



**BT hides the “Right Plan” from many of its customers**

Further to:



[BT capitalises on public hatred of Nuisance Calls](#)

[New BT prices highlight the importance of the hidden rip-off](#)

BT has now (quietly or secretly) introduced a new Call Plan that would resolve these issues for very many of its customers - those who make calls on any day of the week and / or want to be protected from nuisance calls without being exploited.

**Home Phone Saver** is undoubtedly the “**Right Plan**” for those who make only a few calls <sup>1</sup> on weekdays before 7pm and do not have BT Broadband <sup>2</sup>.

Evidence from DWP already suggests that perhaps 5 million of its (mostly pensioner) claimants have long been subscribed to the wrong BT call plan. Many of them should now be saving money on their telephone costs rather than suffering a further price increase above the rate of inflation.

### *The “Right Plan”*

BT is currently advising its customers about the [1 December 2014 price rises](#), but **fails to mention** that a switch to **Home Phone Saver** could remove the rip-off and make a saving over current costs.

BT has now introduced an optional “**Right Plan**” service to help customers choose the best plan for their needs - but **Home Phone Saver** is **not included in the analysis** of the options available!

### **Avoiding Nuisance Calls**

As a bonus, **Home Phone Saver** includes **BT Privacy with Caller Display**, as well as the additional **Choose to Refuse** and **Anonymous Call Reject** services “*for free*”.

### *Introducing trueCall*

The **fair telecoms campaign** is delighted that BT has now (again quietly) launched [the BT 8500 phone](#). This provides privacy, by using Caller Display properly - simply to identify known callers.

The BT 8500 incorporates the [Callflow \(“whisper”\)](#) feature of **trueCall**, which requires all unknown callers to say who they are before their call is offered. We see this as the proper way of blocking unwanted calls, without impeding proper contact, as it compels compliance with the essential principle that **unknown callers identify themselves - by voice when making a voice call**.

The **Caller Display** feature - free with **Home Phone Saver**, but normally charged at £3.50 (rising to £3.70) per month - must however be in place to ensure that known callers get through directly.

### **Notes**

1 Due to the nature of the tariff structure and the number of different historic plans, calculation of exactly how few calls need to be made to justify a switch to **Home Phone Saver** is complex.

We can however say with complete confidence that Home Phone Saver is the “Right Plan” for anyone who makes the equivalent of **one 5-minute call plus one 10-minute call per week**, to ordinary (01/02/03) numbers before 7pm on a weekday. In most cases the breakeven point is lower than that.

2 Cynics may wish to note that **BT Broadband** customers - i.e. inclusive subscribers to **BT Sport** - are excluded from the **Home Phone Saver** offer.