



G Cloud 15

BT Price Card for BT Cloud Work

1 Price Card

All prices exclude VAT.

The **Cloud Work** Price Card is subject to a Service Period of a minimum period of 12 months. The Service Periods available for this Service Offer are 12 months, 24 months, 36 months or 60 months.

Monthly Recurring Charges are calculated by a monthly User charge multiplied by the number of Users. This offer is subject to the Buyer having suitable internet access with sufficient bandwidth and internal LAN infrastructure to support the Supplier's Cloud Work Service.

The Buyer must order Professional Services from the Supplier for 100 or more Users, see Table 6 and Table 7 for details.

Inclusive Minute Allowance

The Inclusive Minute Allowance includes:

- Calls to UK local and national numbers commencing 01 and 02
- Calls to UK 03 and 05 numbers, where G21 charges apply
- UK Fixed to Mobile Charge bands FM1 to FM17
- Calls to fixed destinations in the Republic of Ireland

Table 1 – Cloud Work UK Inclusive Minutes Allowance

Cloud Work UK Inclusive Minutes Allowance. The Buyer will need to either purchase an IP Phone or order the free Cloud Work Softphone application from Table 2. The Buyer will need to specify the number of Users requiring an IP Phone and the number of Users requiring the Cloud Work Softphone application on the Call-Off Order form. Buyers can choose a mix of IP Phones and Cloud Work Softphone application across their Call-Off Order form. This includes access to the Cloud Work Portal and the RingCentral Development Platform.

BT Service Offer Reference Number	Service Description	Inclusive Minutes Allowance Per User Per Month	Monthly Recurring Charge
BT-L2b-0001	Cloud Work Entry	200	£5.33
BT-L2b-0002	Cloud Work Basic	500	£6.26
BT-L2b-0003	Cloud Work Basic	Unlimited	£6.92

BT-L2b-0004	Cloud Work Connect	500	£7.34
BT-L2b-0005	Cloud Work Connect	Unlimited	£8.50
BT-L2b-0006	Cloud Work Connect including HD Video Meetings	500	£15.93
BT-L2b-0007	Cloud Work Connect including HD Video Meetings	Unlimited	£16.84
BT-L2b-0008	Cloud Work Collaborate	500	£16.93
BT-L2b-0009	Cloud Work Collaborate	Unlimited	£18.34
BT-L2b-0010	Additional geographic numbers (per number)*	NA	£0.50

*Additional DDIs. Each user will receive a free DDI. Additional DDIs e.g. for hunt groups and non-users are charged at the listed rate.

Note: Any call usage (UK national and mobile, international and chargeable calls) outside the Inclusive Minutes Allowance provided with the licence will be charged as per Tables 27-28

Table 2 - Optional features for Cloud Work Users

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Per User
BT-L2b-0011	Live Reports - enhance a User to view real-time call analytics	£19.00

Table 3 – Limited Extension

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Per User
BT-L2b-0012	Cloud Work Limited Extension	£3.00

Table 4 - Microsoft Teams Integration

BT Service Order Reference Number	Service Description	One Off Charge Per Deployment	One Off Charge Per Deployment Per User
BT-L2b-0013	Small Deployment (<100 Users)	£500.00	N/A
BT-L2b-0014	Medium Deployment (100 to 299 Users)	N/A	£10.00
BT-L2b-0015	Large Deployment (300+ Users)	£1,200.00	£5.00

Table 5 – Cloud Work Customer Training

BT Service Order Reference Number	Service Description	Recurring Charge Per Training Package Per Month*(up to 25 Users)
BT-L2b-0016	Bronze Customer Training	£0.00
BT-L2b-0017	Silver Customer Training	£10.00
BT-L2b-0018	Gold Customer Training	£20.00
BT-L2b-0019	Platinum Customer Training	£30.00

Note: One Training Package gives the Buyer access to the Cloud Work customer training portal for up to 25 Users.

Table 6 - Professional installation for remote site installation

This service is not available for sub 100 user deployments so the Buyer will need to take responsibility for provisioning this service with support from a BT Project Manager.

BT Service Offer Reference Number	Service Description	One Off Charge Per User
BT-L2b-0020	Remote Implementation – including project management, data capture, design, build and remote training	£0.00

Table 7 - Engineer Install

BT Service Order Reference Number	Service Description	One Off Charge Per Site
BT-L2b-0021	Administrator Training (per 5 users Per Half Day)	£200.00
BT-L2b-0022	All in a Day's Work (per 25 users Per Day)	£500.00
BT-L2b-0023	Floorwalking (per office floor Per Half Day)	£200.00
BT-L2b-0024	Specialist Training (per 5 users Per Half Day)	£200.00
BT-L2b-0025	User Training Drop-in Clinic (per 10 users Per Half Day)	£200.00

Notes:

- Buyers with 0-79 Users, the Professional Services Essentials above cannot be ordered
- Buyers with 80-99 Users, the Professional Services Essentials above is optional and can be ordered
- Buyers with 100+ Users, the Professional Services Essentials above is mandatory and must be ordered
- If Professional Services are cancelled within 10 days of the planned start of implementation, the Buyer will be charged for the following:
 - non-refundable travel and expenses already incurred; and
 - hourly charge of £180 per hour, in whole hour blocks, for any work carried out on Professional Services up to the point at which implementation was cancelled.
- If there are any Late Changes to the Business Requirements Document (within 10 days of implementation), the Buyer will be charged for the following:
 - non-refundable travel and expenses already incurred; and
 - hourly charge of £180 per hour, in whole hour blocks, for any additional work done on Professional Services because of the changes requested
- If there are any changes requested that are outside of the original scope of Professional Services agreed in the Business Requirements Document, the Buyer will be charged for the following:
 - hourly charge of £180 per hour, in whole hour blocks, for any additional work done on Professional Services because of the out-of-scope changes

Table 8 – Professional Services

BT Service Order Reference Number	Service Description	One Off Charge
BT-L2b-0026	Remote Implementation – including project management, data capture, design, build and remote training	£0.00
BT-L2b-0027	Professional Services Light – including project management and number porting	£500.00

Note:

- Buyers with 0-79 Users, only the Professional Services Light above can be ordered.
- Buyers with 80-99 Users, the Professional Services (Remote Implementation) and Professional Services Light above is optional and can be ordered.
- Buyers with 100+ Users, the Professional Services (Remote Implementation) above is mandatory and must be ordered.
- If Professional Services are cancelled within 10 days of the planned start of implementation, the Buyer will be charged for the following:
 - non-refundable travel and expenses already incurred; and
 - hourly charge of £180 per hour, in whole hour blocks, for any work carried out on Professional Services up to the point at which implementation was cancelled.
- If there are any Late Changes to the Business Requirements Document (within 10 days of implementation), the Buyer will be charged for the following:
 - non-refundable travel and expenses already incurred; and
 - hourly charge of £180 per hour, in whole hour blocks, for any additional work done on Professional Services because of the changes requested.
- If there are any changes requested that are outside of the original scope of Professional Services agreed in the Business Requirements Document, the Buyer will be charged for the following:
 - hourly charge of £180 per hour, in whole hour blocks, for any additional work done on Professional Services because of the out-of-scope changes.

Contact Centre Service

Table 9 – Contact Centre Licences.

Pricing includes the minimum framework specification requirements plus storage, support and upgrades.

BT Service Order Reference Number	Service Description	One Off Charge
BT-L2b-0028	Basic+Contact Centre	£70.00
BT-L2b-0029	Advanced Contact Centre	£90.00
BT-L2b-0030	Ultimate Contact Centre	£115.00

Table 10 – Contact Centre Professional Services

BT Service Order Reference Number	Service Description	One Off Charge	One Off Charge Per User
BT-L2b-0031	Advanced ACD Integration – including configuration of 10 users	£4,750.00	NA
BT-L2b-0032	Configuration of additional Users (10 Users+)	NA	£123.50
BT-L2b-0033	User lines and extensions	NA	£28.50

For example, Buyers with 50 Users will be charged as follows: £4,750.00 + 40 x £123.50 + 50 x £28.50 = £11,115.00.

Contact Centre Optional Add-Ons

Table 11 – Core Add-Ons

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Occurrence	Monthly Recurring Charge
BT-L2b-0034	BI Report Viewer	Per User	£4.00
BT-L2b-0035	Contact Centre: Additional Active Storage	Per GB	£1.00
BT-L2b-0036	Contact Centre: Additional Configured Universal Port	Per Port	£60.00
BT-L2b-0037	Contact Centre: Auto Attendant	Per User	£10.00
BT-L2b-0038	Contact Centre: Automated Speech Recognition	Per Minute	£0.07
BT-L2b-0039	Contact Centre: Direct Data Access	Per Buyer	£750.00
BT-L2b-0040	Contact Centre: Long Term Storage	Per GB	£0.10

BT-L2b-0041	Contact Centre: Long Term Storage Retrieval	Per GB	£1.50
BT-L2b-0042	Custom Storage	Per GB	£1.50
BT-L2b-0043	MAX Integrated Softphone	Per User	£0.00
BT-L2b-0044	Performance Management (configured User)	Per User	£25.00
BT-L2b-0045	Performance Management Gamification	Per User	£12.00
BT-L2b-0046	Performance Management Standalone Wallboard	Per Wallboard	£12.00
BT-L2b-0047	Performance Management, Coaching & Learning Management	Per User	£12.00
BT-L2b-0048	Personal Connection	Per Connection	£25.00
BT-L2b-0049	Ternio Switch Salesforce Click to Dial	Per User	£6.00
BT-L2b-0050	Ternio Switch	Per User	£15.00

Table 12 – Survey options- Feedback Management Reports

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Occurrence	Monthly Recurring Charge
BT-L2b-0051	Academy and Research Access	Per User	£450.00
BT-L2b-0052	Additional Application Language	Per Language	£500.00
BT-L2b-0053	Additional Auto Translate	Per Channel	£0.10
BT-L2b-0054	Additional Power User	Per User	£500.00
BT-L2b-0055	Additional Speech to Text Comments	Per User	£0.05

BT-L2b-0056	Additional Survey Response	Per Survey	£1.00
BT-L2b-0057	Additional Text Analytics	Per Channel	£0.10
BT-L2b-0058	API Connector	Per User	£600.00
BT-L2b-0059	Auto Translate	Per User	£750.00
BT-L2b-0060	Basic VoC	Per Buyer	£600.00
BT-L2b-0061	Chat Channel	Per Channel	£0.00
BT-L2b-0062	Email Channel	Per Channel	£0.00
BT-L2b-0063	IVR Channel	Per Channel	£0.00
BT-L2b-0064	SMS Channel	Per Channel	£0.00
BT-L2b-0065	SMS Gateway	Per Gateway	£750.00
BT-L2b-0066	Speech to Text	Per User	£1,000.00
BT-L2b-0067	Text Analytics	Per User	£750.00
BT-L2b-0068	VOC	Per User	£25.00
BT-L2b-0069	Websites Intercepts Channel	Per Channel	£0.00
BT-L2b-0070	WhatsApp Channel	Per Channel	£0.00

Table 13 – Outbound email

BT Service Order Reference Number	Service Description	Monthly Recurring Charge
BT-L2b-0071	Outbound Email 100k	£200.00
BT-L2b-0072	Outbound Email 1.5M	£1,200.00

Table 14 – Analytics.

Performance Analytics for Salesforce Einstein

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Occurrence	Monthly Recurring Charge
BT-L2b-0073	Performance Analytics for Salesforce Einstein (Admin)	Per User	£30.00
BT-L2b-0074	Performance Analytics for Salesforce Einstein (User)	Per User	£15.00

Table 15 – Workforce Optimisation Professional

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Occurrence	Monthly Recurring Charge
BT-L2b-0075	Contact Centre: Audio Recording	Per User	£18.00
BT-L2b-0076	Contact Centre: Interaction Analytics	Per User	£23.00
BT-L2b-0077	Contact Centre: Interaction Analytics Advanced	Per User	£36.00
BT-L2b-0078	Contact Centre: Quality Management	Per User	£18.00
BT-L2b-0079	Contact Centre: Quality Management Advanced	Per User	£27.00
BT-L2b-0080	Contact Centre: Quality Management Premium	Per User	£45.00
BT-L2b-0081	Contact Centre: Screen Recording	Per User	£11.00
BT-L2b-0082	Contact Centre: Workforce Management	Per User	£18.00

Table 16: Integrations:

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Occurrence	Monthly Recurring Charge
BT-L2b-0083	Agent for Microsoft Dynamics	Per User	£15.00
BT-L2b-0084	Agent for Microsoft Teams	Per User	£8.00
BT-L2b-0085	Agent for SugarCRM	Per User	£15.00
BT-L2b-0086	Contact Centre: Agent for Oracle Service Cloud	Per User	£15.00
BT-L2b-0087	Contact Centre: Agent for Salesforce	Per User	£15.00
BT-L2b-0088	Contact Centre: Agent for Salesforce Integrated Softphone	Per User	£0.00
BT-L2b-0089	Contact Centre: Agent for Zendesk	Per User	£20.00
BT-L2b-0090	Customer Dynamics E2	Per User	£15.00
BT-L2b-0091	Customer Dynamics Outreach	Per User	£25.00
BT-L2b-0092	Customer Dynamics Unified Service Desk	Per User	£30.00
BT-L2b-0093	Spice Additional Database Storage	Per User	£3.00
BT-L2b-0094	Spice Automation Suite	Per User	£1,500.00
BT-L2b-0095	Spice Automation Suite Additional Process	Per User	£80.00
BT-L2b-0096	Spice Enterprise	Per User	£100.00
BT-L2b-0097	Spice Professional	Per User	£75.00
BT-L2b-0098	Virtual Agent Hub	Per User	£12.00

Table 17 – Outbound Minutes Service Plans

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Occurrence	Monthly Recurring Charge
BT-L2b-0099	15K Minutes Bundle	Per Buyer	£237.50
BT-L2b-0100	25K Minutes Bundle	Per Buyer	£380.00
BT-L2b-0101	50K Minutes Bundle	Per Buyer	£760.00
BT-L2b-0102	75K Minutes Bundle	Per Buyer	£1,045.00
BT-L2b-0103	100K Minutes Bundle	Per Buyer	£1,425.00
BT-L2b-0104	250K Minutes Bundle	Per Buyer	£3,325.00
BT-L2b-0105	500K Minutes Bundle	Per Buyer	£6,460.00
BT-L2b-0106	1M Minutes Bundle	Per Buyer	£12,825.00
BT-L2b-0107	2M Minutes Bundle	Per Buyer	£23,750.00
BT-L2b-0108	3M Minutes Bundle	Per Buyer	£35,150.00
BT-L2b-0109	4M Minutes Bundle	Per Buyer	£45,600.00
BT-L2b-0110	5M Minutes Bundle	Per Buyer	£55,100.00

Table 18 – SMS Messaging

BT Service Order Reference Number	Service Description	Charge Per Message	Monthly Recurring Charge Per Deployment
BT-L2b-0111	Incoming SMS - UK	£0.07	NA
BT-L2b-0112	Outbound SMS Application Fee Uk	NA	£475.00
BT-L2b-0113	Outgoing SMS - UK	£0.07	NA
BT-L2b-0114	SMS Connection SMS Application Fee	NA	£427.50
BT-L2b-0115	SMS Long Code UK	NA	£95.00

Table 19 – Premium Support – Technical Account Manager

BT Service Order Reference Number	Service Description	Monthly Recurring Charger Per Buyer
BT-L2b-0116	Silver Tier	£1,520.00
BT-L2b-0117	Gold Tier	£5,700.00
BT-L2b-0118	Platinum Tier	£11,400.00

Table 20 – Expert Chat Intelligence

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Occurrence	Monthly Recurring Charge
BT-L2b-0119	Expert Basic Employee Experience	Per User	£25.00
BT-L2b-0120	Expert Advanced Employee Experience	Per User	£50.00
BT-L2b-0121	Expert Basic Public FAQ Add-on	Per User	£600.00
BT-L2b-0122	Expert Advanced Public FAQ Add-on	Per User	£1,200
BT-L2b-0123	Expert Customer Experience	Per User	£4,000.00
BT-L2b-0124	Expert Instant Translation *maximum of 5k characters per page	Per Buyer Per Language Per 4k Pages*	£1,750.00
BT-L2b-0125	Expert Instant Translation Overage to maximum of 5k characters on a page (BT-L10-2408)	Per Character	£0.05

Table 21 – Surfly Video Chat

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Occurrence	Monthly Recurring Charge
BT-L2b-0126	Surfly Business Package	Per User (max 1K video chat minutes – pooled)	£12.00
BT-L2b-0127	Surfly Advanced Package	Per User (max 1k video chat minutes – pooled)	£25.00
BT-L2b-0128	Surfly Advanced Video Chat Overage Rate	Per Video (chat minute above the 1k pooled)	£0.05
BT-L2b-0129	Surfly SSL Certificate	Per Buyer	£350.00

Table 22 – Omilia Voice Biometrics

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Occurrence	Monthly Recurring Charge
BT-L2b-0130	Omilia Conversational Insights	Per User	£250.00
BT-L2b-0131	Omilia for Conversational Voice	Per 40 second increment	£0.05
BT-L2b-0132	Omilia for routing of Text-based Channels	Per Chat Session	£0.10
BT-L2b-0133	Omilia IVR Voice Biometrics	Per 40 second increment	£0.05
BT-L2b-0134	Omilia IVR Voice Biometrics ENrolement	Per Enrolement	£0.20

Table 23 – Amelia SmartAssist

BT Service Order Reference Number	Service Description	Charge Occurrence	Charge
BT-L2b-0135	SmartAssist by Amelia Digital	Per successful digital session	£0.20
BT-L2b-0136	SmartAssist by Amelia Transcription & TTS Service	Per Voice Integration	£0.10

BT-L2b-0137	SmartAssist by Ameila Voice	Per successful call	£0.20
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A successful digital session is defined as a call that performs a defined workflow to either complete a task or route to the appropriate agent. Intents that are not understood and routed to an agent to process without defined workflow operation has no SmartAssist Amelia charge.

A successful call is defined as a call that performs a defined workflow to either complete a task or route to the appropriate agent. Calls that are not understood and routed to an agent to process without defined workflow operation have no SmartAssist Amelia charge.

Table 24 – Interaction and CSAT

BT Service Order Reference Number	Service Description	Monthly Recurring Charge Occurrence	Monthly Recurring Charge
BT-L2b-0138	Real-Time Interaction Guidance	Per User	£30.00
BT-L2b-0139	Enlighten CSAT Agent Behaviour Use Case	Per User	£25.00

Table 25 – Professional Services

BT Service Order Reference Number	Service Description	One Off Charge Occurrence	One Off Charge
BT-L2b-0140	Additional 50 Points of Contact (POC) Based Routing	Per Implementation	£855.00
BT-L2b-0141	Advanced API Integration	Per Implementation	£4,275.00
BT-L2b-0142	Advanced Chat and Co-Browse Implementation	Per Implementation	£10,450.00
BT-L2b-0143	Agent Scripting Implementation	Per Implementation	£6,365.00
BT-L2b-0144	Automated Speech Recognition Implementation	Per Implementation	£4,560.00
BT-L2b-0145	Chat or Email Implementation	Per Implementation	£1,140.00
BT-L2b-0146	CRM Advanced Integration	Per Implementation	£4,560.00
BT-L2b-0147	CRM Advanced Integration - Call Routing	Per Implementation	£6,460.00

BT-L2b-0148	CRM Embedded Agent	Per Implementation	£665.00
BT-L2b-0149	Direct Data Access Implementation	Per Implementation	£2,185.00
BT-L2b-0150	Feedback Mgt Survey Implementation	Per Channel Implementation	£14,250.00
BT-L2b-0151	Inbound SMS Application Fee	Per Implementation	£313.50
BT-L2b-0152	inView - Additional Data Points	Per Data Point	£3,800.00
BT-L2b-0153	inView Standard Implementation	Per Implementation	£6,460.00
BT-L2b-0154	MS Dynamics Essentials - Enterprise	Per Implementation	£38,000.00
BT-L2b-0155	MS Dynamics Essentials - Professional	Per Implementation	£17,100.00
BT-L2b-0156	MS Dynamics Essentials - Team	Per Implementation	£6,460.00
BT-L2b-0157	MS Dynamics Essentials - Unified Service Desk	Per Implementation	£1.14
BT-L2b-0158	Multi-language IVR	Per Language Implementation	£665.00
BT-L2b-0159	Named Agent Routing Implementation	Per Implementation	£6,460.00
BT-L2b-0160	Omnichannel Analytics Advanced Implementation	Per Implementation	£6,460.00
BT-L2b-0161	On-site Support	Per Day	£1,377.50
BT-L2b-0162	Outbound Email Campaign Implementation	Per Implementation	£855.00
BT-L2b-0163	Personal Connection - ProActive XS Integration	Per Implementation	£6,460.00
BT-L2b-0164	Personal Connection (Outbound Dialler Implementation)	Per Implementation	£2,565.00
BT-L2b-0165	Premium Self-Service IVR - Extended	Per Implementation	£5,985.00
BT-L2b-0166	Quality Management Analytics Pro Implementation	Per Implementation	£7,600.00
BT-L2b-0167	Quality Management Pro Implementation	Per Implementation	£5,700.00
BT-L2b-0168	Quality Management Screen Recording Implementation	Per Implementation	£6,460.00
BT-L2b-0169	Quality Optimization Advanced Implementation	Per Implementation	£9,500.00
BT-L2b-0170	Remote Support	Per Hour	£161.50
BT-L2b-0171	Screen Recording Pro Implementation	Per Implementation	£3,230.00

BT-L2b-0172	SMS Long Code – Setup	Per Implementation	£313.50
BT-L2b-0173	Social Media Implementation	Per Implementation	£4,275.00
BT-L2b-0174	Work Item Routing	Per Implementation	£6,365.00
BT-L2b-0175	Workforce Management Advanced Implementation	Per Implementation	£28,500.00
BT-L2b-0176	Workforce Management Data Upload	Per Implementation	£2,090.00
BT-L2b-0177	Workforce Management Pro Implementation	Per Implementation	£6,460.00
BT-L2b-0178	Workforce Optimization Advanced Implementation	Per Implementation	£38,000.00
BT-L2b-0179	Workforce Optimization Pro Implementation	Per Implementation	£10,450.00
BT-L2b-0180	Workload Manager Implementation	Per Implementation	£4,275.00

Table 26 – Specialist Training.

BT Service Order Reference Number	Service Description	One Off Charge Occurrence	One Off Charge
BT-L2b-0181	Quality Management Pro Training	Per Training Session	£6,650.00
BT-L2b-0182	WFM Enterprise Admin Training: Forecasting and Scheduling	Per Training Session	£5,700.00
BT-L2b-0183	Work Item Routing (Chat)	Per Training Session	£4,750.00
BT-L2b-0184	Work Item Routing (Email)	Per Training Session	£7,125.00

Table 27 - Calls excluded from the minutes allowance

The following call types will be charged at the Supplier's standard Charges set out below. Call charges are rounded up to the nearest penny.

Call Type	Charges (Pence Per Minute)
UK Fixed-Local, National, G21	2
UK Mobile-Standard 07x	7
UK 07x-WiFi/Satellite	5 to 45
Calls to Republic of Ireland Fixed	2
Calls to Republic of Ireland Mobile	12
Access Charge for Non Geographic Calls to 084, 087, 09&118 numbers	2
Calls to Premium 08xx numbers	2 to 80
Calls to 03xx numbers	15.00
Calls to 05xx numbers	4.26
Calls to Satellite services e.g., INMARSAT, EMSAT, THURAYA, IRIDIUM	4.50

Table 28 – International Calls excluded from the minutes allowance

The following call types will be charged at the Supplier's standard Charges set out below. Call charges are rounded up to the nearest penny.

International Call Charge	Charges (Pence Per Minute)	
	Fixed	Mobile
Afghanistan	95	114
Albania	40	59
Algeria	40	59
Andorra	25	44
Angola	75	94
Anguilla	55	74
Antigua & Barbuda	55	74
Antilles (Netherlands)	95	114
Argentina	55	74
Armenia	55	74
Aruba	55	74
Ascension Island	95	114
Australia	7	26
Austria	5	24
Azerbaijani Republic	55	74

Azores	20	39
Bahamas	55	74
Bahrain	30	49
Bangladesh	20	39
Barbados	55	74
Belarus	55	74
Belgium	4	23
Belize	75	94
Benin	75	94
Bermuda	55	74
Bolivia	95	114

International Call Charge	Charges (Pence Per Minute)	
	Fixed	Mobile
Bosnia-Herzegovina	20	39
Botswana	75	94
Brazil	55	74
Brunei Darussalam	75	94
Bulgaria	20	39
Burkina Faso	95	114
Burundi	95	114
Cameroon	75	94
Canada	5	24
Canary Islands	20	39
Cape Verde	95	114
Cayman Islands	55	74
Central African Rep.	95	114
Chad	95	114
Chile	55	74
China	10	29
Colombia	55	74
Congo	75	94
Costa Rica	75	94
Cote D'Ivoire	75	94

Croatia	20	39
Cyprus	15	34
Czech Republic	10	29
Democratic Republic of the Congo (formerly Zaire)	75	94
Denmark	5	24
Dominica	55	74
Dominican Republic	55	74
Ecuador	95	114
Egypt	30	49
El Salvador	95	114
Equatorial Guinea	95	114
Eritrea	95	114
Estonia	15	34
Ethiopia (Federal Democratic Republic of)	95	114
Falkland Islands	95	114
Faroe Islands	40	59
Finland	5	24
France	4	23
Gabon	95	114
Gambia	95	114
Georgia	55	74

International Call Charge	Charges (Pence Per Minute)	
	Fixed	Mobile
Germany	4	23
Ghana	75	94
Gibraltar	25	44
Greece	5	24
Grenada (inc. Carriacou)	55	74
Guadeloupe	55	74
Guatemala	95	114
Guinea	95	114
Guyana	95	114
Haiti	95	114

Honduras	95	114
Hong Kong	7	26
Hungary	10	29
Iceland	20	39
India	20	39
Indonesia	55	74
Iran	95	114
Iraq	95	114
Israel	10	29
Italy	4	23
Jamaica	55	74
Japan	7	26
Jordan	75	94
Kazakhstan	55	74
Kenya	75	94
Korea Republic (South)	10	29
Kuwait	30	49
Kyrgyz Republic	55	74
Latvia	15	34
Lebanon	30	49
Lesotho	95	114
Liberia	95	114
Libya	40	59
Liechtenstein	20	39
Lithuania	15	34
Luxembourg	5	24
Macao	75	94
Macedonia	40	59
Madagascar	95	114
Madeira	20	39
Malawi (The Republic of)	75	94

International Call Charge	Charges (Pence Per Minute)	
	Fixed	Mobile
Malaysia	7	26
Maldives	95	114
Mali	95	114
Malta	15	34
Martinique	55	74
Mauritania	95	114
Mauritius	95	114
Mexico	55	74
Moldova	55	74
Monaco	25	44
Montenegro	20	39
Montserrat	55	74
Morocco	40	59
Mozambique	95	114
Myanmar (formerly Burma)	95	114
Namibia	75	94
Nepal	95	114
Netherlands	4	23
New Zealand	25	44
Nicaragua	95	114
Niger	95	114
Nigeria	75	94
Norway	5	24
Oman	55	74
Pakistan	20	39
Palestinian National Authority	10	29
Panama	75	94
Paraguay	95	114
Peru	75	94
Philippines	55	74
Poland	10	29
Portugal	5	24

Puerto Rico	55	74
Qatar	30	49
Romania	20	39
Russia	10	29
Rwandese Republic	95	114
San Marino	25	44
Saudi Arabia	30	49
Senegal	75	94
Serbia	20	39

International Call Charge	Charges (Pence Per Minute)	
	Fixed	Mobile
Seychelles	75	94
Sierra Leone	75	94
Singapore	7	26
Sint Maarten	95	114
Slovak Republic	10	29
Slovenia	10	29
Somalia	95	114
South Africa	15	34
South Sudan	75	94
Spain (inc. Balearic Islands)	4	23
Sri Lanka	75	94
St Kitts & Nevis (formerly St Christopher)	55	74
St Lucia	55	74
St Vincent & the Grenadines	55	74
Sudan	75	94
Suriname	95	114
Swaziland	95	114
Sweden	4	23
Switzerland	4	23
Syria	75	94
Taiwan	10	29
Tajikistan	95	114

Tanzania	75	94
Thailand	55	74
Togolese Republic (The)	95	114
Trinidad & Tobago	55	74
Tunisia	40	59
Turkey	15	34
Turkmenistan	95	114
Turks & Caicos Is	55	74
Uganda	75	94
Ukraine	40	59
United Arab Emirates	30	49
Uruguay	55	74
USA	3	NA
Uzbekistan	55	74
Vatican City	4	23
Venezuela	55	74
Vietnam	95	114
Virgin Islands (UK)	40	59
Virgin Islands (USA)	40	59
International Call Charge	Charges (Pence Per Minute)	
	Fixed	Mobile
Yemen	95	114
Zambia	75	94
Zimbabwe	75	94



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Registered office: One Braham, Braham Street, London, E1 8EE

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BT is an ISO 9001 Registered Company

Company information

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