

The following clauses are incorporated by reference and replace any existing contract change clause in any legacy terms that may exist for the following products:

- BT Business Broadband
- Calls and lines
- BT Cloud Phone
- BT Cloud Work
- BT Cloud Voice Express
- BT Business Mobile
- BT One Phone

Defined terms:

Add-Ons mean an additional service which is either provided with no minimum period of service or has a minimum period of service or notice period of 30 days or less (including value added services and add-ons with a 30 day or less notice period that renew automatically).

Bespoke Contract means a Contract which you had the opportunity to influence the commercial structure of, before entering into it with BT.

Linked Contract means another contract with BT that is linked to this Contract in a way defined as a bundle in Ofcom's General Conditions of Entitlement effective from 17th June 2022.

1 Changes to the Contract

- 1.1 Subject to the remainder of this Paragraph 1, BT may amend the Contract (including the Charges) at any time by either:
 - 1.1.1 publishing the amendment online at www.bt.com/pricing or www.bt.com/terms (or any other online address that BT advises you of); or
 - 1.1.2 by giving reasonable prior Notice to you.
- 1.2 If BT amends:
 - 1.2.1 the General Terms, this Schedule, any applicable Annex, or the Order; and/or
 - 1.2.2 the Recurring Charges, excluding where applicable any Charges for Add-Ons, and the amendment is not exclusively to your benefit, BT will Notify you at least 30 days before the change is to take effect and Paragraph 1.6 will apply.
- 1.3 Subject to Paragraph 1.4, if BT amends any Charges (other than Recurring Charges, Charges for Add-Ons, or one-off Charges), and the amendment is of material detriment to you, BT will Notify you at least 30 days before the change is to take effect and Paragraph 1.6 will apply.
- 1.4 If applicable to the Service, where:
 - 1.4.1 one or more of BT's international partners increases the cost of calls and texts from the UK to other countries; or
 - 1.4.2 one or more of BT's wholesale Roaming partners increases the cost of Services used when Roaming,

BT will increase the Charges for the relevant service by the same amount. BT will Notify active users of the particular services that are changing and Paragraph 1.6 will apply to you only if the increase is of material detriment to you. We will not increase the Charges for these services in this way more than once in any month.
- 1.5 Where applicable, if BT makes an amendment to an Add-On (including any applicable Charges for Add-Ons) which is not exclusively to your benefit, BT will Notify you at least 30 days before the change is to take effect and you may terminate the Add-On that is changing (only) by giving us Notice within 30 days of the date of BT's Notice of the change.

- 1.6 Where BT makes an amendment under Paragraph 1 to which this Paragraph 1.6 is stated to apply, you may terminate the Contract for the Service without paying Termination Charges provided that:
 - 1.6.1 you give Notice to BT within 30 days after the date of BT's Notice; and
 - 1.6.2 you pay all Charges for the Service that are performed during the 30 day notice period.
- 1.7 Paragraphs 1.2 to 1.5 (inclusive) do not apply to Bespoke Contracts. If you have a Bespoke Contract and BT makes an amendment to the Contract (including to the Charges) that causes you material detriment, BT will Notify you at least 30 days before the change is to take effect and Paragraph 1.6 will apply.
- 1.8 Nothing in this Paragraph 1 will affect BT's right to make amendments to the Contract (including the Charges) to comply with Applicable Laws, or to implement administrative changes that have no negative impact on the performance of the Service. Paragraphs 1.6 and 1.7 will not apply to such amendments.

2 Linked Contracts

- 2.1 You will not have to pay Termination Charges if you have given BT Notice to terminate the Contract for convenience during the Minimum Period of Service because you have the right to terminate a Linked Contract as a result of a change that we have made to the Linked Contract in accordance with the terms of that contract. This Paragraph 2.1 does not apply to Bespoke Contracts.