



These terms and conditions come into force with effect from: 1st June 2022.

BT TV terms and conditions

Frequently asked questions and important terms

Please take some time to read these terms and conditions. They provide important information about the service and any loaned equipment we're providing you with. That includes how we may change the service, the agreement and the charges.

The most important parts of the terms and conditions are explained below.

What service am I getting?

We explain the details of the service, including the charges, in your order confirmation. You can also find details on your My BT account at [bt.com](https://www.bt.com).

We provide the service to you through either a set-top box or the player service. When you place your order we'll agree with you which option you should choose. The content through the set-top box may be different from the content on the player service. We'll explain that to you when you are placing your order.

How long does the service last and when does it start?

We provide the service for a minimum amount of time (the minimum term), which is set out in your order confirmation. We start providing the service and charging you for it on:

- the day you get your set-top box (if you have chosen to receive the service through a set-top box); or
- the date the service goes live, if you have chosen the player service.

If you change your mind, you can cancel the service in the cooling-off period. We explain how to do that in clause 5 of these terms and conditions.

In some circumstances you can end the service before the end of the minimum term without having to pay a charge for ending it early. These circumstances are explained in clause 17 of these terms and conditions.

In other circumstances, if you end the service during the minimum term, or if we end it early because you've broken the agreement, we may charge you compensation for ending the service early. Unless you tell us not to, we'll take this charge from the account you have given us details of.

Will the charges increase?

We will increase the amount you pay for the **service** by a percentage comprised of i) the annual percentage increase in the Consumer Price Index (CPI) rate of inflation plus ii) 3.9%. We will do this so the price increase takes effect on or after the 31st March each year starting from March 2021. In addition, we may increase the **charges** at any time. Read clauses 29 and 30 of these terms and conditions for more details. If you change a service, you'll pay the charge for the new service from the day we agree it starts.

How much notice will I get if you increase the charges?

We'll tell you at least 30 days before we put the **charges** up unless:

- there are reasons we can't give you notice;
- the change is due to a change in the law (such as a change in VAT); or
- a regulator has told us to change the charges.

Whatever the reason for the change, we'll give you as much notice as we can.

If we increase the **charges** (other than as a result of our annual price increase comprised of i) the Consumer Price Index (CPI) rate of inflation plus ii) 3.9%; or change charges in a way that significantly disadvantages you, we may let you end the **service** before the end of the minimum term without paying a charge. We explain when this may happen in clause 25a of these terms and conditions.

Will the service change?

BT TV is a variable TV service. This means the content you get may change from time to time. We can't guarantee that BT TV will be able to show, or keep showing, any particular content (like a particular channel or programme). We may change, replace or withdraw any of the channels, TV packages, add-ons, content, service features or third-party services. For example, we might buy a channel from a third party who no longer wants to sell it to us in the future.

The content we can show may also be different on different devices. For example, the content through a set-top box, the player service and the BT TV app might be different. Also, the content and functions might depend on which device you view the player service on or have the **BT TV app** on.

The content you get as part of the service also depends on which BT Broadband service you have. For example, if you've got our copper BT Broadband service, you might not be able to view the same content as if you'd had our fibre BT Broadband service. We'll explain this to you when you buy the service. We may also change other things in the service and the agreement at any time. That includes the minimum term, loaned equipment such as your set-top box, and service features.

We'll tell you about any changes at least 30 days beforehand, unless there are reasons we can't (for example, if a content provider doesn't give us enough notice that they're withdrawing their content). In some circumstances, you'll be able to end the agreement without paying a fee. We explain when this may happen in clause 25a of these terms and conditions.

You may also be able to change your service by contacting us.

What happens if I buy a number of services from BT?

If we provide you with more than one service or item of equipment (for example, if you have more than one of BT Sport, BT Mobile, BT TV or BT Broadband), you'll have a separate agreement for each one (and possibly for different items of equipment). Make sure you read each agreement carefully. Although some of the terms are the same or very similar, each agreement has important differences.

Some of our services depend on other services. For example, you can only get BT TV if you also have BT Broadband. If we or you end or suspend one service, we may need to end or suspend another. If that happens, we'll tell you.

Also, you may be paying less for the service if you also take another BT service. If you leave the other BT service, your charges may go up. We explain when this may happen in clause 19 of these terms and conditions.

More information

You can also read these terms and conditions, and our policies, at [bt.com/legalstuff](https://www.bt.com/legalstuff).

How to contact us

Phone us on 0800 800 150. Calls are free from landlines and BT mobiles. Calls from other mobiles cost the standard rate charged by your provider.

We may record calls (including marketing calls) to help us with training and to prevent identity fraud.

Complaints

Our Customer Complaints Code tells you how to complain. You can read it at [bt.com/complaintscode](https://www.bt.com/complaintscode).

Our terms and conditions for the BT TV service

You should read these terms and conditions carefully as they contain important information.

Please also read our Privacy Policy at [bt.com/privacypolicy](https://www.bt.com/privacypolicy). It describes how we may use your personal information.

The basics

1. **Who we are:**

We're British Telecommunications PLC of 1 Braham Street, London, E1 8EE. We're registered in England with company number 1800000. Everyone knows us as BT.

2. **What words mean:**

Some of the words and phrases in these terms and conditions have special meanings. Those words are printed in bold wherever they have the special meanings given below.

agreement – the legally binding agreement between you and us for **the service**. The **agreement** is made up of the following.

- These terms and conditions
- Our Tariff Guide ([bt.com/tariffguide](https://www.bt.com/tariffguide))
- Our Price List ([bt.com/pricing](https://www.bt.com/pricing))
- Our latest Privacy Policy ([bt.com/privacypolicy](https://www.bt.com/privacypolicy))
- Our latest Acceptable Use Policy ([bt.com/acceptableuse](https://www.bt.com/acceptableuse))
- Our latest Complaints Code ([bt.com/complaintscode](https://www.bt.com/complaintscode))
- The latest version of any other policy we tell you about

additional service a **service feature** or **add-on** that is not part of the main service that we provide under this **agreement** and is either provided with no minimum term, or has a minimum term or notice period of 30 days or less (including contracts with a 30 day or less notice period that renew automatically).

add-on - means:

- a collection of **content**; or
- any stand-alone **paid-for channels**;

which we provide to you (and charge you for, if appropriate) on top of your **TV package**.

We have two different types of **add-ons**:

- **BT add-ons** (for example BT TV Kids or BT Sport)
- **Third party add-ons** (for example a Netflix subscription or a **NOW TV** Pass)

BT ID – the username we'll give you and a password that you choose for when you use BT services.

BT SPORT – on demand content that you can get as part of your **TV package** or as an **add-on**. The BT Sport terms and conditions at [bt.com/legalstuff](https://www.bt.com/legalstuff) also apply and you should read that agreement carefully.

BT TV app – our app which gives you access to **content**. This includes the **BT TV App Extra** (which is the BT TV app with additional functionality and platform access, which we may charge an additional fee for). It also gives you access to **buy to keep content** you've bought through the service when you're no longer a customer of the **service**.

buy-to-keep content – an item of content (for example, a film, programme or event) which we offer you, for an additional charge, to watch as many times as you like on the terms set out in the **agreement**.

channels – the channels we offer as part of **the service**, which may vary from time to time. This includes **paid-for channels** and **red-button channels** (which may be included in your subscription charge), but does not include any channels which are included in any **third-party services**.

charges – the fees you pay for **the service**. These are set out in your **order confirmation**, along with anything else you need to pay (for example, any installation, connection, activation fees, **add-ons** or **service features**) under the **agreement**.

content – the content we provide as part of **the service**, whether paid for separately or included in your subscription charge. This includes any audio-visual media such as TV programmes and films, apps and other services, the **channels, on-demand content** and **buy-to-keep content**, but does not include any **service features** or **third-party services**.

cooling-off period – the period from the date the **agreement** is made until 14 days after:

- the **loaned equipment** (if any) is delivered;
- the **service start date**; or

- the day you receive your **order confirmation**;

whichever happens latest.

core charges – the basic charges for your **TV package**, as shown in your **order confirmation**.

group companies – companies in the same group as British Telecommunications plc, including its subsidiaries.

home – the address you live at in the UK and that **the service** is registered to.

linked agreement – another agreement with us that is linked to this agreement (i.e. a “bundle”) in a way defined as a bundle in Ofcom’s General Conditions of Entitlement effective from 17th June 2022.

loaned equipment – the loaned equipment (if any) we lend you as part of providing **the service** (including any **set-top box**), as set out in your **order confirmation**.

minimum term – any initial or later period you’ve agreed to pay for **the service** for, which begins on the **service start date** set out in your **order confirmation**.

non-return equipment charge – the charge applied to your account if you fail to return the **loaned equipment** at the end of the **agreement**.

NOW TV – a **third-party service** you can subscribe to as part of your **TV package** or as an **add-on**.

on-demand content – any content (except **buy-to-keep content** and content included in **third-party services**) that we provide as part of **the service** (whether paid for separately or included in your subscription price) which you can watch when you choose, for a limited period of time.

order confirmation – the letter, email or other communication we send you after we accept your order for **the service**. It confirms important things like the description of **the service**, the **minimum term** and the **charges**.

paid-for channels – channels which we charge you for (not including any **red-button channels**).

player service – where you get access to **the service** through a compatible device of your own rather than through a **set-top box** we have provided.

red-button channels – extra channels available to you within your chosen **TV package** and which you can get access to by pressing the red button on your TV remote control or in any other way we offer you.

service features – any products, features or functions we provide on top of, or as part of, **the service** (for example, the **extra box service**, the **BT TV app** and the ability to view **content** through the BT TV website). **Service features** might have extra terms and conditions that you will have to keep to.

service start date – the date **the service** starts, which will be the date that:

- you receive the **set-top box** from us;
- **the service** goes live through the **player service**, as set out in your **order confirmation**;
or
- any other date we tell you.

set-top box – a device we provide for you to use to receive **the service** (including any **YouView** box which we provide to you).

the service – the BT TV service (as described in clause 6) consisting of your **TV package, add-ons, content, third-party services** and **service features** provided or made available by us or other businesses (together with any **loaned equipment**), as set out in your **order confirmation**, on your bill and on your My BT account (if you have one).

third-party service – any **channels** (including **red-button channels**), players, apps or other **content** or services which are available to you through **the service** but which are provided to you by other businesses which may be included in your subscription charge or for an extra charge (for example, free channels such as Channel 4 and ITV, catch-up players such as BBC iPlayer, and services from a third party, such as Netflix or **NOW TV**). Extra terms and conditions may apply.

TV package – the **channels, content, service features** and **third-party services** we provide as a package from time to time.

working days – Monday to Friday, except bank holidays and public holidays.

YouView – the TV and content service that gives you access to television channels and **on-demand content** from other providers, and through which we may provide **the service**.

3. What are these terms and conditions for?

(a) These are the terms and conditions which apply to **the service**.

(b) If we provide you with another service (for example, BT Sport, BT Mobile or BT Broadband), you'll have a separate agreement for each service. Please read each agreement carefully. Although some of the terms are the same or very similar, each service has important differences.

(c) If we provide you with a **third-party service** (for example **NOW TV**), there will be other terms and conditions that apply to that service. It is your responsibility to read and understand any other agreements you have with the third-party.

4. **When the service starts and how long it lasts**

(a) **The service** starts on the **service start date**.

(b) Unless you change your mind and cancel the **agreement** in the **cooling-off period** (see clause 5), **the service** will last for at least the **minimum term**. The exceptions are if you end **the service** in a way set out in clauses 17b and 17c or we end **the service** in line with clause 18.

(c) We might also set a new **minimum term** during or after your initial **minimum term** (for example, if you take up one of our offers). We'll always tell you beforehand if we plan to set a new **minimum term**.

(d) If you end **the service** before the **minimum term** has ended, or if we end it in line with clauses 18b(iii) to 18b(xiv), you may have to pay compensation.

(e) If you end a **service** and fail to return the **loaned equipment** within 60 days you will be charged.

5. **You can change your mind**

(a) You can change your mind and cancel **the service** within the **cooling-off period**.

(b) If we've already started providing **the service** by the time you cancel it, you'll have to pay the full cost of what you've used. This won't take account of any discounts or free offers. It'll also include any extra charges such as installation, connection or activation fees.

(c) If you cancel **the service** within the **cooling-off period** and we've given you any **loaned equipment**, the **agreement** won't end until you've returned the **loaned equipment** to us. The following will also apply.

(i) You must return the **loaned equipment** to us within 14 days of cancelling **the service**. We'll send you some pre-paid packaging to do this.

(ii) If you don't return the **loaned equipment** within 14 days, you'll have to pay the full cost of it, as set out in our Tariff Guide.

(iii) Once we get the **loaned equipment** back (or see evidence that you've posted it to us) if we think the **loaned equipment** is worth less because it's been used or damaged, we reserve the right to charge you.

The Service

6. What am I getting?

(a) **The service** is a selection of **service features, TV packages, add-ons, channels** and **on-demand content** which may change from time to time. It also gives you access to **buy-to-keep content** and **third-party services** from other providers.

(b) We provide **the service** through **a set-top box** or through the **player service**. When you place your order we'll agree which option you want. The **content** on each option might be different. We'll explain that to you.

(c) As part of **the service** you might also get the **BT TV app** as one of your **service features**.

(d) You can add **add-ons** to your **service**. That will mean making changes to the **agreement**.

(e) You can get **on-demand content** or **buy-to-keep content** through **the service** for an additional charge. Check our Tariff Guide for details of how we provide both types of content and the charges.

(f) Your **service** may vary depending on what **set-top box** you have.

7. How you can use the service

(a) **The service** is just for you and your household for personal use (meaning that it should not be used for any trade, business or profession). You're responsible for how **the service** is used.

(b) You can only watch the **content** provided as part of **the service**, including any recordings, at your **home**.

- i. The exception to clause 7(b) is if you are using the **BT TV app** or any **third-party** apps in the UK, the Channel Islands or the Isle of Man (in which case you'll be responsible for any costs)
- ii. with some third party services there may be restrictions on how and what you can watch abroad.

(c) To get and use **the service**:

- i. you'll need BT Broadband which has passed a minimum line speed and quality test (that we'll carry out before you place your order); and
- ii. your device must be connected to the internet.

(d) If you receive **the service** through a **set-top box**, it must stay connected to the internet.

(e) The **content** you can get as part of **the service** depends on the BT broadband service you have.

(f) Using **the service** may slow down your broadband speed for other internet-based services.

(g) You agree that you'll do the following in connection with **the service**.

(i) Follow any reasonable instructions we give you about **the service** and help us run our security checks.

(ii) Get any permission we need to provide **the service** to you or install anything.

(iii) Tell us if you change your name, address, email address, mobile number, payment details or anything else we may need to know about.

(iv) Do everything you can to keep your **BT ID** username and password private and prevent anyone else from using them. You should also keep your bill and account details safe from fraudsters. There is guidance on this at bt.com/scams.

(v) Tell us straight away, and change your **BT ID** password, if you think or know that someone else knows your **BT ID** username and password.

(vi) Use **the service** lawfully. That means you must not use it in a way that breaks any law, regulation or rule in force in England and Wales, Scotland or Northern Ireland (as appropriate).

(vii) Not do anything which might have a negative effect on:

1. our systems, networks, servers, brand, reputation or security;
2. other customers' services or loaned equipment;
3. other customers' security; or
4. any other person's or business's systems, networks or security.

(h) If we reasonably believe you've misused **the service**, or have let anyone else misuse it, you might have to pay us for any loss or damage we suffer as a result. There are more details about this in our Acceptable Use Policy at bt.com/acceptableuse.

(i) Your use of **the service** and **loaned equipment**, and any software you need for them, is protected by:

- i. laws relating to intellectual property (rights to plans, ideas, or other non-physical assets);
- ii. these terms and conditions;
- iii. any terms and conditions for **third party services** you receive; and
- iv. any extra terms of use or end-user licence agreement you accept (you won't have to pay any charges under an end-user licence unless you've agreed to).

(j) We own, or hold a licence for, all copyright, trademarks and other intellectual property rights in **the service**. We don't transfer any rights in any **content** to you, except where the **agreement** states otherwise.

(k) If you have to download software to get **the service**, that software may send us information about your device (including information about what you're using the device for). We explain the type of information we might collect in our Privacy Policy at bt.com/privacypolicy. By using the software, you're agreeing to our Privacy Policy and that we can send the information.

8. What you mustn't do

(a) You mustn't do, or allow anyone else to do, the following.

(i) Make unauthorised or unlawful recordings of any **content** or copy, publish, rent out, reproduce, transmit, alter, interfere with or receive any payment in connection with the relevant software or any **content** you watch, stream or download from **the service**.

(One exception is what's allowed under the Copyright Designs and Patents Act 1988. For example, you are allowed to record programmes on your **set-top box** or any other device to watch later.)

(ii) Attempt to access the **BT TV app** while connected to a VPN or Proxy.

(iii) Reproduce any recording made using your **set-top box** or made from **the service**.

(iv) Distribute, broadcast or otherwise transfer any **content** to another person in any way.

(v) Display any part of **the service** in retail, business or commercial premises or for any business purpose.

(vi) Sell, or charge anyone for watching or using, any part of **the service**.

(vii) Show any part of **the service** to an audience in public, even if you don't charge.

(viii) Try to break any security or content-protection rules relating to **the service**, or compromise the security of the **content** or any device used for viewing **the service**.

(ix) Edit, change, translate or create adaptations or other copies of any **content**.

(x) Otherwise use any **content** or any part of it except how the **agreement** says you can.

(b) You must not access **content** provided as part of **the service** on the same account on more than one **set-top box**, unless we have provided you with an extra **set-top box** to watch **the service** in another room.

9. Usage allowances

(a) Unless you have (or had) a **minimum term** of 12 months or longer for your BT Broadband, any **content** you watch will count towards your broadband download limit (if you have one). This does not include any **content** or **third-party services** you get through a set-top box.

We may charge you if you go over your download limit, but we'll tell you about it before we do. You'll find details of the **charges** in our Tariff Guide.

(b) If you get **the service** through the **BT TV app** or view **content** on the **BT TV** website, you're responsible for any costs charged by your mobile or broadband provider.

(c) There are currently no limits on how much you use **the service**. In the future we may introduce monthly limits on certain types of **content**. We'll publish any limits at bt.com/tv. If you go over these limits, we might ask you to pay extra. We'll give 30 days' notice before we do this.

10. Setting up your service

(a) If you need us to install any **loaned equipment**, we'll agree a date with you. You must let us into your **home** if necessary.

We might ask you to install some **loaned equipment** yourself. If we do, we'll send instructions.

(b) If you need to change or cancel any appointment, you must tell us at least two **working days** beforehand.

(c) If we need to change the installation date, we'll try to contact you at least two **working days** beforehand.

(d) We might charge you fees for installing **loaned equipment** or activating your **service**. If we do, we'll tell you before you complete your order.

(e) We can only install the **loaned equipment** if someone over 18, who can make decisions about where to install it, is at **home**. We'll rely on those decisions when installing the **loaned equipment**.

(f) On the day we install the **loaned equipment**, we might need to disconnect your phone line for a while. If possible, please have a backup for making calls to emergency services.

(g) Our engineer isn't responsible for connecting any **loaned equipment** that we haven't provided (like a games console).

11. What we have to do for you

(a) We provide **the service, loaned equipment** and installation work at your **home**. We may take instructions from a person we have good reason to believe is acting with your permission.

(b) We aim to provide a continuous, high-quality service using reasonable care and skill. However, due to the nature of **the service** and the **loaned equipment** we use to provide it, we can't guarantee that it'll be available all the time.

(c) Sometimes there might be faults with **the service**. We'll fix any faults as soon as we can. Clause 21 sets out what you can do if there's a problem.

(d) Occasionally, we might have to interrupt, change or temporarily suspend some or all of **the service** (including the **content**). That could be to carry out maintenance, repairs, upgrades or emergency work. If we do, we'll try to get **the service** up and running again as quickly as possible.

(e) In exceptional circumstances, we may have to do things to manage our network's performance. You can read our latest policy at bt.com/broadbandusagepolicy.

(f) If we know or believe that any of your devices have been infected by malware (software designed to disrupt or damage a computer, such as a computer virus), or if any of your devices try to get access to a malicious website (a website that attempts to install malware), we might take action. That might mean putting software onto our network to stop the spread of that malware or prevent your devices from going to the malicious website.

Third Party Services

12. Terms for NOW TV on the service with BT billing

(a) If you get **NOW TV** as part of **the service**, **NOW TV's** terms and conditions will apply. You can find those at nowtv.com/terms.

(b) We'll add your **NOW TV** subscription charges to the bill for **the service**. **NOW TV's** terms and conditions will only apply to those charges. You agree to pay us all charges for your **NOW TV** subscription.

(c) If you or we end **the service**, you won't be able to use it to get access to **NOW TV**. But you might be able to get NOW TV another way (for example, through other devices like a Smart TV, computer or mobile device).

(d) If you take **NOW TV** content for a fixed period, i.e. a 24 hour or 7 day Pass, this must be activated in order to watch. You will have 365 days from the date you purchase the content to activate it. If you do not activate your content within this time, you will no longer be able to access it and you will not be refunded.

(e) If you have any **NOW TV** subscriptions that we do not bill you for (for example, content taken via another third party provider that is not BT or NOW TV), you cannot watch that content through your set-top-box electronic programme guide. Instead, you will need to login to the **NOW TV** app on the **set-top-box** or another device.

(f) If you have a discount on a **NOW TV** subscription, you can't move that across to us.

(g) If you have a **NOW TV** subscription that you have paid for upfront, you can watch that content on BT TV. Once that **NOW TV** subscription has expired, you will automatically move to our pricing as set out in our Tariff Guide.

13. Terms for Netflix on the service with BT billing

(a) If you get Netflix as part of **the service**, Netflix's terms and conditions will apply. You can find those at netflix.com/TermsOfUse.

(b) We'll add your Netflix subscription charges to the bill for **the service**. Netflix's terms and conditions will only apply to those charges. Netflix's terms clearly say that all payments are non-refundable and that they don't do refunds or give credit for unused periods. You agree to pay us all charges for your Netflix subscription.

(c) If you or we end **the service**, you won't be able to use it to get access to Netflix. But you might be able to get Netflix another way (for example, through other devices like a Smart TV, computer or mobile phone).

(d) If you take Netflix as part of an inclusive bundle and have an existing Netflix account directly with Netflix you must link it to your BT Account. Netflix will continue to charge you separately for your existing Netflix account until you link that account to your BT Account. If your Netflix subscription is part of an inclusive bundle with a third party, you may continue to be charged via that third party. For any queries regarding your billing with Netflix for your existing Netflix account, please contact Netflix directly.

(e) If you link an existing Netflix account to your BT Account, any changes you make to your TV package or terminating the service will not automatically cancel your Netflix membership, and Netflix will automatically resume charging your existing payment method that they have on file. If you wish to review the details of your Netflix membership, please visit the 'Account' pages on the Netflix website.

(f) Once you have activated Netflix on your BT account you are eligible, subject to credit status, to upgrade your membership to Netflix Standard or Netflix Premium.

(g) The Netflix subscription charges will start as soon as we accept your request. We therefore advise you to complete activation of your Netflix account immediately if you have not already done so.

(e) We'll apply the charge for Netflix to your Account each month until you ask us to remove it. You can cancel Netflix at any time, but it may take up to 48 hours to be removed from your account. As soon as it is removed from your account, you will return to the Netflix tier that is included in your TV package. If you add or remove it part way through a billing period, the charge will be pro-rated.

(h) We will share information about you with Netflix and vice versa. This will happen in circumstances that relate to the administration of your Netflix service, including activation of the Netflix service, and to prevent and detect fraudulent or unlawful activity. We'll process this information in accordance with BT's privacy policy, details of which can be found here <http://www.bt.com/privacy-policy>. You can view Netflix's Privacy Statement on netflix.com/privacy

14. **Terms for Amazon Prime Video on the service with BT billing**

(a) If you get Amazon Prime Video as part of **the service**, Amazon's terms and conditions will apply. You can find those at primevideo.com/help.

(b) You'll need to activate your Amazon Prime Video within 30 days in order to access the content. If you don't activate within this time Amazon Prime Video won't be added to **the service** and you will not be charged.

(c) We'll add your Amazon Prime Video membership charges to the bill for **the service**. Amazon's terms and conditions will only apply to those charges. You agree to pay us all charges for your Amazon Prime Video membership.

(c) If you or we end **the service**, you won't be able to use it to get access to Amazon. But you might be able to get Amazon Prime Video another way (for example, through other devices like a Smart TV, computer or mobile phone).

Content

15. Availability of content

(a) As **the service** is a variable TV **service**, we can't guarantee **content** will always be available. For example, some **channels** and other **content** are provided to us by third parties so we can't guarantee they'll be available. In certain circumstances, **content** may only be available in some parts of the UK.

(b) We can't guarantee programme information will be accurate or complete. We aim to make **content** available at the times shown, but that may vary.

(c) Some **content** may only be available for a limited time (an 'access period'). When the access period has ended, the **content** will no longer be available to you. We'll tell you if this is the case.

(d) Different **content** and **service features** are available with different **TV packages**. You'll find more details at bt.com/tv.

(e) The **content** we can show may also be different on some devices. For example, the **content** through a **set-top box**, the **player service**, **BT TV app** and BT website might be different. The **content** and functions on the **player service** and the **BT TV app** might also be different. That will depend on which device you are using.

Payments

16. Paying what you owe us

(a) You must pay the **charges** for **the service**, whether it is you or someone else who uses it.

(b) We'll normally bill you in advance (for the period ahead) every month, depending on what we've agreed. But you'll pay one-off charges (like rentals or purchases) in a later bill.

(c) You'll get your bills at bt.com/youraccount. If you'd like paper bills, ask us and we'll send them to you if we can. We may charge you an extra fee, but we'll tell you about this beforehand.

(d) You must pay any bills as soon as you get them, unless we agree otherwise with you.

(e) If you genuinely think any amounts on your bill are wrong, tell us straight away. We won't suspend or end **the service** while we look into the matter (as long as we think it's genuine). You must pay any amounts you agree that you owe.

(f) If you don't pay your bill on time, we'll phone you or send you a reminder. If you still haven't paid:

- i. seven days after we remind you (if you pay monthly); or
- ii. 10 days after we remind you (if you pay every three months);

we might add a charge to your next bill. You may also have to pay a charge to us if a direct debit or cheque bounces because you don't have enough money in your account. VAT is not added to these.

(g) If you haven't paid a bill, we won't normally suspend or end **the service** until 21 days after the date your payment was due (28 days if you pay every three months). However, if this isn't the first time you haven't paid a bill on time, we may end **the service** earlier.

(h) If you don't pay your bill, we may give details, including your personal information, to a debt-collection agency and ask them to collect the money for us. If we do, you'll have to pay an extra charge to compensate us. The charge won't be more than the reasonable amount we have to pay to the debt-collection agency, who will add the charge to your debt. VAT will not be added to any extra amounts added to your bill.

We might also transfer your debt to any other business (in which case, your personal information will also be transferred) who might then try to collect the money in a way it thinks is suitable.

This clause continues to apply after the **agreement** with us has ended.

(i) By agreeing to take **the service** from us, you agree to us sharing details of your BT payment history with credit-reference agencies. If we choose, we'll share your personal information with agencies like Experian or Equifax in line with the Data Protection Act 1998.

(j) Unless you tell us not to, we may take amounts you owe from the bank account or the credit-card or debit-card account you have given us details of. By entering into the **agreement** you are authorising us to do this.

Ending the service

17. When you can end the service

(a) If you change your mind about **the service**, you can cancel the **agreement** during the **cooling-off period**, as explained in clause 5. You won't have to pay us compensation for leaving early.

(b) Other than in respect of any increase to the **charges** as a result of our annual price increase as described in clause 30b you can cancel the **agreement** at any time, by giving us 30 days' notice if:

- i. we've increased the **core charges**, or changed these terms and conditions (other than a change in respect of an **additional service**) in a way that is not exclusively to your benefit, or
- ii. we've changed the **service**, the **charges** (other than **core charges**, the charge for an **additional service** or a one-off charge) in a way that significantly disadvantages you.
- iii. In these cases, you won't have to pay us compensation for leaving early.

(c) After the end of the **cooling-off period** you can cancel the agreement at any time by giving us 30 days' notice. However, if you're within the **minimum term** you may have to pay compensation for leaving early, depending on your reason for cancelling.

(d) You won't have to pay compensation for leaving early if you are cancelling:

- (i) because we have broken a significant term of the **agreement**;
- (ii) under clause 31a, after we have moved you to another **TV package**; or
- (iii) because you have moved home and we can't give you **the service** at your new address.

(e) If you fail to return the **loaned equipment** within 60 days as outlined in clause 4e. We will charge you. This charge will be reflective of the condition of the loaned equipment and it having been kept in good condition and used in accordance with the **agreement**. The **non-return equipment charge** may be added to your BT bill or charged to a credit/debit card you have provided us details of. Payment of the **non-return equipment charge** does not transfer ownership to you, the loaned equipment belongs to BT at all times.

(f) If you are buying an **add-on**, **on-demand** or any **buy-to-keep content** you agree that you want your content immediately and therefore don't have 14 days to change your mind.

(g) You can cancel an **add-on** at any time by letting us know before your renewal date. When you cancel an **add-on** you'll have access to the content for the period you've paid for, unless we tell you otherwise, but it won't be automatically renewed after that.

18. When we may restrict, suspend or end the service

(a) We can stop providing **the service** and end the **agreement** at any time by giving you at least 30 days' written notice.

(b) If you break the **agreement**, we'll normally let you try to put things right within a reasonable time. But we may limit, suspend or end all or part of **the service** immediately if any of the following applies.

(i) We have to end the **agreement** by law or in line with any regulation.

(ii) We can no longer provide **the service** (or part of it), or we have suspended or restricted a related service.

(iii) You have broken the **agreement** and not put things right within a reasonable time.

(iv) You have seriously misused **the service**.

(v) You or anyone using **the service** has acted towards our staff or agents in a way which we think is unsuitable or serious enough to justify suspending or ending **the service**.

(vi) You are not paying for **the service** (as described at the end of clause 16g) or are paying in a way we haven't agreed with you.

(vii) You have cancelled your direct debit and we haven't agreed another way you can pay.

(viii) We reasonably suspect fraud or other unauthorised activity.

(ix) It's reasonable for us to do so to protect our network and maintain a high-quality service.

(x) What you use is very different from what we'd expect from the average customer.

(xi) You have broken any other agreement you have with us and haven't put things right within a reasonable time.

(xii) You have used **the service** in a way the average customer wouldn't use it.

(xiii) You don't have a working BT Broadband service or do not keep your **set-top box** connected to it.

(xiv) We reasonably believe you're using **the service** in a way that isn't in line with the **agreement**.

(c) If we suspend or end **the service** because you're breaking the **agreement**, we may give your details to the owner of any **content** or to any relevant enforcement agency. We may also remove any BT-owned equipment you're using in commercial premises.

(d) If we suspect there's been, or is likely to be, a security incident, we might suspend your **BT ID** username to protect your account. We'll ask you to change your password before letting you log back in.

(e) If we suspend or end **the service**, we'll tell you what you need to do to restore it.

(f) If you're within the **minimum term** when we tell you we'll end **the service**, and the **agreement**, for any reason set out in clauses 18b(iii) to 18b(xiv), you'll have to pay a fee in line with clause 20.

(g) If we suspend or end **the service** for any reason set out in clauses 18b(iii) to 18b(xiv):

we may charge a fee to start **the service** again; and

you may have to pay the **charges** for **the service** while it's suspended, up until it ends.

(h) If you break the **agreement** and we do not take action, we can still take action at a later date.

(i) If you or we end **the service** and the **agreement**, we'll refund any amounts you've paid upfront. But first we'll take off any money you owe us in connection with **the service** or any other agreement between you and us.

19. When you get other services from us

(a) Sometimes we can only provide you with **the service** if you also have one of our other services. If one service ends or is suspended, we might need to end or suspend the other. If that's the case, we'll tell you.

(b) You might be paying less for **the service** or as a result of you also taking another BT service. If you leave the other service, your **charges** may go up.

(c) If you're using any **service features**, these may end on the day the **agreement** ends.

(d) In some situations this **agreement** may form a **linked agreement** with other agreements you take from us. If that is the case where you are able to cancel a **linked agreement** without having to pay a fee to leave early, you may be able to cancel this **agreement**.

20. Charges for ending the agreement early

(a) Any change to the **charges** as a result of our annual price rise (as described in 30b) won't give you a right to end **the service** without having to pay any increased charges or compensation for ending **the service** early.

(b) You will have to pay us compensation for ending the **agreement** early if:

- i. you end **the service** during the **minimum term**, except in the circumstances set out in clause 20f; or
- ii. we end **the service** during the **minimum term** in line with clauses 18b(iii) to 18b(xiv).

(c) The compensation you will have to pay calculated as being equivalent to the total amount of **charges** you'd have paid if you stayed with us for the whole **minimum term** minus any costs we save from you leaving early. There is more information in the BT Consumer Price Guide at bt.com/termcharges.

(d) If you end **the service** during the **minimum term**, or if we end it in line with clauses 18b(iii) to 18b(xiv), and you don't return the **loaned equipment** within 60 days, you will be charged a **non-return charge**.

(f) You won't have to pay the **charges** in clauses 20b to 20d if you:

- i. end **the service** within the **cooling-off period**, as explained in clause 17a;
- ii. end **the service** under clause 17b;
- iii. end **the service** under clause 17d(i) as a result of us breaking a significant term of the **agreement**;
- iv. end **the service** under clause 17d(ii) as a result of us moving you to another **TV package**;
- v. move home and we can't provide **the service** at your new address; or
- vi. end your BT Broadband service in line with clause 10b of the agreement for that service.

If something goes wrong

21. What you can do when we don't keep our promises

If you've had a problem with **the service** or **loaned equipment**, you may have a few legal options. There is more information at adviceguide.org.uk.

22. What we're not responsible for and limits on our liability

(a) If our negligence causes death or personal injury, we accept responsibility and there is no limit to our liability. We also accept responsibility for our fraud or fraudulent misrepresentation and for any other liability the law does not allow us to exclude or limit.

(b) We accept responsibility for loss of or damage to your personal property arising from our negligence. We'll pay up to £100,000 in total for any one event or series of connected events arising in any 12-month period.

(c) Apart from responsibility we accept under clauses 22a and 22b, we won't pay you more than £5,000 in total in any 12-month period.

(d) Apart from responsibility we accept under clauses 22a and 22b, we're not responsible to you for the following.

(i) Any delay or failure caused by something beyond our reasonable control. This could be things such as lightning, flood, severe weather, fire, explosion, terrorist activities, epidemic, riots, war, anything done by a government or other public authority, or strikes or other industrial action.

(ii) You breaking the **agreement**.

(iv) Any loss caused by you using **the service** in a way that breaks the **agreement**.

(v) Any commercial or business loss.

(vi) Any loss or damage caused by malware (for example, viruses) or the unauthorised use of **the service** on any of your devices.

(vii) Any loss of, corruption of or release of data or information.

(viii) You using any equipment or hardware we haven't supplied.

(ix) Losses which we couldn't reasonably have expected or considered when entering into the **agreement**.

(e) Apart from **buy-to-keep content**, we're not responsible for the loss of anything you've recorded (or have scheduled to record) if:

- i. you get your **set-top box** repaired;
- ii. we ask you to return your **set-top box** to be replaced;
- iii. we upgrade, update or replace any software on your **set-top box**; or
- iv. the recordings are automatically deleted, either to free up storage space on your **set-top box** or because the recordings have been on your **set-top box** for a long period of time.

(f) We're not responsible under the **agreement** if the **content** is suspended, interrupted or not available to you because of problems with the internet connection or network coverage. If you're having trouble with your BT Broadband, take a look at the separate agreement for that service.

23. Returning faulty loaned equipment

(a) If you think any of the **loaned equipment** is faulty, please tell us.

(b) You must return any **loaned equipment** that you tell us is faulty, or which we tell you is faulty or needs to be fixed or replaced (for example, if the **loaned equipment** is out of date or needs upgrading). We'll give you pre-paid packaging to do this. Legal options may be available to you (for example, you may have a right to reject the **loaned equipment** or the repair or replacement). For more information, visit adviceguide.org.uk.

(c) We might test any **loaned equipment** you tell us is faulty. If we find it isn't faulty, we may return it to you or replace it.

(d) If you haven't returned your old **loaned equipment** within 30 days of us sending you a replacement, we can:

- i. stop or restrict access to **the service** and any other BT service until you return the **loaned equipment**; or
- ii. recover our costs for that **loaned equipment**.

Changes we may make

24. How we may change the service, service features, TV package, add-ons, channels and other content, loaned equipment, charges and the terms and conditions of the agreement

- i. We can change **the service, service features, TV package, add-ons, channels** and other **content, loaned equipment, charges** and these terms and conditions at any time for the reasons set out in clauses 26 to 30.

ii. Your charges will automatically increase each year, see clause 30b.

25. How we'll tell you about changes and your rights to leave if we do make changes

(a) Subject to paragraph 25c we will follow the procedure in clause 25b (and you will not have to pay a fee for leaving early) if any of the following apply:

i. we increase the **core charges** or these terms and conditions (other than in respect of an **additional service**) in a way that is not exclusively to your benefit.

ii. we change the **service**, the **charges** (other than a **core charge** or a charge for an **additional service** or a one-off charge), or the terms and conditions for an **add-on** or **service feature** (other than an **add-on** or **service feature** that is an **additional service**) in a way that significantly disadvantages you.

iii. we make any of the changes set out in clauses:

i. 26d and 26e;

ii. 27a(ii) to 27a(xi);

iii. 28;

iv. 29a(i) to 29a(v); or

v. 30;

and these changes significantly disadvantage you

iv. We make a change to the terms and conditions for an **additional service** or the **charges** for an **additional service** in a way that is not exclusively to your benefit (but in these circumstances you only have the right to end the **additional service** without paying a fee for leaving early) If you decide to end the **agreement** in these circumstances a fee will be payable, unless one of the reasons set out at 25a(i), (ii) or (iii) above applies).

(b) We'll do the following:

(i) Tell you at least 30 days beforehand, unless there are reasons we can't (for example, if a third party who provides **content** withdraws it without giving us enough notice). If that happens, we'll give you as much notice as possible.

(ii) Give you the chance to end **the agreement**, or if applicable the **additional service**, by giving us 30 days' notice. You won't have to pay anything extra or any charges for ending the **agreement** or the **additional service** early.

(c) Any changes to:

(i) **third-party services**, including changes to the content of such services (for example **NOW TV** content), or changes to any charges for those services (for example, the Netflix subscription fee); or

(ii) the **charges** as set out in clause 19b; or

(iii) the **core charges** or the **charges** is as a result of our annual price increase (as described in clause 30b); or

(iv) The change falls within clause 25a(i) but is of a purely administrative nature (for example but not only, transferring this agreement to another company in our **group**) and has no negative effect on you, or is directly imposed by law,

will not give you a right to end **the agreement** or an **additional service**.

(d) We'll tell you about any other changes in a suitable way, such as putting a notice on [bt.com](https://www.bt.com). Changes to **content** will be shown in your planner or the programme guide.

26. **How we may change TV packages, add-ons, channels, content or access to third-party services**

(a) As **the service** is a variable TV service, we don't guarantee we'll provide you with any particular **TV package, add-on, channel** or other **content**, or with access to any particular **third-party services**. We change all these things from time to time for lots of reasons, some of which are listed below.

(b) We can change, add to, replace or withdraw any **TV package, add-ons, channels** or other **content**, or access to **third-party services**, change or cut the hours of broadcast on any **channel** or encrypt or decrypt any **channel** or other **content**. We can do that for any of the following reasons.

(i) Because the **content** or **third-party service** available to us changes (for example, we gain or lose the right to show particular programmes and want to change our **channels** or **TV packages** as a result).

(ii) To introduce new **TV packages, add-ons, channels** or other **content**, or to provide access to new **third-party services**.

(iii) To improve, update, or add to the **TV package, add-ons, channels** or other **content**.

(iv) If broadcasters or businesses which provide **channels** or other **content** stop making them available to us, or they make changes to them.

(v) If any **third-party services** you get through **the service** change or stop being available.

(vi) To let us change the way we charge you for certain **TV packages, add-ons, channels** or other **content** (for example, when we add new channels).

(vii) If, in our opinion, it's no longer commercially sensible for us to provide your **TV package, add-ons, channels** or other **content** (for example, because it's become too expensive for us to buy certain content, or a **channel** has low viewing figures).

(viii) If we change the way we provide or structure our **TV packages, add-ons, channels** or other **content** (for example, changing the names or descriptions of our TV packages and content).

(ix) To update, upgrade, improve or alter **the service**.

(x) If our ability to provide **the service** in a particular area changes.

(xi) To help us show **the service** in a way that we think gives you a better viewing experience (for example, by adding extra online features or ultra HD).

(xii) To reflect changes to or developments in technology (for example, by adding extra features online or in ultra HD).

(xiii) If a **paid-for channel** becomes a free channel.

(xiv) To make editorial changes to the **content**.

(xv) Because of changes in any laws, codes of practice, regulations or guidance that applies to us.

(c) We might provide **the service** for a long time, not just for the **minimum term**. So we might need to make changes to **TV packages, add-ons, channels** or other **content**, and to the access we provide to **third-party services**, for a reason not listed above.

(d) A change we make to your **TV package** could result in a significant reduction in:

- i. the number of **paid-for channels** in your **TV package**; or
- ii. the quantity of **on-demand content** in your **TV package**.

If we can't replace it with similar or equivalent **paid-for channels** or **on-demand content**, we'll give you notice and allow you to end **the service** as set out in clause 25.

(e) If we withdraw or change an **add-on** in a way that significantly disadvantages you, we'll tell you at least 30 days beforehand, unless we can't reasonably do that (for example, if a third party withdraws **content** and doesn't give us enough notice). In this case, we'll give you as much notice as possible.

If we're not withdrawing the **add-on**, we'll let you cancel it by giving us 30 days' notice, but you won't be able to end the service.

(f) Any **third-party services** you get are provided by other businesses. A separate set of terms and conditions and privacy policy may apply to any **third-party services**. We're not responsible for these **third-party services**, as they are outside our control and may change at any time. Any changes to **third-party services**, including changes to any charges which you have to pay for them, and any changes to their content, will not give you the right to end the service (although you might have a right to end the **third-party service** under their separate terms and conditions).

(g) If you get **the service** through **YouView**, there's a separate set of terms and conditions and privacy policy. We're not responsible for the **YouView** service. Any changes to the **YouView** service, including changes to the **content** on it, will not give you the right to end **the service**.

27. **Changes to the service, a service feature, loaned equipment or the terms and conditions of the agreement**

(a) We may change **the service** (other than the **TV package, add-ons, channels** or **content**, or access to **third-party services**), a **service feature, loaned equipment** and the terms of the **agreement** to do the following.

(i) Make the **agreement** clearer or easier to understand, or change it in another way that doesn't significantly disadvantage you.

(ii) Change, improve, update or add to **the service, service features** or **loaned equipment** you get (for example, if we produce a new **set-top box** or improve our TV menu).

(iii) Introduce new **services, service features** or **loaned equipment** (for example, if we introduce a new security feature).

(iv) Change the way we structure our **charges, service, service features** or **loaned equipment** (for example, by changing a name).

(v) Change the way we provide you with **the service, service features** or **loaned equipment** (for example, if we introduce a new way to deliver content).

(vi) Reflect changes to or developments in technology (for example, if we develop the way we provide **the service** or introduce new ways to pay).

(vii) Withdraw, replace or remove all or part of **the service, service features** or **loaned equipment**.

(viii) Change technical specifications (like limits on transferring information).

(ix) Update, upgrade, improve or alter **the service, service features** or **loaned equipment** (for example, to fix bugs or faults, tackle security issues, improve software or loaned equipment, change how **the service** looks or improve how your **loaned equipment** works).

(x) Reflect a change in our ability to provide **the service, service features, or loaned equipment** in a particular area.

(xi) Reorganise the way we manage or run our business.

(xii) Reflect a change to any law, code of practice, regulation, guidance or obligation that applies to us.

28. **Other changes to the service, a service feature, loaned equipment or the terms and conditions of the agreement**

We might provide **the service** for a long time, not just for the **minimum term**. In the future we might need to make changes to **the service** (other than the **TV package, add-ons, channels, other content** or access to **third-party services**), a **service feature, loaned equipment** or the terms and conditions of the **agreement** for a reason not listed in clause 27. If we do, and the change significantly disadvantages you, we'll give you notice and you'll be able to end **the service** in line with clause 24a.

29. **Changes to the charges**

(a) We may change the **charges** if any of the following applies.

(i) We make any of the changes described in clause 26, clauses 27a(ii) to 27a(x) or clause 28.

(ii) We launch a new **TV package** that we want to charge for, or a **channel** we want to charge for separately.

(iii) The cost of providing **the service** goes up (for example, if we get rights to show different **content** which costs us more, or the price of the content goes up).

(iv) The cost of running our business goes up.

(v) We reorganise the way we manage or run our business.

(vi) There's a change in a law, code of practice, regulation, guidance or obligation that applies to us (for example, if there's a VAT increase).

30. Other changes to the charges

- a. We can't always predict what will happen in the future, so we might need to change the **charges** for a reason not listed in clause 29. If we do, and the change significantly disadvantages you, we'll give you notice and you'll be able to end **the service** in line with clause 25a.
- b. From March 2021, an annual price increase will be applied to your **charges**. This annual price increase (rounded down to the nearest whole pence) will be calculated by multiplying the charges by a percentage comprised of i) the Consumer Price Index (CPI) rate figure published by the Office for National Statistics in January of that year (ignoring any negative figure), plus ii) 3.9%. This increase will take effect on or after 31st March if you're billed monthly; and on 31st March if you're billed quarterly and were not due to receive your usual quarterly bill in March. If the CPI figure is negative in the relevant year, we will only increase the charges by 3.9%.
- c. Where you purchase more than one **service** from BT and each is subject to an annual price rise, the amount of the price rise is calculated on each **service** separately

Moving between TV packages

31. Moving you between TV packages

(a) If we withdraw your **TV package**, we'll move you onto our nearest equivalent, or better, package. If we can, we'll tell you at least 30 days before we do this. If we can't, we'll give you as much notice as we can. If the TV package we move you to costs more than your current **TV package**, we'll either:

- i. let you end **the service** without paying a fee for ending it early; or
- ii. not charge you the higher amount for the rest of the **minimum term**.

We'll tell you beforehand what we are going to do.

After the end of the **minimum term**, we'll charge you the full price for the TV package we've moved you to.

(b) We may move you to a better service, **service feature**, **TV package**, **add-on** or loaned equipment at no extra charge for a trial period. We'll tell you at least 30 days before we do this.

At the end of the trial period, we'll either keep you on the better service, service feature, TV package, add-on or loaned equipment at no extra cost or move you back to what you had before. We'll tell you beforehand which we're going to do. You can tell us to end the trial period and move you back to what you had before whenever you like.

(c) Sometimes we might give you extra **add-ons, channels** or **content** at no extra cost as part of **the service**. We can change, charge for or withdraw the extra **add-ons, channels** or **content** at any time. If we plan to charge for any extra **add-ons, channels** or other **content** you're getting at no extra cost, we'll tell you beforehand. Then you'll need to tell us if you don't want to pay for them.

32. You can choose to change your service, TV package and service features

(a) You can choose to upgrade or change your **service**. If you do, there might be a new minimum term. If there is, we'll tell you before you confirm your upgrade or the change to **the service**.

(b) If you took **the service** alongside other BT services (like BT Phone or BT Broadband), you might not be able to change your current **service, TV package** or **service features** until the end of the **minimum term** for all of the BT services.

Extra services and service features

33. Buy-to-keep content

(a) You can buy **buy-to-keep content** for an additional charge. You can watch **buy-to-keep** content on either your **set-top box** or the **BT TV App**. You'll be able to watch that content as many times as you like as long as:

- i. you're still a customer of **the service** and BT broadband (we've set out below how to access **buy-to-keep content** after you've left the **service**);
- ii. we have the right permissions from the businesses who license the content to us;
and
- iii. you use a **set-top box** (or **the BT TV App** on a compatible device) with the necessary functions.

(b) If we have provided you with an extra **set-top box** to watch **the service** in another room, when you buy **buy-to-keep content** on one **set-top box**, you won't be able to watch it on the other.

(c) If we end or suspend **the service**, you won't be able to watch **buy-to-keep content** you've bought on your **set-top box**.

(d) If we give you a downloadable digital copy of **buy-to-keep content**, we'll make sure you can also stream it (that is, watch it on a device without downloading it). But:

- iv. you'll need a **BT ID** and your internet connection will need to be fast enough; and
- v. we'll have to have the permissions we need from the businesses who license the content to us.

(e) The terms and conditions which apply to digital copies of **buy-to-keep content** are set out in clause 34.

34. Digital copies of buy-to-keep content

(a) If we give you a digital copy of **buy-to-keep content** to download or stream on a compatible device, the following conditions will apply.

(i) The number of devices you can download **buy-to-keep content** onto depends on what app you are using. With the **BT TV app** you can register two devices. With **BT TV App Extra** you can register up to four devices. We might change that number from time to time.

(ii) You'll only be able to download the **buy-to-keep content** to one registered device at a time, unless we tell you otherwise. If you want to put it on another device you'll have to delete it from the first one.

(iii) You can only stream the **buy-to-keep content** to your **set-top box** and one other compatible device at the same time, unless we tell you otherwise.

(iv) You can only download or stream the **buy-to-keep content** in the UK, Channel Islands or Isle of Man if you have already downloaded the **BT TV app** while in the UK.

(v) Your digital copy of the **buy-to-keep content** will not be in high definition (HD), even if you originally bought it in HD.

(vi) The **buy-to-keep content** you buy might unexpectedly become unavailable (for example, because of licensing restrictions or legal obligations). We won't be liable if that happens.

(vii) We might block **buy-to-keep content** if you need a software update before you can watch it. We'll unblock it once you've installed any updates. If you need to download the **buy-to-keep content** again, you'll have 30 days to do it, starting from when you installed the update.

(viii) You can't back the **buy-to-keep content** up on an external hard drive. If you accidentally delete the original file, you should be able to download a new version as long as you're still getting **the service** and the content hasn't become unavailable for any reason.

(b) By the time we give you a digital copy of the **buy-to-keep content** you bought, you might not be a customer of **the service**. If that happens, we'll write to you at your **home** with instructions on how you can get it.

35. **BT TV app and BT TV website**

(a) For your device to use the **BT TV app** or get access to **content** through the BT TV website, your internet connection must be fast enough.

(b) Every time you download the **BT TV app** to a device, you must agree to an end-user licence before you can use it. You won't have to pay any charges under any end-user licence unless you've agreed to.

(c) You'll have to register your devices. This is done automatically when you first play content in the app. You won't be able to register more than two devices, apart from your **set-top box**, at any one time. We might tell you we're increasing that maximum from time to time. If you've registered two devices, you can de-register one and register another in its place once every 30 days. If you have the **BT TV App Extra**, you'll be able to register four devices.

(d) You understand that you might not be able to watch the same **channels** or other **content** on the **BT TV app** (or the BT TV website) as you get on your **set-top box**.

(e) You won't be able to stream the same **content** to more than two devices at once unless we tell you otherwise. That doesn't include **set-top boxes**.

(f) You can only stream **content** in the UK, Channel Islands or Isle of Man.

(g) We may offer the option to purchase additional functionality and platform access for the **BT TV app**, called the **BT TV App Extra**. We'll tell you what this functionality is.

Everything else

36. **Loaned equipment and software**

(a) We'll tell you when you should get your **loaned equipment**. You might be able to get other loaned equipment from us at an extra cost. If there's a **charge** for any **loaned equipment**, we'll tell you when you order.

(b) Your **loaned equipment**, except for the software inside it or any BT-owned loaned equipment (that is, any loaned equipment which we own, is part of our network, or belongs to our service providers, even though it is in your **home**) belongs to BT at all times. You must look after it and not dispose, damage, destroy or otherwise interfere with it unless we ask you to (for example, if we're helping you fix a problem). If the **loaned equipment** is damaged other than through fair wear and tear, you'll have to pay to fix or replace it. We recommend you insure it against loss, theft or damage for the full replacement value.

(c) Payment of the **non-return equipment charge** does not transfer ownership, you must still return the **loaned equipment**. If the **loaned equipment** is returned within two years of the **non-return equipment charge** being levied, we will credit your account (or provide a refund at our absolute discretion) an amount corresponding to the condition of the **loaned equipment** allowing for reasonable wear and tear.

(d) BT-owned equipment will always be ours. You must keep it in good working order. You mustn't damage, destroy or interfere with it unless we tell you different (for example, if we're helping you fix something). If BT-owned loaned equipment is damaged other than through fair wear and tear, you'll have to pay for us to fix or replace it.

(e) We own, or hold a licence for, the software inside any **loaned equipment**. Sometimes you'll have to agree to the terms of an 'end-user licence' to use software which forms part of **the service, service features** or **loaned equipment**. You won't have to pay any charges under any end-user licence unless you've agreed to.

(f) You must let us update, upgrade or replace software relating to **the service, service features** or **loaned equipment**. We might do this automatically.

(g) We'll only support and be responsible for **loaned equipment** we provide. If you use anyone else's equipment (like a device to get the **player service**), you have to check it works with **the service**.

(h) You must not connect any **equipment** to our network if it may harm the network, or harm anyone else's **equipment** or services. If you do, you must disconnect it straight away, or pay us to do it.

37. Promotions, advertising and links to other websites

(a) If you deal with advertisers on **the service**, or join in with their promotions, we're not responsible for any loss or damage of any kind that happens as a result of those dealings, or generally as a result of **third-party services** available through **the service**.

(b) The BT TV website may link to other websites or content not owned or run by us. We're not responsible for the availability of or content on those sites.

38. What happens when you move home

(a) If you move home, you can ask us to provide **the service** at a new address, unless there's some reason we can't. Just tell us at least 14 days before you move. There are more details at productsandservices.bt.com/products/homemove.

(b) If you move home and we can't provide you with **the service** for whatever reason, we'll move you onto our nearest equivalent service. We'll tell you at least 30 days' before we do this, unless we cannot reasonably do so (for example, if you don't give us enough notice that you're moving). In this case we'll give you as much notice as we can. If the service we move you to costs more, we'll let you stop the service without paying a fee for ending it, or we won't charge you the higher amount for the rest of the **minimum term**. We'll tell you beforehand what we're going to do. After the end of the **minimum term**, we'll charge you the full price for the service you're getting.

If we can't provide any service at all to your new address, we'll let you end the **agreement** without paying a fee.

39. How to get in touch with us and how we'll contact you

(a) We'll send you any written notice by email or by posting it to the address we have for you. We'll send you other notices by voicemail, text message or other forms of electronic message. We'll assume you get letters in the post two **working days** after we send them. We'll send all paper bills and notices to your **address**. It's your responsibility to read the notices we send you.

(b) You can phone us on 0800 800 150 or by dialling 150 from your landline or BT mobile. Calls are free from landlines and BT mobiles, and charged at the standard rate from other mobiles. More details of how to get in touch with us at bt.com/contact.

40. Parental controls

(a) Some **content** might not be suitable for children. You're responsible for making sure **content** is suitable for people in your household.

(b) You're responsible for setting parental controls or any other controls available for any BT service and keeping them up to date. When parental controls are on, we block websites or content that we (or our supplier) think might be unsafe or unsuitable. Our supplier sorts and blocks the sites and content. We're not responsible for how they categorise websites or content, or for whether you'll always have access to unblocked sites.

41. Sorting out complaints

(a) From time to time you might need to contact us about a problem you're having with **the service or loaned equipment**. Our Customer Complaints Code explains how to do that. You can read the code at [bt.com/complaintscode](https://www.bt.com/complaintscode), or ask us to send you a copy.

(b) We'll try our best to settle any complaint you might have about **the service or loaned equipment**. If we can't, you might be able to refer the matter to a dispute-resolution service to get an independent opinion. You'll find details of how to do this in our Customer Complaints Code.

(c) If we cannot agree a solution with you within eight weeks of getting your complaint, or before the eight weeks is up we agree in writing that the dispute should be settled by an independent adjudicator, you can refer it to Ombudsman Services: Communications. You can find out more on their website at [ombudsman-services.org/communications](https://www.ombudsman-services.org/communications) or by phoning 0330 440 1614. The Ombudsman's service is free.

42. Transferring the agreement

The **agreement** is only between you and us. You cannot transfer it to anyone else, or to try to do so. We can transfer the **agreement**, and our rights and obligations under it, to anyone else (including if we reorganise the way we work), as long as it doesn't have a negative effect on your rights.

43. Other things we need to tell you

(a) Only you and we can take action under the **agreement**. Nobody else can enforce it or benefit from it (except in line with clause 42).

(b) If any part of the **agreement** cannot be enforced, the rest of it will still apply.

(c) We might record calls (including marketing calls) to help us with training and to prevent identity fraud.

(d) The **agreement** is made under English and Welsh law. Any disputes you and we cannot settle can only be decided in English and Welsh courts, unless:

- i. you live in Scotland, in which case Scottish law applies and Scottish courts will settle disputes; or
- ii. you live in Northern Ireland, in which case the law of Northern Ireland applies and the courts of Northern Ireland will settle disputes.