



Saving money for BT landline-only customers - NOW

We note the Ofcom news release:

["BT's landline-only customers set for cheaper bills"](#).

This refers to a [consultation \(117 pages\)](#) on an intensely studied report, which may lead to an announcement of future action *"in a statement at the turn of the year"*.

This consultation does however state that *"A relatively small proportion of BT's [landline only] customers take the Home Phone Saver tariff"*.

"Home Phone Saver" is the obvious tariff for those who make any significant, even very modest, number of calls.

It is much cheaper than the other call-inclusive tariffs (being available only to landline-only customers) and provides some calling features at no extra cost. Furthermore it currently offers protection against price increases for 22 months.

Many of those in the categories of customer likely not to have BT Broadband may not be aware that calls made to ordinary (01/02/03) numbers are now overwhelmingly made under the terms of inclusive call plans. A major reason for this is the level of the Penalty Charge imposed on non-inclusive calls.

A 5-minute weekday call to a friend, or a government department, on a 01/02/03 number incurs a Penalty Charge of 81p (using 2 April 2017 prices: 21p call set-up fee + 12p per minute).

Just one of those each week would cost £3.24 per month.

BT Home Phone Saver costs £3 per month, over the standard line rental. This covers unlimited calls at any time (each of up to 60 minutes).

Anyone using their BT phone to make calls, other than for less than one 5-minute weekday call per week, should be using Home Phone Saver.

The **fair telecoms campaign** is anxious to ensure that all BT customers are aware of this – as clearly very many are not.

Please get in touch for further comment on this Ofcom announcement and any other **fair telecoms** issues.