

Changes to the Conditions of Contract

In compliance with clause 5.1 of the Conditions of the Contract for BT Directories Advertising Services, this document notifies customers of changes to the Contract.

The following changes are effective from 1st February 2017. Additions are in blue text. Deleted text is struck through.

Schedule 1 (Service Schedule for The Phone Book Service)

2. Contract Options

2.1 When the Customer places an order with BT, the Customer has two options to choose from. The two options are detailed in paragraphs 2.2 and 2.3 below. The Customer must tell BT when their order is placed which option ~~the Customer has chosen.~~ **they have chosen.** **If the customer does not inform BT at this time, it will be assumed they have chosen the Recurring Contract.**

2.2 Option 1: Fixed Term **Renewing** Contract:

If the Customer chooses to enter into a Fixed Term **Renewing** Contract then the Customer's Contract with BT for the publication of the Advertisement in The Phone Book will ~~not renew for a further term of 1 year if (a) BT writes to the Customer to state that the Advertisement will be automatically renewed re-published and the Contract will come to contract term extended by 1 year; and (b) the Customer does not notify BT before the end when of the Minimum-relevant Phone Book Compilation Period that it wishes the contract to expire without the term being extended.~~ **Details of the relevant Phone Book Compilation Period can be found at <http://thephonebook.bt.com/HelpAndSupport/HelpAndSupport>.**

2.3 Option 2: Recurring Contract:

If the Customer chooses to enter into a Recurring Contract then the Customer's Contract with BT for the publication of the Advertisement in The Phone Book will be automatically renewed and the Customer's Advertisement will be re-published for a further Minimum Period. BT will contact the Customer during the current Minimum Period to discuss with the Customer any changes that the Customer may wish to make to their Advertisement or any changes to the charges that BT may need to make. Where an Advertisement is to be re-published then all changes need to be finalised by end of the relevant Phone Book Compilation Period ~~details of which.~~ **Details of the relevant Phone Book Compilation Period can be found clicking here (or visit www.thephonebook.bt.com, Advertiser information) at www.thephonebook.bt.com.**

2.4 If the Customer has entered into a Recurring Contract and does not wish to have their Advertisement re-published and enter into a new Minimum Period, then the Customer must notify BT during the relevant Phone Book Compilation Period. ~~If the Customer has not contacted BT or BT cannot contact the Customer for any reason then BT may (at its option) choose not to re-publish the Advertisement.~~

2.5 If in any case the Customer has not contacted BT or BT cannot contact the Customer for any reason to discuss re-publication of an Advertisement, then BT may (at its option) choose not to republish the Advertisement.

5. Cancellation

Cancellation Period

5.1 The Customer may cancel the Service up to five (5) Working Days from the date that the Customer signs the Order Form (the "Cancellation Period").

5.2 Where the Customer cancels the Service during the Cancellation Period the Customer must pay BT's reasonable costs incurred in getting ready to provide the Service. These charges apply to Customer's that have entered into either a Fixed Term [Renewing](#) Contract or a Recurring Contract.

Cancellation of [Recurring Contracts](#) and Fixed Term [Renewing](#) Contracts following the Cancellation Period ~~5.3 Those Customer's that have entered into a Fixed Term Contract may cancel the Service at any time following the expiry of the Cancellation Period, provided that the Customer gives BT five (5) Working Days' notice in writing and pays BT the full cost of Service as detailed on the Order Form. Where the Customer cancels the Service in accordance with this paragraph 5.3, then BT will endeavour to prevent the Advertisement from being published in The Phone Book, but the Customer acknowledges and accepts that this cannot be guaranteed.~~

~~Cancellation of Recurring Contracts following the Cancellation Period~~

~~5.4 Those Customer's~~[5.3 Those Customers](#) that have entered into a Recurring Contract may cancel the Service at any time following the expiry of the Cancellation Period, provided that the Customer gives BT five (5) Working Days' notice in writing and pays the full cost of Service as detailed on the Order Form. This charge will not apply where the Customer has notified BT during the relevant Phone Book Compilation Period that they do not wish to have their Advertisement re-published. Where the Customer cancels the Service in accordance with this paragraph 5.4, then BT will endeavour to prevent the Advertisement from being published in The Phone Book, but the Customer acknowledges and accepts that this cannot be guaranteed. Customers can either cancel their Recurring Contract by contacting BT directly or by authorising their BT sales agent or account manager to do so on their behalf.