



IMPORTANT INFORMATION

about you for credit reference purposes. These enquiries include searching your records held by Credit Reference Agencies (CRA) and checking any details held on you by the Interactive Media in Retail Group (IMRG), Security Alert or other Fraud Prevention Agencies (FPAs). When CRAs receive a search from us they will place a footprint on your credit file that may be seen by other organisations. At all times where your information is disclosed to us we will protect it in accordance with our privacy policy - and keep it secure.

We will carry out checks while assessing your application and will verify your identity. We do this to help protect you from identity theft and fraud, and also to prevent and detect crime and money laundering. We may also make periodic searches at CRAs and FPAs to manage your account with us.

If you tell us that you have a spouse or financial associate, we will link your records together so you must be sure that you have their agreement to disclose information about them. CRAs also link your records together and these links will remain on your and their files until such time as you or your partner successfully files for a disassociation with the CRAs to break that link.

Information on applications will be sent to CRAs and will be recorded by them. We may also give details of your account and billing information, including how you manage, it to CRAs. We may tell them about payments you make to us, your account balances, and payment defaults. If you do not pay your bills on time, CRAs will record this information and it may be supplied to other organisations by CRAs and FPAs to perform similar checks and to trace your whereabouts and recover debts that you owe to them as well as us.

Customer Consent - we'd like to keep you up to date with our products and services. When you sign this order you are agreeing to receive marketing messages from us via electronic means, telephone and direct mail unless you tell us otherwise.

You may choose not to receive marketing information from us at any time. Further details on how to tell us to stop sending you this type of information can be found in our privacy policy at www.bt.com or by contacting your account manager or sales representative.

To find out more please visit our Privacy Policy and our Price List at www.bt.com

Subject to Survey - your order is subject to survey if additional work is required, including ducting, poles, excessive construction work, or our engineer has to spend additional time providing the service additional charges may apply (as set out in the applicable terms & conditions and/or BT's Price List at www.bt.com).

Terms & Conditions - all orders are subject to our applicable terms & conditions. These can be found at www.bt.com/terms or any other website we notify to you. Alternatively, in some cases we may refer to specific BT terms & conditions on the order, or attach them to the order. We are happy to provide you with a hard or soft copy of the terms & conditions at your request - please ask your sales representative.

Dates - all dates are estimates unless stated otherwise in the applicable terms & conditions for the service.

Cancellation - if you cancel your contract before equipment has been delivered or the service is operational and we have incurred costs associated with providing you with the Service you will be charged cancellation charges as set out in the applicable terms & conditions and/or BT's Price List.

Minimum Period/Early Termination - if the services you order are subject to a Minimum Period you may have to pay early termination charges if you decide to end your contract within the Minimum Period. These are set out in the applicable terms & conditions and/or BT's Price List.

BT Panel Funding or Leasing - where you apply to a BT panel funder for financial facilities for the items marked with an 'L' overhead, our Conditions of Supply (where Customer applies to a third party finance house or other third party for financial facilities) will apply. The contract for and the BT panel funder.

Telephone Numbers - please note that any telephone numbers that have been discussed with you are subject to change and we make no commitment to make specific numbers available.

Phone Book Entry - where the service includes a telephone number, unless you request otherwise, we will put this number in the appropriate BT Phone Book, together with your details, and make these available from our directory enquiries services and to other companies who provide such services.

Credit Checking and Account Management - when you order goods or services from us we may make enquiries

GC Charge Codes (different items may be billed separately)		SC Supply Codes	
1- Annual Rental	2- Quarterly rental	T- Telephone Service	X- Sale of Goods
3- Connection	4- Single payment	H - Hire	L- Lease
5- Purchase	6- Visit/Delivery/Inspection charge	M- Maintenance Mon-Fri 8 00-17 00	M1 - Maintenance Mon-Fri 8 00-17 00
7- Maintenance during BT warranty	8- Maintenance outside BT warranty	M2 - Maintenance response within 4 hours Mon-Sat 8 00-17 00	M3 - Maintenance 7 day 24 hour service response within 4 hours
9- Installation	P- Private Service - if you are requesting Private Service(s), a Private Services contract		

CODES TO USE WHEN COMPLETING THE ORDER FORM (for BT use only)