

# CONTRACT SUMMARY

This contract summary provides the main elements of this service offer. It helps to make a comparison between service offers.

Complete information about the services is provided in other documents.

## Document one: Your contract summary

### SERVICES

#### Package summary

##### Mobile

- **BT Mobile 10GB SIM Only 5G Plan**

### SPEED OF THE INTERNET ACCESS SERVICE AND REMEDIES IN CASE OF PROBLEMS

#### Mobile data speeds

Mobile speeds and network coverage may be affected by a number of factors, such as building materials, tree cover, weather conditions, and how many other people are using the network. Coverage will also vary depending on your device.

Use our [Mobile Coverage Checker](#) to see a detailed breakdown of network coverage in your area, including 4G and 5G coverage.

Problems with the service could mean we pay you back for loss of service or losses you incur. If you have a mobile phone plan for a set price including data, minutes and texts with a BT Mobile and SIM the equipment may have a manufacturer's guarantee.

For more information, please see our [terms and conditions](#).

# PRICE

## Monthly charges for this order

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**BT Mobile 10GB SIM Only 5G Plan** **£9.00**

**Total monthly charges** **£9.00**

This is a consumer plan and service, and we won't provide a tax invoice for it.

By agreeing to the terms and conditions, you're confirming that you're not a VAT registered company using this service for business purposes.

### Annual Price Changes

On 1 March each year the monthly price of your mobile plan will increase by £2.50.

All out of bundle charges will increase by 5% on 31 March each year (rounded to the nearest whole pence).

The cost of any other services, like add-ons, may change during your contract, but we'll always let you know in advance if they do. Please visit [bt.com/prices-explained](https://bt.com/prices-explained) for more information.

# DURATION, RENEWAL AND TERMINATION

## Mobile

Your mobile contract is for 1 month.

The minimum term will start one working day after we send the SIM

You can end the service as set out in our terms and conditions. Unless stated otherwise, you'll normally need to give us 30 days notice.

If you stop your services within your minimum term, you might have to pay early termination charges. However, if you cancel because we've made changes to your services, these charges may not apply.

If you have more than one product with us, the contracts may be linked. In some situations, if you can cancel one without early termination charges, you may be able to cancel other linked contracts as well.

If you end a service, you must return any loaned equipment within 60 days. If you don't, you'll be charged.

### **How we calculate the early termination fee**

The fee is calculated as the total remaining monthly charges until the end of your minimum period, minus the costs we save for you leaving early and a 1% discount.

For example, if you have four months left and you pay £35 a month, the cancellation fee would be £67.32.

Please visit our [Leaving BT](#) page for a further explanation on how we calculate the cancellation fee.

For more information, please see our [terms and conditions](#).

## FEATURES FOR CUSTOMERS WITH DISABILITIES

[Learn more about the products and advice available to help you.](#)

## OTHER RELEVANT INFORMATION

For information about your right to cancel, see the pre-contract information document.

You cannot take a BT Mobile SIM Only plan unless you have BT Broadband. If your BT Broadband plan is later cancelled a £5 charge will be added to the monthly price of your BT Mobile plan.

If you have Halo 3 or Halo 3+ Broadband, we will automatically double your monthly data allowance (they must both be on the same account). You can see what your new total monthly data allowance is by logging into MyBT. Mobile Data Boost does not apply to any data add-ons that you've purchased. If you cancel your Halo 3 or Halo 3+ Broadband your double data will be removed.

## Document two: Pre-contract information

### YOUR PACKAGE IN DETAIL

#### Mobile

##### Your package:

- BT Mobile 10GB SIM Only 5G Plan

Each month you'll get:

- 10GB of data, unlimited minutes and texts
- Roam like home in 47 destinations
- 5G speeds when using a 5G device, and in a 5G enabled area

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## SERVICE CHARACTERISTICS

### Mobile data speeds

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Use our [Mobile Coverage Checker](#) to see a detailed breakdown of network coverage in your area, including 4G and 5G coverage.

## PRICE

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<b>BT Mobile 10GB SIM Only 5G Plan</b>	<b>£9.00</b>
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All out of bundle charges will increase by 5% on 31 March each year (rounded to the nearest whole pence).

The cost of any other services, like add-ons, may change during your contract, but we'll always let you know in advance if they do. Please visit [bt.com/prices-explained](https://bt.com/prices-explained) for more information.

## WAYS TO PAY

If you set up a Direct Debit, your payment will be taken in advance on a monthly basis. We'll take payment from your registered bank account using the details you provide. Activation fees are paid up front by debit or credit card.

If you don't pay a bill within ten days of any bill reminder, a late payment charge of £7.50 may apply. Failed payment charges may also apply.

[Find out more about billing and other ways to pay.](#)

## SWITCHING TO BT

[Check out how to switch your TV, broadband or phone service to BT.](#)

Under our [Automatic Compensation Scheme](#), you'll be entitled to compensation if switching to BT and we don't activate your service on the day we promised.

## RENEWAL

Each service will last for the minimum term, as set out above, and will continue unless cancelled in line with our [terms and conditions](#).

If you've other contracts with us their minimum terms may not start or end at the same time as the minimum term for this contract.

## TERMINATION

You'll normally need to give us 30 days notice to end your contract. If you switch your broadband to another provider through an approved switching process,

they'll let us know and will confirm your switch date.

Please visit [bt.com/broadband/switch](https://bt.com/broadband/switch) to find out more.

If you cancel within your minimum term, you might have to pay early termination charges. However, if you cancel because we've made changes to your services, these charges may not apply.

If you have more than one product with us, the contracts may be linked. In some situations, if you can cancel one without early termination charges, you may be able to cancel other linked contracts as well.

After stopping your service, you'll need to return any loaned equipment within 60 days. If you don't, you'll be charged. See our BT Consumer Price Guide. For more details, please see our [terms and conditions](#).

## SECURITY

If we suspect there's been, or is likely to be, a security incident, we may suspend your BT ID username to protect your account. We'll ask you to change your password before letting you log back in.

## COMPLAINTS AND DISPUTES HANDLING

Our aim is to respond to your complaint and agree a resolution within ten days. Some complaints can take longer, depending on their complexity.

If we've not resolved your complaint to your satisfaction within six weeks of you first making it, or you receive a 'deadlock' letter from us advising there's nothing more we can do, you can take your complaint to the [Ombudsman Service](#) who are an alternative dispute resolution scheme.

Please see our [Customer Complaints Code](#) for more information on how to contact us, or the alternative disputes resolution scheme to sort out a problem and how we'll deal with any complaint or dispute.

Problems with SIM cards or equipment might give you the right to a repair, replacement or even a refund. For more information, please go to

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

Problems with the service could mean we pay you back for loss of service or losses you incur. If you have a mobile phone plan for a set price including data, minutes and texts with a BT Mobile and SIM the equipment may have a manufacturer's guarantee.

For more information, see our [terms and conditions](#).

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## RIGHT TO CANCEL

To cancel, you can call us on [0330 1234 150](tel:03301234150) or contact us through your BT ID account. [Find out other ways to cancel](#).

For more information, please see our [terms and conditions](#).

## DATA PROTECTION

You'll need to provide us with some personal information before we can set you up with certain products or services. We'll collect this information when you buy a product or service from us, or register for an account online or on one of our apps. If you don't provide the correct information, we may be unable to complete your order.

The personal information we'll collect includes your contact details and other information to confirm your identity. Such as your name, gender, address, phone number, date of birth, email address, your communication with us, a security question and answer. If you purchase a product or service, we'll need your payment and financial information.

We also collect and use certain personal information when you use our services, such as your IP address and other online identifiers.

If you tell us you have a disability or need support, we'll note that you are a vulnerable customer, but only if you give your permission or if we must for legal or regulatory reasons.

Further information can be found in our [Privacy Policy](#).

## CUSTOMERS WITH DISABILITIES

[Learn more about the products and advice available to help you.](#)

## ACCESSIBILITY

If you're using an internet voice service, emergency services won't be able to automatically access your caller location. To avoid this problem, if you're using one of these services away from home, you should register the location with BT, and let us know if it changes. If you don't register, and need to make an emergency call, you'll need to provide your location.

### Digital Voice

If you have Digital Voice, you'll need to have alternative means of calling 999 in the event of a power cut or if your broadband stops working. If you have a disability or need extra support, please let us know.

## IDENTITY AND CONTACT DETAILS OF REGULATED PROVIDER

<b>Regulated Provider</b>	BT
<b>Registered address</b>	BT Plc <a href="tel:03301234150">0330 1234 150</a> 1 Braham Street, London, E1 8EE.

<b>For complaints</b>	Customer Service Manager BT Plc PO Box 334 Sheffield S98 1BT  or email <a href="mailto:consumer-resolutions@bt.com">consumer-resolutions@bt.com</a>
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