

Terms & Conditions

Table of changes

This document helps clearly describe the changes we are making to our [terms and conditions](#).

Residential Products & Services and Residential Products & Services - Benefits

Clause	Change
Residential Products & Services and Residential Products & Services - Benefits	We've combined these documents so they are all in one place.
Various	We've made some clauses easier to read, improved consistency and/or removed duplication. Where we have made bigger changes we have set out more information below.
Clause 4 - General Terms and Conditions	
4.6.2 & 4.6.9	We've added further information on the verification checks we may conduct when you sign up for any Service with us and set out that the information you provide to us must be correct.
4.8.5	We've provided more information on why we record calls.
4.10.5.3	We've deleted this clause as the Smart Metering Installation Code of Practice is no longer a voluntary code.
4.11.10	We've added a clause to make it clear we have a zero tolerance policy towards all forms of abuse.
Clause 5 - Communication Services (Home Phone, Broadband, CallMe (0800) and Mobile)	
5.5.4	We've updated this clause to clarify how you can cancel your services including implications for notice periods. We've updated clause 6 - Home Phone & Broadband, clause 7 - CallMe0800 and clause 8 - Mobile to reflect this change.
5.5.5.2	We've updated this clause to provide more information about porting your number to a new provider.

5.5.5.8	We've added a new clause providing information on what happens if you experience a delay in porting your number to a new provider.
Clause 8 - Mobile	
8.2.4 & 8.2.14	We've clarified what we mean by Budget Control and International Call Cap.
8.2.13	We've amended this clause as all SIMs activated from 1 March 2023 will be supplied without an international and roaming bar. You can find out whether your SIM has a bar or not on your My Account.
8.6.3	We've clarified what we mean and when an early termination fee is payable.
8.7.3	We've added a clause to provide further information on any credit balances you may have on your Mobile Budget Control Plan.
Clause 9 - Energy	
9.3.6	We've added further detail to make it clear what energy equipment you are responsible for.
9.9.1.2 9.9.1.3	We have updated these clauses to clarify that we will collect readings from your smart meter at the frequency notified to you or as otherwise agreed between us and we will treat the energy usage data from your smart meter in accordance with our Privacy Notice and Guide to Smart Meter Readings .
Clauses 10 to 27 - Bundle Benefits	
16	We've changed our energy discounts. We've updated the clause to reflect how the new energy discount works.