone 3GS and above, iPad iOS 5.1.1 and above and selected Android devices with OS 4.0. BT Sport is also available on the Sky Digital Satellite Platform and BT TV with BT Infinity for new and existing BT Broadband customers who sign up for 12 months or have 12 months remaining on their contract: ongoing renewal needed to get discounted BT Sport. Sport on BT TV requires compatible box, fee £49-£299 may apply. Sky box and active viewing card required. E-billing required. UK only. Terms apply. Please check [bt.com/sport](http://bt.com/sport) for details. 2. BT SmartTalk: You'll need a BT home calling plan and an iPhone / Android smartphone connected to an internet connection. Use SmartTalk to access calls included as part of your calling plan, when using your smartphone. Five users per BT account. GMT time zone applies. International, Premium (09) and Personal (070) calls require opt-in. Fair Use Policy applies. Excludes BT Basic. See [bt.com/btsmarttalk](http://bt.com/btsmarttalk) for details. Terms apply.

Call 0800 138 5187 • [bt.com/shop/update](http://bt.com/shop/update)

# Game changing.

**WATCH LIVE BARCLAYS PREMIER LEAGUE MATCHES FOR FREE WITH BT BROADBAND.**



## The biggest news in sport

BT is launching BT Sport – a collection of brand new, dedicated sport TV channels that will deliver top-flight sport plus features, insight and expert commentary, free to BT Broadband customers, like you. Plus, enjoy BT Sport in HD on TV free for a year when you sign up before 1 August 2013.

## Top-quality sport, commentary, analysis and features

Football fans will be able to watch 38 exclusively live Barclays Premier League matches including 18 Top Picks. We will also show matches from the Scottish Premier League, FA Cup with Budweiser on ESPN, and UEFA Europa League, plus hundreds of top-flight league football matches from Germany, Italy, France and Brazil.

But it's not just football, there'll also be coverage of all the live Aviva Premiership Rugby, WTA Tennis matches from 21 tournaments around the world and much, much more.

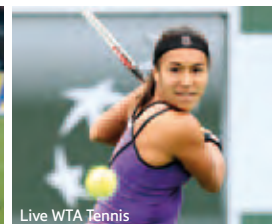
## Just give us a call to get BT Sport for free

You can watch BT Sport in many ways – on your TV, including on the Sky Satellite Digital Platform – and online at [btsport.com](http://btsport.com) or on our dedicated BT Sport app.

As you've already got BT Broadband, all you need to do is give us a call to get it for free.\*



Live Aviva Premiership Rugby



Live WTA Tennis



Live Scottish Premier League

**BT Sport 1 HD** **BT Sport 2 HD** **ESPN HD**

Call 0800 389 1863 or visit [bt.com/getsport](http://bt.com/getsport) to get BT Sport today.

\*Available 1 August 2013. Residential Broadband customers only. BT Broadband customers can watch BT Sport online at home with a minimum line speed of 400kbps. To watch BT Sport online elsewhere you need 3G/4G/wi-fi (charges may apply). To watch BT Sport at [btsport.com](http://btsport.com) you need Microsoft Silverlight. The BT Sport app works on iPhone 3GS and above, iPad iOS 5.1.1 and above and selected Android devices with OS 4.0. BT Sport is available on BT TV for existing BT Broadband customers who have 12 months remaining on their contract or re-sign for 12 months; ongoing renewal needed to get BT Sport at a discounted price. E-billing required. Sport on BT TV requires compatible box, a fee of £49-£299 may apply. BT TV customers without BT Infinity will need to order and pay for a viewing card by phone on 1 August 2013; allow ten days for delivery. UK only. Terms apply. Please check [bt.com/sport](http://bt.com/sport) for details. HD TV pack usual price is £3 a month. Requires HD ready TV and cabling; Sky customers need a black Sky box. Terms apply. All content available Online, via the BT Digital app and on the Sky Digital Satellite Platform. Content may vary on the other platforms.

**BT Sport**

**BARCLAYS  
PREMIER LEAGUE**



# You could save money on calls from your mobile with BT SmartTalk.

## Download our new app now.

As you have a BT calling plan, you can make many calls from your mobile for less with the new BT SmartTalk app. All you need is an internet connection and you can download it for free.

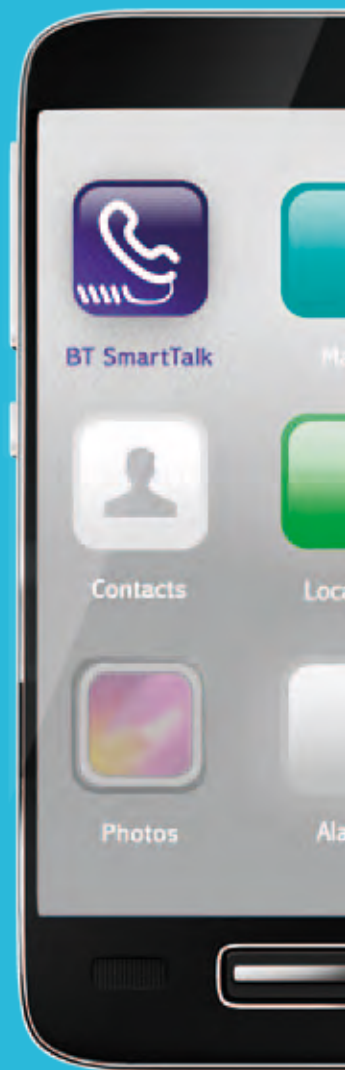
### Here are the top 5 ways BT SmartTalk helps you save

You can:

- 1) call 0845, 0870 and 0800 numbers at landline rates
- 2) call from abroad at the same rate as you do from your home phone
- 3) avoid paying extra for calls over your mobile monthly minute allowance by using your home calling plan
- 4) make calls without using up any Pay-As-You-Go credit
- 5) link up to five smartphones to your calling plan so everyone in the household could save.

Download  
the free  
app

Start saving today  
Simply download the  
BT SmartTalk app, connect  
your smartphone to wi-fi  
and you could make calls  
from your mobile at  
your landline rates.



Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. UK Calls: Calls of up to an hour to 01, 02 and 03 numbers, excluding the Channel Islands. Other exclusions apply. 0845 and 0870 calls of up to an hour (excluding indirect access numbers and dial-up internet access) are included within your calling plan times. Calls to 0871 numbers cost a maximum of 10.2p per minute plus 15p set-up fee; calls to 070 numbers cost no more than 51p per minute, with a maximum set-up charge of 51p (see [bt.com/personal/pricing](http://bt.com/personal/pricing) for our full tariffs). You'll need a BT home calling plan and an iPhone / Android smartphone connected to an internet connection. Use SmartTalk to access calls included as part of your calling plan, when using your smartphone. Five users per BT account. GMT time zone applies. International, Premium (09) and Personal (070) calls require opt-in. Fair Use Policy applies. Excludes BT Basic. See [bt.com/btsmarttalk/terms](http://bt.com/btsmarttalk/terms) for details. Terms apply.

To find out more visit [bt.com/smarttalking](http://bt.com/smarttalking)

# Everyone can do what they want with superfast fibre optic BT Infinity.

Things can slow down when everyone's online at once, because they're all sharing the same speed.†

It needn't be a problem.

With BT Infinity, our superfast fibre optic broadband, there's plenty of speed for everyone. You can all be online at the same time doing this, that and the other on your laptops, tablets and smartphones.

## More speed, more fun, less squabbling

While one person's downloading music, another can be gaming, and someone else can be streaming movies. No-one has to wait for another to finish before they can begin. BT Infinity keeps everyone happy.

## Download speeds are up to 4x faster<sup>1</sup>

You can be listening to a 12-track album in seconds. You could even be downloading HD movies in a matter of minutes.<sup>2</sup> And being super-responsive and superfast, BT Infinity is a definite winner if you're into gaming. You can expect download speeds of up to 38Mb, depending on your line, time of day and location.

**£18 a month<sup>5</sup>**

(for BT Broadband customers only)



Everyone can be online at the same time.

Superfast. Super reliable.

Download speeds up to 38Mb.

## Great indoors and out

Our Home Hub gives you our most reliable wireless signal ever around your home.<sup>3</sup> And with BT Infinity you get free unlimited access to over 8 million wi-fi hotspots worldwide for going online in the great outdoors.<sup>4</sup>

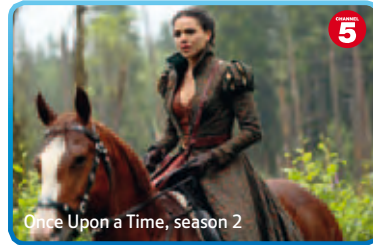
## You don't have to be super rich to go superfast

BT Infinity plus unlimited UK\* weekend calls can be yours for £18 a month.<sup>5</sup> To see if you can get it, just call us superfast.

£6.95 delivery for Hub.

†Not all lines in Infinity-enabled areas can support the Infinity service. Visit [bt.com/infinity](http://bt.com/infinity) to see if your line can. Infinity requires a BT line, minimum line speed and computer specifications. Subject to availability and survey. Terms apply. \*Calls of up to an hour to 01, 02 and 03 numbers excluding the Channel Islands. Other exclusions apply. Calls to 0871 numbers cost a maximum of 10.2p per minute plus a 15p set-up fee; calls to 070 cost no more than 51p per minute, with a maximum set-up charge of 51p. See our terms and conditions at [bt.com/terms](http://bt.com/terms). 1. Speed: Based on BT Infinity 1 average, and UK average standard ADSL broadband speed from Ofcom Speed Report, November 2012. Top speeds affected by various factors including distance from the cabinet, time of day and internal home wiring. Please visit [bt.com/infinity](http://bt.com/infinity) to see what speed we can provide on your line. If your line won't support our top speed, we'll offer the best speed available. 2. Speed calculator: Various factors can affect the actual download time including the number of people online, specification of your device, and the website that you're downloading from. 3. Wireless signal: Our Home Hub uses 'N' technology and Smart Wireless™ which selects the strongest channel. You'll need a wireless device and for the best results, one that uses 'N' technology. Your home environment may affect the range of your signal. 4. Wi-fi minutes: See [btwifi.com](http://btwifi.com) for details. 5. For new BT Infinity customers only that sign up for an 18-month minimum term and pay BT line rental. Standard line rental is £15.45 a month with Direct Debit and a 12-month minimum term. Connection charges may apply. Includes BT Infinity Option 1, Unlimited UK\* Weekend Calls and a BT Home Hub (unless BT has already provided you with one) £18 a month plus a £30 activation fee. You'll need to pay by Direct Debit. Subject to availability, survey, minimum line speed and computer specifications. Terms apply.

Call 0800 345 7418 • [bt.com/updateinfinity](http://bt.com/updateinfinity)



You're the boss.  
Watch The Apprentice  
when it suits you  
with scrollback.



youview

Award-winning  
YouView box  
worth £279  
included



★★★★★  
Best buy of the year award  
What Hi-Fi? Sound and Vision

★★★★★  
Video gadget of the year award  
Stuff

Scroll back in time to see many of your favourite shows

With YouView you can catch up on loads of your favourite shows in one of two ways. You can simply scroll back through the last seven days of the TV guide, or catch up through BBC iPlayer, ITV on demand, 4oD and Demand 5. It couldn't be easier to watch catch-up TV where it should be – on your TV.

You get all this too:

- record TV programmes using your iPhone or iPad<sup>1</sup>
- pause, rewind and record over 70 Freeview TV and radio channels including BBC Three, Dave, Film4, E4, CBeebies and Sky News
- watch top channels in HD
- rent HD films and box sets from the largest video on demand library on YouView.<sup>2</sup>

As you're a BT Broadband customer, you can add extraordinary TV from £5 a month.<sup>3</sup>

BBC iPlayer

DEMAND  
5

4oD  
on demand

itv

£49 activation charge applies.

The Apprentice © Boundless. Django Unchained © 2012 Visiona Romantica, Inc. All Rights Reserved. © 2013 Layout and Design Sony Pictures Home Entertainment Inc. All Rights Reserved. Once Upon A Time (season 2) © ABC Studios. Made in Chelsea © Channel 4. Coronation Street © ITV Plc. 1. On demand and catch-up content can't be recorded. 2. HD / Blockbuster films cost extra. To stream HD you'll need a suitable HDMI cable, an HD ready TV and 5Mb minimum line speed for streaming. 3. To get YouView from BT you'll need to sign up to a 12-month TV contract, and if you've got less than 12 months left on your broadband contract, you'll need to re-contract for another 12 months (18 months for Infinity). If you're currently on a broadband promotion, you'll pay the same until it ends. After that you'll be charged our standard prices. TV Essential is £5 a month. If you stop your service in the first year you'll be charged up to £299. Scrollback loads of BBC, ITV, Channel 4 and Channel 5 content. ITV on demand not available in Northern Ireland. You'll need a fast-enough line and a BT Home Hub (included if you haven't already been given one, £6.95 delivery). Quality of content depends on local transmitter, suitable rooftop aerial and availability of digital channels ([www.youview.com](http://www.youview.com)). You'll need to pay by Direct Debit and we'll charge you for on demand content. Subject to availability. Terms apply.

Call 0800 678 1980 • [bt.com/mytv](http://bt.com/mytv)

## BT Cloud. New online storage.

Up to 50GB  
**FREE**<sup>1</sup>

BT Cloud offers all our broadband customers free online backup.

With BT Cloud you get secure access to your stuff online – whenever and wherever you want, using your computer, tablet or smartphone. All you need is an internet connection.

And remember, you can upload and download for free at any of our 8 million wi-fi hotspots worldwide.<sup>2</sup>

### Keep your files safe

It automatically saves a copy of all the files you've selected for backup. So the latest versions are protected.

### Your digital life anywhere

You can see your files wherever you are, as long as you're online.

### Sharing is easy

With BT Cloud you can share files by email. And post pictures and videos on Facebook and Twitter.

### Free up space on your devices

Upload files to your BT Cloud and you can free up space on your tablet or smartphone.

Download BT Cloud  
from [bt.com/mybt](http://bt.com/mybt)

Get the app from  
your app store

Or text 'cloud'  
to 81192



1. BT Cloud: BT doesn't support activities which infringe the copyrights of the holder. 2GB/50GB free depending on your broadband package. You'll need to activate the service yourself. This service will be stopped and your files deleted if you don't use it for 90 days. Terms apply. See [bt.com/cloud/terms](http://bt.com/cloud/terms) 2. Wi-fi minutes: See [bt.com/wifi](http://bt.com/wifi) for details.

Find out more at [bt.com/cloud](http://bt.com/cloud)

## Go online when you're out and about with BT Wi-fi.

Great news! As a BT Broadband customer, you can enjoy free wi-fi when you're out of the home.<sup>1</sup> This means you could save money by not using up your data allowance on your smartphone or tablet.

### Welcome to the largest wi-fi network in the world

We now have over 8 million wi-fi hotspots in over 100 countries. So you can tweet, surf or email in more places than ever before.

### It's simple to connect by using our app

Our new BT Wi-fi app makes it easier than ever to stay online on the move. All you have to do is search for BT Wi-fi in your app store and download it, register your details and then use our map to find your nearest hotspot.



**BT**  
wifi

Download the new app.

Scan the QR code or  
search your app store.



Visit [bt.com/freewi-fi](http://bt.com/freewi-fi)

1. Wi-fi minutes: See [bt.com/wifi](http://bt.com/wifi) for details.



## Keeping you informed.

**Information about broadband usage:** From 1 July 2013 customers on our capped usage broadband products will be charged from the first month they exceed their allowance. As a reminder if you exceed your monthly usage allowance, you'll be charged for additional usage in units of five gigabytes (GB), at £5 per 5GB. Charges will appear on the bill. For more information on our broadband usage policy and to find out what products are impacted, please go to [bt.com/broadbandusagepolicy](http://bt.com/broadbandusagepolicy). To monitor your monthly usage, please go to [bt.com/broadbandusagemonitor](http://bt.com/broadbandusagemonitor).

**Update to email notification for broadband usage:** From 23 March 2013 we have been sending emails to your active BT primary email address (e.g. [btinternet.com](mailto:btinternet.com)) that was set up when you ordered broadband or an alternative email address that you have given us for the purpose of contacting you. For more information please visit [bt.com/broadbandusagepolicy](http://bt.com/broadbandusagepolicy). **Paper bill fee:** From 1 July 2013 there will be a £1.50 fee for BT Broadband customers who get a paper bill, to cover costs such as printing and postage. To avoid this, sign up to My BT and choose paper-free billing if you have not done so already. Go to [bt.com/mybt](http://bt.com/mybt) with your account number (found on the bill) to sign up. If you have a My BT username but haven't yet activated your account just log on to My BT to switch to paper-free. If you already use My BT but also receive bills in the post, just log in to your account and stop paper billing. We will also send you a separate letter between April and June to remind you. Some customers will be exempt from this fee, for example customers on BT Basic, those who pay the payment processing fee, or those who receive alternative media bills. If you don't want to use My BT or pay the £1.50 and you decide to stop your BT services, we won't charge you for ending your contract early. But you must get in touch with us to do so within 10 days of receiving this bill. To find out more about this price change, visit [bt.com/help/paperbillfee](http://bt.com/help/paperbillfee). **Changes to BT email terms:** From 17 June 2013, you'll need to log in to your BT email account at least once every 150 days. If you don't, we'll presume you don't use your email account anymore and we'll close it. For more information visit [bt.com/emailterms](http://bt.com/emailterms).



Textphone users should add the Text Relay prefix 18001 in front of any number quoted in this brochure to find out about the services described. For more information on the Text Relay visit [www.textrelay.org](http://www.textrelay.org)

Available in Braille, large print and audio CD.  
Please call FREE on 0800 800 150 for your copy.

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Issue 198 June 2013  
PHME 67395



Bringing it all together



## BT Cloud. New online storage, free from BT.

- Keep your files somewhere safe
- Up to 50GB storage space, free
- Access your files from anywhere in the world from any online device
- Share photos and files with friends and family



Exclusive to BT Broadband customers

Download BT Cloud from [bt.com/mybt](http://bt.com/mybt)



Available from your app store or text 'cloud' to 81192.

BT doesn't support activities which infringe the copyrights of the holder. You need to activate BT Cloud yourself. We'll stop it and delete your files if you don't use it for 90 days. Terms apply, see [bt.com/cloud/terms](http://bt.com/cloud/terms). Some existing BT Broadband customers might need to re-contract to get 50GB. 50GB free storage for Unlimited Broadband extra and Unlimited BT Infinity 2 customers.