

Start Communications Contract Summary

- This contract summary provides the main elements of this service offer as required by UK law
- It helps to make a comparison between service offers
- Complete information about the service is provided in other documents

Services and Equipment

Product Description	Quantity	One-Off Cost	Monthly Cost	Minimum Term

Mobile Services: n/a

Data Services: n/a

Price

We shall automatically apply an annual increase to the charges based on the Consumer Price Index (CPI) plus 3.9%. We use the CPI figure published by the Office for National Statistics (www.ons.gov.uk) in January and will apply the change in April each year

Duration, Renewal and Termination

We will charge an early termination fee if you cancel your contract during the Minimum Term. How much we charge will depend on how long your contract has left to run and what services you are cancelling. We will be in touch in advance of the expiry of the Minimum Term to confirm whether you would like to renew your contract. If you do not renew your contract, your service will continue on a 30-day rolling contract. Should you wish to cancel your contract after the Minimum Term, we require 90 days' notice, made in writing, in accordance with your contract.

Features for End-Users with Disabilities

We are committed to helping all our customers to communicate easily. We offer the following additional services on request for customers who are vulnerable or who may have a disability:

Priority access to the Customer Service Team

Priority fault repair and assistance

Text Relay Service

Copies of bills, contracts and our policies in an accessible format

BT Relay Services registration: [Contact 999 using Relay UK - How to use Relay UK | Relay UK \(bt.com\)](#)