



TERMS AND CONDITIONS FOR THE PROVISION OF SERVICES

LINES AND CALLS SUPPLEMENTARY TERMS

FREE CALLS

These terms are supplementary to and form part of the Lines and Calls terms and conditions and will apply where the Customer purchases the Free Calls Service as part of the Services. In the event of any conflict between these terms and the Lines and Calls terms and conditions in relation to the Free Calls Service only, these terms shall prevail.

1. INTERPRETATION

“Free Calls Service” means the service provided by the Company allowing direct dialled voice calls lasting up to the Permitted Duration to be made by the Customer to any telephone number commencing with the Customer STD Code for which no charge will be made by the Company.

“Customer STD Code” means the UK local area dial codes (as defined under WWW.BT.COM UK dial codes) that may be called from the customers relevant STD code set out in the Order Confirmation (i.e. 1st 4 or 5 digits as relevant in addition to the first digit of the directed call number) to which the Free Calls Service will apply; and

“Permitted Duration” means a duration of 60 minutes per call.

2. SERVICE TERMS

2.1 The Free Calls Service applies to direct dialled local geographic voice calls only made by the Customer to numbers which begin with the Customer STD Code. There will be no Charges



payable by the Customer in relation to calls made within the Free Calls Service save as provided in clause 3 below.

2.2 Any call time exceeding the Permitted Duration will be charged at the Company's normal tariff.

3. **RESTRICTIONS ON SERVICE**

3.1 The Free Calls Service is provided on the basis of the Customer's use of the Services during the 12 months prior to the commencement of the Free Calls Service. In the event that the Customer's use of the Free Calls Service is unusual or otherwise exceeds a level anticipated by the Customer's previous use of the Services, the Company may suspend the Free Calls Service to the Customer.

3.2 The Customer may at any time request a change to the Free Calls Service (including a variation to the Customer STD Code or request to cancel such Service), which request may be accepted by the Company in writing. Any agreed change will take effect at the end of the Customer's current billing cycle.

3.3 The Company may withdraw the Free Calls Service at any time on notice to the Customer.