Your BT engineer will come and set up your BT Total Broadband service and get one computer connected. After this, you’ll find lots more help in this guide, if you need it.

Get some help 2
Connect other computers and devices 4
About your Hub 9
Connection troubleshooting 12
Useful information 18
The small print 20

Getting up to speed
For the first 24 hours or so, your broadband might slow down or even stop now and again. That’s normal. It takes that long for your broadband to reach its top speed. You can help it along by leaving your Hub on all the time, and using your broadband as much as you can for the first 24 hours. If you’ve got questions about the speed of your broadband after that, go to www.bt.com/help/broadbandspeed
Use these pages to find out where to get lots of help online or if you need some help fixing a connection problem. There’s also connection troubleshooting on page 12.

**Online help**

There’s no need to call and maybe wait in a queue if you’re online and need some help or advice. Simply go to [www.bt.com/help](http://www.bt.com/help)

**Other ways to get help**

Run BT Broadband Desktop Help – see below.

Advice, tutorials, common questions and videos: go to [www.bt.com/start](http://www.bt.com/start)

Tips from other users in our forums: go to [www.bt.com/community](http://www.bt.com/community)

Connecting other computers and devices: go to page 4.

Connection troubleshooting: go to page 12.

**Desktop help – new and better than ever**

BT Broadband Desktop Help (PCs only) is included with your BT Total Broadband service. It’s a tool that identifies problems with your broadband, email or wireless connection and the engineer will install it on your computer as part of your BT fibre installation. It then continually checks your broadband connection. If there’s a problem, BT Broadband Desktop Help automatically pops up to help fix it.

To open desktop help, just double-click [desktop icon](http://www.bt.com/help/broadbanddesktophelp) on your desktop or download it straight to your computer from [www.bt.com/help/broadbanddesktophelp](http://www.bt.com/help/broadbanddesktophelp)
BT Broadband Desktop Help will:

- alert you if you have a problem
- support you 24 hours a day
- help you get back online
- run a PC health check
- set up or troubleshoot your BT email account
- fix problems in the background
- help you set up your home network
- update automatically

Note: BT Broadband Desktop Help only works with PCs using Windows 7, Vista or XP. Sorry, it doesn’t work with Macs. If you use a Mac, please try other help options in this guide.

Once connected, your new broadband connection means faster help, if you need it. Just go to www.bt.com/help

If you still have problems connecting, see page 12.

Help with computer problems
While the other help listed here focuses on your broadband and Hub, our BT Home IT Support team can offer you straightforward, jargon-free help with a wide range of computer-related issues. You can get help over the phone¹ or in person².

To find out more, go to www.bt.com/homeitsupport

Your bill explained
After your order, you might get an interim bill that’s bigger than you expected. If you’re an existing customer, you might see charges for some of your old service as well as the new.

To find out more about your bill, go to www.bt.com/mybt

¹ 12-month subscription £9 a month. We might not be able to fix some technical problems. Policy on fair use applies. Exclusions, terms and conditions apply.
² Engineer visits: charges start from £90.

Prices shown include VAT at 20%. VAT rate and prices may change. See www.bt.com for the latest prices.
Connect other computers and devices

How to connect other computers or devices using the CD

Set-up will have connected your main computer to BT Total Broadband, but if you’d like to connect any other computers or devices, simply run your CD on the computer or device and follow the set-up wizard. It’s the easiest way to connect other devices.

!? My CD won’t run. What should I do?
PC users: click on My Computer in the Windows Start menu, right-click your CD icon, then click BT Home Hub Setup.

Mac OS users: double-click the BT Total Broadband desktop icon, then double-click setup.app.

!? How can I find out if my computer or device works with wireless?
See page 5.

How to connect other computers or devices that don’t use a CD

If you’ve a wired device
Simply plug its Ethernet cable into one of the spare Ethernet (yellow) ports on the back of your Hub.

To get the best speed possible on connections that support 80Mb speeds or over, we recommend you use the GigE socket (port 4).
If you’ve a wireless device such as a laptop, netbook, smart phone or games console
Use its wireless feature to connect to your Hub. You’ll need your Hub’s wireless network name and wireless key. You can find these on your Hub’s handy pull-out (see page 9). If the engineer replaced your old Hub with a new one, he or she may have transferred your old Hub’s wireless settings to your new Hub – there’s a space on page 19 for you to keep a note of these details. Once you’ve found these, follow the instructions that came with your device – for the Hub, read on.

If you’re trying to connect a computer or a device, turn on its wireless – there’s usually some sort of switch. Then try hovering your mouse or cursor over the icons in your computer’s system tray or status bar, and look for a wireless icon. If you’re using Windows Vista or XP, you can also try clicking Start then Connect to... .

If your computer’s got a wireless connection, find your Hub’s wireless network name in any list displayed (it will start with ‘BTHub3...’), highlight it and click Connect. If you need to, type in your Hub’s wireless key.

⚠️ You may need these techy details:
- Authentication type: WPA2-PSK or WPA-PSK
- Encryption type: AES (WPA2) or TKIP (WPA)
- Mode: infrastructure (not ad hoc)
An even easier way to connect devices

Your clever new Hub has a **WPS** (wi-fi protected set-up) button. What’s that mean? It means all you have to do to connect a WPS-enabled device or a PC (running Windows 7 or Windows Vista with Service Pack 2) is find your Hub’s network name using the device or PC you’re trying to connect to broadband – and when you’ve found and highlighted it and clicked **Automatically connect**, press the **WPS** button on your Hub within two minutes. Some devices may need you to press a button.

To find out more about WPS, go to [www.wi-fi.org/wifi-protected-setup](http://www.wi-fi.org/wifi-protected-setup)

What to do if you have a problem connecting your computer to your Hub

If the computer’s never been connected to the Hub before, see page 4.

Check the Hub lights table and troubleshooting on page 12. If the Broadband light is blue, broadband to your Hub is okay. If your computer can’t connect, these tips may help.

1. If you haven’t already, press the **Restart** button on your Hub and then try restarting your computer. This often gets connections up and running again.

2. If you’re trying to get to a certain web page, try getting a different web page. The problem may be with the web site you’re trying to get.
3 If you’re using a firewall, check it isn’t blocking your web browser’s connection to the internet. Try temporarily turning off your firewall and then restarting your browser. If you can now get on the internet, there’s a problem with your firewall settings. To fix this problem, see your firewall’s help information.

**If your computer’s connected using an Ethernet cable (yellow ends)**
Check that this cable is plugged in correctly by unplugging and plugging back in each end.

Or try plugging the Ethernet cable into one of the other yellow Ethernet sockets on the back of your Hub.

**If you’re using wireless, many things can affect a wireless connection**
You could have a problem with interference on your wireless signal, your computer settings or where your computer and Hub are in your home. These tips may help.

- Check that your computer’s wireless adapter is turned on. Some laptops have a small switch – please see your computer manual for help
- If you’re using a wireless adapter, check it’s correctly installed and connected
- Check your wireless connection software – it should show if your computer’s connected to your Hub. Try hovering your mouse or cursor over the icons in your computer’s system tray (usually on the lower right-hand corner of the screen) – one of these may show if your wireless is connected. Click or right-click on this to launch wireless manager

If you still can’t get a wireless connection...

- Try moving your computer closer to your Hub
- Move your computer and Hub away from large electrical appliances
- Temporarily turn off other wireless devices in your home, such as wireless TV/video senders, security cameras and baby monitors

!? Note: if your computer has an Ethernet port, try plugging in the Ethernet cable. This may help you to get online. For more help with fixing connection problems, go to [www.bt.com/start](http://www.bt.com/start)

!? If you still have problems connecting, see page 12.
Change wireless channel
Your Hub is always monitoring the wireless channel it’s using and if it detects too much interference, it will automatically change to another channel. If you want to refresh a channel, follow the steps below. Or you can manually change to a channel of your choice – but this will stop the automatic channel selection feature.

Open BT Broadband Desktop Help by double-clicking on your desktop. Click PC Healthcheck, then the wireless tab and follow the instructions to change wireless channel.

If you can’t use desktop help, you can manually change wireless channels using the steps below. You’ll need a computer connected to the Hub so you can access your Hub Manager.

1. Access Hub Manager by typing bthomehub.home into your web browser.
2. Click Settings.
3. If asked, enter your Hub Admin password. You’ll find this on the bottom of your Hub.
4. In the Basic Settings menu, click Change the wireless channel to avoid interference.
5. Click the Refresh button.
6. Wait a minute for your device to pick up the new channel.
Hub Manager

Your BT Home Hub 3 is like a computer. It has its own software running, which controls how it works and what it does. You can change your Hub’s settings using your Hub Manager – simply open your web browser and type `bthomehub.home` in the address bar.

Access to your Hub Manager is secured using a password. When accessing the Hub Manager for the first time, you’ll be asked to enter the Admin password – see your Hub’s handy pull-out. You will then be asked to enter a new password, of your choice. There’s some space on page 19, if you’d like to write it down. You can also enter a password hint that can help you remember your password when you need it.

If you can’t remember your Admin password, you can use the Password Override feature. When you’re in Hub Manager, press the Password Override button. Then press and hold the WPS button for about 20 seconds and you’ll then need to enter the wireless key (see your Hub’s pull-out) as the username, and the serial number (see under Hub) as the password. You’ll then need to enter a new password as if you were accessing the Hub Manager for the first time.
### Hub sockets summary

<table>
<thead>
<tr>
<th>Socket Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadband: ADSL socket (grey)</td>
<td>only for connection to ADSL broadband (not connected)</td>
</tr>
<tr>
<td>Broadband: BT Infinity socket (red)</td>
<td>connects your Hub to Openreach modem</td>
</tr>
<tr>
<td>Ethernet sockets (yellow) 1–4</td>
<td>connection (no. 4 is a GigE port, which is used for high-speed devices like network attached storage (NAS) drives and high spec computers)</td>
</tr>
<tr>
<td>USB socket</td>
<td>for connecting USB 2.0 memory devices</td>
</tr>
<tr>
<td>Power socket</td>
<td>connects your Hub to mains power using the Hub’s power cable</td>
</tr>
</tbody>
</table>

### Hub features

Your Hub offers a wide range of features, many of which aren’t needed for day-to-day use. Power Save mode and Access controls are popular everyday features that you may find useful.

**BT Power Save**

Your Hub 3 comes with Power Save, which means it goes into sleep mode if there’s been no activity for over five minutes. All lights will be dimmed and your Hub will wake up as soon as you need it. You can also set a manual Power Save to turn off wireless between preset times of the day. You do this through your Hub Manager (the Power light will then be orange).

To find out more about your Hub features, go to [www.bt.com/help/homehub](http://www.bt.com/help/homehub)

**Hub wireless details**

If the engineer replaced your old Hub with a new one, he or she may have transferred your old Hub’s wireless settings to your new Hub – there’s a space on page 19 for you to keep a note of these details.
Resetting your Hub

⚠️ WARNING: resetting your Hub means you’ll lose any changes that have been made to your Hub software, including any changes made by the engineer. Tip: you can back up your settings before you reset your Hub. To find out more, go to www.bt.com/help

To reset your Hub to its factory default settings, removing all personal settings:

1. use a pin or paperclip to press and release the Reset button on the back of your Hub. All Hub lights will go out.

2. wait for the Hub’s Broadband light to glow blue – this may take several minutes.

3. reset any changes that you or your engineer made before in Hub Manager.

This may include:
• reactivating BT FON – go to www.btfon.com
• resetting any wireless settings that you changed
• resetting your Hub Admin password and any Hub Manager changes

What to do with an old Hub

If you’ve got a new Hub as a replacement for a faulty one, please return the faulty one with its power cable using the returns envelope sent with the replacement.

If you don’t have a returns envelope or you’ve other old electrical equipment you’d like to dispose of, please follow your local authority’s recycling advice.

Before disposing of any such equipment, we recommend you reset it to its default settings – this should remove all your personal settings. To find out how to reset your Hub to its default settings, see above.

For more help, please go to www.bt.com/help
# Connection troubleshooting

The first thing to do if your connection isn't working is check your modem and find out what to do using the table below. You could have either an **Openreach modem** or an **Openreach optical network connector**.

<table>
<thead>
<tr>
<th>Openreach modem light status</th>
<th>Openreach optical network connector light status</th>
<th>What's happening</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Off</td>
<td>There's a problem with your power supply or power is off</td>
<td>Check your power cable's plugged in correctly and mains power is on. Then restart your modem</td>
</tr>
<tr>
<td>Flashing green</td>
<td>Not applicable</td>
<td>Modem is restarting</td>
<td>Wait until light is green – can take a couple of minutes</td>
</tr>
<tr>
<td>Off</td>
<td>Not applicable</td>
<td>Broadband isn’t working</td>
<td>Check the DSL cable is plugged into the DSL socket on the back of the modem and the engineer-installed wall socket. If you’re using an extension socket, check this is also plugged in. Restart your modem</td>
</tr>
<tr>
<td>Flashing green</td>
<td>PON or Optical flashing green</td>
<td>Modem is restarting</td>
<td>Wait until the light is steady green – this can take a few minutes</td>
</tr>
<tr>
<td>Off</td>
<td>Off</td>
<td>Modem can’t detect Home Hub</td>
<td>Check your broadband cable is plugged in between the LAN 1 socket on your modem and the red Infinity socket on your Hub. Check your Hub’s Power light is blue – if it isn’t, see page 14. Then try restarting your modem. Then restart your Hub: press and release the <strong>Restart</strong> button on the side</td>
</tr>
<tr>
<td>DSL steady green</td>
<td>PON green, LOS is off or Optical is green</td>
<td>Modem is connected to broadband and your Hub, and is working</td>
<td>Check Hub lights table on page 14 for connection troubleshooting</td>
</tr>
<tr>
<td>LAN 1 green</td>
<td>PON off, LOS or Optical is red</td>
<td>Broadband isn’t working</td>
<td>Check the fibre cable isn’t damaged and is firmly plugged in</td>
</tr>
</tbody>
</table>

Still not working? If you've tried the table above or you find you're having to restart your Hub a lot, call us on 0800 111 4567.
If you still have trouble connecting, check your Hub lights and find out what to do using the table below.

<table>
<thead>
<tr>
<th>Hub light status</th>
<th>What’s happening</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power light is off</td>
<td>There’s a problem with your power supply or power is off</td>
<td>Check your power cable’s plugged in correctly and mains power is on. Note: check your Hub’s Power button is on</td>
</tr>
<tr>
<td>Power light briefly solid orange and then flashing orange</td>
<td>Hub is restarting</td>
<td>Wait until light turns blue – this can take a few of minutes</td>
</tr>
<tr>
<td>Power light is red</td>
<td>Hub has a problem restarting</td>
<td>Wait a few minutes. If light turns blue, all’s okay. If light stays red, call us – see page 16</td>
</tr>
<tr>
<td>Power light is orange</td>
<td>BT Power Save is active</td>
<td>You can wake up your Hub by pressing and releasing its Restart button. For more about BT Power Save, see page 10 or go to <a href="http://www.bt.com/help">www.bt.com/help</a></td>
</tr>
<tr>
<td>Power light is blue</td>
<td>Hub’s power supply is okay</td>
<td>Nothing – power’s okay</td>
</tr>
<tr>
<td>Broadband light is off</td>
<td>There isn’t a broadband connection</td>
<td>Check your Power light is blue and that your Infinity cable’s connected correctly. Then check your modem lights – see page 12. If your Hub’s Broadband light still hasn’t turned blue, press and release your Hub’s Restart button. And check modem lights again. If you’ve got a computer connected to your Hub, open your web browser for some help. Or go to page 2</td>
</tr>
<tr>
<td>Broadband light flashing orange, then purple and orange</td>
<td>Hub’s connecting to broadband</td>
<td>Wait until light turns blue – this can take a few minutes</td>
</tr>
<tr>
<td>Broadband light is orange</td>
<td>Hub can’t connect to broadband</td>
<td>Check service status on 0800 169 0199. Then press and release your Hub’s Restart button. If you’ve got a computer connected to your Hub, open your web browser for some help</td>
</tr>
</tbody>
</table>

Continued...
<table>
<thead>
<tr>
<th>Hub light status</th>
<th>What’s happening</th>
<th>What to do</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Red Light" /></td>
<td>Broadband light is red</td>
<td>Wait a few minutes. Then reset your broadband username in your Hub Manager at <a href="https://bthomehub.home">bthomehub.home</a>. Note: if you’re connecting to another broadband service your username will be different from the one we gave you. If you’ve got a computer connected to your Hub, open your web browser for some help. Or go to page 2.</td>
</tr>
<tr>
<td><img src="image" alt="Blue Light" /></td>
<td>Broadband light is blue</td>
<td>If you still can’t connect, see page 6</td>
</tr>
<tr>
<td><img src="image" alt="Orange Light" /></td>
<td>Wireless light is off</td>
<td>If your Power light is orange, this means your Hub is sleeping in Power Save mode to save energy. You can wake up your Hub by pressing and releasing its Restart button. If your Power light is blue, go to your Hub manager at <a href="https://bthomehub.home">bthomehub.home</a> to switch on wireless. For more help, go to <a href="http://www.bt.com/help">www.bt.com/help</a></td>
</tr>
<tr>
<td><img src="image" alt="Orange Light" /></td>
<td>Wireless light is orange</td>
<td>It’s a good idea to have your security on for your safety. Go to your Hub manager at <a href="https://bthomehub.home">bthomehub.home</a> to switch on security. For more help, go to <a href="http://www.bt.com/help">www.bt.com/help</a></td>
</tr>
<tr>
<td><img src="image" alt="Flashing Orange Light" /></td>
<td>Wireless light is flashing orange</td>
<td>Wait two minutes for your Wireless light to turn blue – it’ll turn orange if security’s off (see above to find out how to turn security on). To find out more about WPS, go to page 6. For more help, go to <a href="http://www.bt.com/help">www.bt.com/help</a></td>
</tr>
<tr>
<td><img src="image" alt="All Dimmed Lights" /></td>
<td>All lights are dimmed</td>
<td>Lights return to full power as soon as the Hub sees any activity. For more about BT Power Save, see page 10 or go to <a href="http://www.bt.com/help">www.bt.com/help</a></td>
</tr>
<tr>
<td><img src="image" alt="All Flashing Blue Lights" /></td>
<td>All lights are flashing blue</td>
<td>Wait two minutes for all lights to turn steady blue. For more help, go to <a href="http://www.bt.com/help">www.bt.com/help</a></td>
</tr>
</tbody>
</table>

Still not working? If you’ve tried the table above or you find you’re having to restart your Hub a lot, call us on 0800 111 4567.

To restart your Hub, press and release the Restart button on the back of your Hub. Wait for the Power light to turn blue.
Useful information

Useful web site addresses

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>MyBT:</td>
<td><a href="http://www.bt.com/mybt">www.bt.com/mybt</a></td>
</tr>
<tr>
<td>Help and support:</td>
<td><a href="http://www.bt.com/help">www.bt.com/help</a></td>
</tr>
<tr>
<td>Your Hub Manager:</td>
<td>bthomehub.home</td>
</tr>
<tr>
<td>Password – see page 9.</td>
<td></td>
</tr>
</tbody>
</table>

Jot down your details here

BT Total Broadband username:  

BT Total Broadband password:  

Your username and password are also your BT Yahoo! Mail address (email address) and password.
**Default Hub settings**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadband username (PPP)</td>
<td><a href="mailto:bthomehub@btbroadband.com">bthomehub@btbroadband.com</a></td>
</tr>
<tr>
<td>Broadband password</td>
<td>none required</td>
</tr>
<tr>
<td>Encapsulation</td>
<td>PPPoE</td>
</tr>
<tr>
<td>Multiplexing</td>
<td>VC based or VC Mux</td>
</tr>
<tr>
<td>Wireless network name/SSID</td>
<td></td>
</tr>
<tr>
<td>Wireless key</td>
<td></td>
</tr>
<tr>
<td>The factory settings are printed on your Hub’s pull-out. Make a note of any changes here.</td>
<td></td>
</tr>
<tr>
<td>Wireless interface</td>
<td>wi-fi 802.11.b, g or n</td>
</tr>
<tr>
<td>Authentication</td>
<td>WPA-PSK or WPA2-PSK (also known as WPA-Personal)</td>
</tr>
<tr>
<td>Encryption type</td>
<td>AES or TKIP</td>
</tr>
<tr>
<td>Mode</td>
<td>infrastructure (not ad hoc)</td>
</tr>
<tr>
<td>Hub Admin password</td>
<td></td>
</tr>
<tr>
<td>Your password’s printed under your Hub and on its pull-out. Make a note of any changes here.</td>
<td></td>
</tr>
</tbody>
</table>

⚠️ **IMPORTANT:** if you or your engineer changed your wireless settings, we suggest you keep a note of them above.
The small print

Warranty
Your BT Home Hub 3 will arrive fault-free and will work like it should for the minimum period of your contract. If during that time it stops working, and you’ve followed the advice on page 2, you should contact us. If we ask you to return it, we’ll decide to replace or repair it – except if the fault’s caused by general use, accidental or deliberate damage, not using it properly or not following the instructions in this User guide. If you return it, we may test it. If it’s working, we’ll send it back to you – but you might need to pay our testing and postage costs. This doesn’t affect your legal rights.

Safety and regulatory instructions for your Openreach modem and BT Home Hub 3
Please read this section carefully before set-up.

• Your Hub and Openreach modem will get warm once connected to the power supply. Although this is normal, you should make sure that your Hub and Openreach modem have adequate ventilation to prevent overheating. Never block the vents on your Hub or Openreach modem.

• Don’t expose your Hub or Openreach modem to rain, water, moisture or direct sunshine.

• Don’t spill liquid on your Hub or Openreach modem.

• Keep your Hub and Openreach modem away from sources of heat such as heaters or radiators.

• Don’t try to disassemble or open up your Hub or Openreach modem yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.

• Before cleaning your Hub or Openreach modem, disconnect its power supply. Use a damp cloth for cleaning.

• For better performance, don’t place your Hub or Openreach modem on a television or computer monitor.

• If there’s an electrical storm, you must unplug all of your equipment from the electricity supply and phone sockets.

• The BT Home Hub 3 intentionally generates low-level radio frequency signals and so there’s a very small risk that it may interfere with sensitive medical devices, for example a heart pacemaker, when nearby. If you’ve any concerns, we recommend that you consult the medical device manufacturer before using your BT Home Hub 3.

• The plug on the power cable serves as a disconnect device. Make sure that the power socket you plug the power cable into is easily accessible and located as close to the equipment as possible.

Important: please make sure you always use the power cable supplied with your new Hub – don’t use any other power cable.
Save energy
Please avoid wasting energy while using your computer, games console or other equipment. You can set up your computers to go into standby or low-energy mode automatically. Your Hub has BT Power Save – see www.bt.com/help/homehub. Please disconnect your Hub from its power supply when not in use for an extended period (e.g. a holiday), but remember that when you do so all connected computers (and any other devices that use your Hub to connect to your broadband line) will lose internet access. Remember to restore power to your Hub before turning on your computer(s).

How to recycle your equipment
Your Hub is classed as Electrical or Electronic Equipment, so you shouldn’t throw it out with normal household or commercial waste. Instead, we recommend you ask your local council how to recycle it along with your kit. It’s all part of the Waste Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) to recycle products using the best possible techniques, helping to minimise the environmental impact, treat hazardous substances safely and avoid too much landfill.

Before disposing of any such equipment, we recommend you reset it to its default settings – this should remove all your personal settings. To find out how to reset your Hub to its default settings, see page 11.

Declaration of Conformance
Declaration of Conformance with European Community Directive 1999/EC.
This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC. The Declaration of Conformance can be found at www.bt.com.

GNU General Public License
The BT Home Hub 3 contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, BT has made the relevant code available for download at www.btyahoo.com/broadband/adhoc_pages/gplcode.html.

Terms and conditions
BT Total Broadband is covered by terms and conditions. To review these, go to www.bt.com/terms.

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