



# Communication Choices

BT Basic



[bt.com/btbasic](https://bt.com/btbasic)

# In this guide

What is BT Basic?	3
More ways we can help	6
Common questions	7
Getting BT Basic	11
We're here to support you	14
Need some more help?	15
Terms and conditions	17

# What is BT Basic?

At BT, we understand that everyone needs a phone, whatever their income. BT Basic is a low-cost, easy to understand package, which helps you keep in touch, even if money's a bit tight.

And the good news is, we've made it even better value. Not only have we added more number types to the calls you can make as part of the package, but you'll also get a price cap to help you keep call costs down.

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

- Income Support
- Income-based Jobseeker's Allowance
- Pensions Credit (Guaranteed Credit)
- Employment and Support Allowance (income related)
- Universal Credit (and are on zero earnings)

Universal Credit is a new benefit. See page 7 for more details.

Please note that some conditions apply. You can see a list of them on page 11.

You should find all you need to know about BT Basic in this handy guide.

## How much does it cost?

BT Basic costs just £5.16 (including VAT) per month for line rental. For that, you'll get a call allowance of up to £1.50 (including VAT) every month.

## How will it help me?

As long as you stay within your £1.50 call limit, your phone bill will always be £5.16 per month.

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?** £5.16 a month (this includes £1.50 to spend on calls).

If you go over your call allowance of £1.50, you'll pay 11.3p a minute (plus 3.3p for each phone call) for all normal UK calls.

---

### Monthly price cap

You can make as many calls as you like to numbers starting with 01, 02 and 03, as well as UK mobile numbers starting with 07, or to 08 numbers and know you'll only be paying a maximum of £10 for them.

---

### How do the monthly price cap and types of calls included in the allowance work together?

They're designed to help you save as much as possible. Your call allowance is £1.50 a month and we'll cap your charges at £10 to the numbers mentioned in box above.

---

## Who can get BT Basic?

You must be getting one of the benefits below:

---

- Income Support
  - Income-based Jobseeker's Allowance
  - Pensions Credit (Guaranteed Credit)
  - Employment and Support Allowance (income related)
  - Universal Credit (and are on zero earnings)
- 

Please note: if you get benefits with similar names, it doesn't mean you'll be eligible for BT Basic. If your circumstances change and you stop getting one of these benefits, you must let us know so we can check if you still qualify.

# 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'll need to have your account number handy. You'll find it on any of your BT bills. We've also rounded up some tips on how to make sure you keep to your budget – and what to do if you're having trouble with your payments. Read more under the debt advice section, on page 17.

## Phone

It's free and easy to find out how much you've spent since your last bill, or when to expect your next one. You can 'Call my Bill' from your landline on **0800 44 3311**. Just say 'balance' when you're asked.

## Manage your account online

Simply register at [bt.com/mybt](https://bt.com/mybt) and follow the steps to sign up for a BT ID. Once you've registered, you can view your bill, manage your payments and check how much you've used your phone.

## Control outgoing calls

BT Basic comes with a Call Barring option which allows you to control certain calls being dialled from your phone. For example you can stop calls to international destinations, mobile phones or to Premium Rate numbers from being made from your line. There's no charge for this service. If you'd like Call Barring, tell us when you order BT Basic. We'll pop a guide in the post, together with the PIN number you picked.

## Control your incoming calls

BT Privacy with Caller Display registers you with the Telephone Preference Service, who help stop unwanted sales calls. It includes Caller Display, so you can see who's calling and then decide whether you want to answer. You can ask for this service for free and will need a compatible phone to use Caller Display.

# Common questions

## What is Universal Credit?

Universal Credit is a new benefit for people who are unemployed or on a low income and will replace a range of existing benefits.

## What do you mean by Universal Credit and zero earnings?

This means the benefit claimant has no earnings from employment or self-employment during the assessment period for their benefit.

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

---

**Calls up to the value of £1.50 (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>• UK mobile numbers starting with '07'</li><li>• '08' telephone numbers</li><li>• international calls.</li></ul> | <ul style="list-style-type: none"><li>• calls made through the operator</li><li>• premium-rate numbers</li></ul> <p>If you do make any of these calls, you'll be charged at our standard BT Basic calling plan rates.</p> <p>You can find details of these rates on our website at <a href="https://bt.com/personal/pricing">bt.com/personal/pricing</a></p> |
|--|--|
- 

With BT Basic, you'll also get free weekend calls to 0845 and 0870 numbers lasting up to 60 minutes. This doesn't include calls made through services that charge to put you through to other numbers.

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

Your £1.50 calling allowance covers local, national, and international calls. It also includes calls made to UK mobiles and 08 numbers. 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'll cost 11.3p a minute (plus 3.3p for each phone call). International, mobile and calls to 08 numbers are based on our standard BT Basic calling plan rates.

## **What happens if I go over?**

If you go over your £1.50 call allowance, you'll pay 11.3p a minute (plus 3.3p 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 the calls I'm allowed to make. Can I carry the call allowance over?**

No. If you don't use up all your call allowance you can't carry it over to the next billing period.

## **What calls are included in the price cap?**

We'll stop charging you for making calls to numbers starting with 01, 02, 03, UK mobile numbers or '08' numbers when you've reached £10 worth of calls.

## **Will I get a call allowance and the price cap?**

Yes. We'll still give you a call allowance of £1.50 a month for eligible calls. If you go over the call allowance, you'll be charged for any calls made up to the amount of £10.

## **Do I have to make £10 of calls a month?**

No. But if you go over £10 of eligible calls, don't worry. They'll be capped and we won't charge you above £10.

## Can I have broadband with BT Basic?

Yes. BT Basic has been designed to allow broadband on the line.

You can sign up for BT Basic + Broadband. Your broadband will cost only £10.07 in total per month, which **includes** your BT Basic line rental.

### **BT Basic + Broadband gives you peace of mind**

It's there to help you budget. You can stay in touch for less than £21 a month. Combined with BT Basic Broadband – you can pay line rental, have BT Basic Broadband and pay no more than £10 per month for calls to 01, 02, 03, 07 and 08 numbers.

BT Basic + Broadband includes 15GB usage a month, which means you can do things like:

- browse the internet for half an hour a day, watch two and a half hours of online TV a week, using catch-up TV (like iPlayer) or streaming video (like YouTube)
- stream enough video to watch one standard definition film a month
- upload 100 photos to Instagram or Facebook a month
- listen to 100 music tracks (or ten albums) a month
- play online games for an hour a week.

You won't need to pay a connection charge for installing broadband, but you'll need to pay for the postage and packaging of your BT Home Hub, which you'll need for the broadband to work.

Or you can take one of the standard BT Broadband only options (BT Basic customers aren't eligible for the combined Broadband and Calls packages).

Choose the package that best meets your needs and budgets. Go to [bt.com/btbasic](http://bt.com/btbasic) for more details on BT Basic + Broadband.

Please note: BT Broadband isn't available in all areas.  
Conditions will apply.

## **What else do I need to know about BT Basic?**

We do have a Fair Use Policy for BT Basic, so we just ask that you stick to the spirit of the scheme.

Sometimes, we might put restrictions on how much you can use free or discounted services. But don't worry, we always pitch these restrictions such that they will not affect the vast majority of our customers. We'll only contact you where we believe calls that are included within the £10 monthly price cap are being excessively used.

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

If you don't have a BT line, you'll need to change to BT before you can get BT Basic. You won't normally have to pay a connection charge, unless there are exceptional circumstances and we need to use special equipment or do some extra work. We'll tell you about any charges before we agree any work.

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 [bt.com/personal/pricing](https://bt.com/personal/pricing)

## **I don't qualify for or want 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'll 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, go to [bt.com/callingplans](https://bt.com/callingplans)

If you think BT Basic isn't the best choice for you, but still want to keep the cost of your phone line down, Home Phone Saver might be a better fit. It includes, line rental, unlimited anytime call to UK landlines and some of our other calling features. You can go to [bt.com/hps](https://bt.com/hps) or call **0800 587 7218** to find out more.

# Getting BT Basic

If you think you qualify for BT Basic, simply fill in your form and send it back to us. Before you fill in the form, please make sure you read the conditions below and the section 'How to fill in the application form' on page 12.

You must return your application form **within 14 days**. If you haven't received a form, please phone the number on your letter and we'll send you one.

## **Important conditions**

Even if you're getting one of the benefits we listed on page 3, 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 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.
- 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 doesn't apply to lifeline alarms)
- a business, temporary or payphone line



- Don't worry. We take your privacy very seriously. We'll treat any information you give us as confidential. We'll only ever share it with the Department for Work and Pensions.
- Your National Insurance number will be nine characters long. It's 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 because this is a temporary number.

Please note that applications with incomplete or missing information cannot be processed and will delay your application.

## Where do I return the form to?

Completed application forms should be returned in the **envelope provided**, or alternatively sent to: BT Plc, BT Basic, Durham DH98 1BT

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

Don't worry about contacting us, **we'll get in touch with you as soon as we have an update on your application.** When we have all your information, we'll check your personal details against benefits information held by the Department for Work and Pensions and we'll write to you after we've processed your application. **This can take up to a month if you've not completed your application correctly.** If we can give you BT Basic we'll let you know when we'll move you over. If we can't, we'll tell you about other ways you can save money on your BT bill.

## 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.

For more information about BT Basic visit [bt.com/btbasic](https://bt.com/btbasic)

# We're here to support you

## Unwanted calls and texts

If you're worried about nuisance calls or texts, visit [bt.com/unwantedcalls](https://bt.com/unwantedcalls) for our advice on stopping them. You can also call us on **0800 661 441** (lines open 8am-10pm Monday to Friday, 9am-6pm Saturday).

You'll also be able to find more about our **BT Call Protect** service – a free service for all BT customers that helps reduce unwanted calls. It proactively monitors nuisance calls and automatically prevents them getting through to your phone. It's free and easy to set-up.

You can sign up for the service at [bt.com/callprotect](https://bt.com/callprotect) or by dialling **0800 328 1572**.

## Scams

Find out about scams, how to keep your personal information safe and what to do if you're targeted. Visit [bt.com/scams](https://bt.com/scams)

## Power of Attorney

Find out about Power of Attorney and Court of Protection (deputyship) orders at [bt.com/poa](https://bt.com/poa)

If you're looking after someone's affairs for them download the **Accessing & Sharing information** guide for advice to suit your situation – whether you have legal power, permission only, or can't get either and need help.

# Need some more help?

We've brought together lots of information about our products and services, help and support, news, advice, information – and much more – all in one place, at [bt.com/includingyou](https://bt.com/includingyou)

The Including You website is fully accessible and you can alter font sizes and background colour to suit your needs. It's compatible with Browsealoud – which reads web pages aloud and highlights each word as it's spoken – useful if you need help reading or seeing a computer screen. Many pages also have information in British Sign Language (BSL).

Or call **0800 800 150** and ask us to send you a copy. If you prefer information in large print, audio (CD) or Braille, go to [bt.com/mediatypes](https://bt.com/mediatypes)



The Silver Line is a UK-wide charity, 24 hours a day Freephone helpline for older people. The Silver Line connects individuals to local services and activities, offers a befriending service to combat loneliness and in the same way that ChildLine helps children, it supports older people who are experiencing abuse or neglect and makes sure they are protected. BT has been proud to support The Silver Line from its start.

[thesilverline.org.uk](https://thesilverline.org.uk)

## Free and confidential money and debt advice

There are a few different organisations who can provide free debt advice and support over the phone and online;

- National Debtline on **0808 808 4000** or go to [nationaldebtline.org](http://nationaldebtline.org)
- StepChange Debt Charity on **0800 138 1111** or use the [remedy debt tool at stepchange.org](http://stepchange.org)

For self-help debt advice use the interactive online advice service at [mymoneysteps.org](http://mymoneysteps.org)

You can also get face-to-face advice from organisations like your local Citizens Advice Bureau, by going to [citizensadvice.org.uk](http://citizensadvice.org.uk) Local Age UK centres are also there to help older people.

Age UK have a 'money matters' section on their website, which offers a lot of good advice, from how to claim benefits, to advice on debt. Visit [ageuk.org.uk](http://ageuk.org.uk) or call on **0800 169 6565** to find out more.

# Terms and conditions

All the prices and information in this guide were correct at the time of publication (October 2018) but these may vary from time to time.

All prices include VAT at 20%, unless it says differently (this may change). Friends and Family International is a trademark of MCI Communications Corporation and is used under licence.

We've 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.

Nothing in this leaflet makes up part of any contract.

Available in other formats including  
Braille, large print or audio CD.  
Please go to [bt.com/mediatypes](http://bt.com/mediatypes) or  
call 0800 800 150



By Appointment to  
Her Majesty The Queen  
Suppliers of Communications, Broadcast  
and Electronic Services  
BT  
London

**Offices worldwide**

© British Telecommunications plc 2018  
We're registered in England at: 81 Newgate Street,  
London EC1A 7AJ, UK (company number 1800000).

Written and designed by Muse Publishing and  
The Art & Design Partnership

**PHME 80295** | v11 | October 2018

