

Focus Group 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

[complete below table from order form] [insert bespoke order details]

Order Number	Product Description	Quantity	Install/One-off Costs	Monthly Price	Minimum Term
	Bundles/Add-ons				

Mobile Services: To access 4G or 5G you'll need signal coverage, a compatible mobile device and an eligible plan. Your 4G or 5G speed will depend on location, number of users and plan. Mobile coverage checkers are available to see a detailed breakdown of network coverage in your area, including 2G (for calls and texts), 3G, 4G and 5G coverage, although cannot be guaranteed.

Data Services: [complete for customer]

Price

We shall automatically apply an annual increase in 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. In the event that the rate of CPI is negative, we will only increase the Charges by 3.9% in the relevant year.

Duration, renewal and termination

[Contract minimum term if not included above]

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'd like to renew your contract. If you don't 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 [30][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 \(bt.com\)](#)