



The provisions of this Supplementary Terms and Conditions document are in addition to the Conditions for BT Redcare Services (the “Conditions”) and form part of this Contract.

1. For any BT Redcare Grade 4 Classic unit the Customer is currently receiving Service to but has completed any Minimum Period obligation the Customer may:
  - a. Convert such Grade 4 Classic unit to a Grade 4 Classic GSM unit
  - b. On conversion have any connection charge waived
  - c. All subject to agreeing to a new 12 month Minimum Period per unit
2. If a Grade 4 Classic GSM unit has been ordered by the Customer within the Offer but it has not commenced its Operational Service Date within 90 days from the date of dispatch by BT, the Customer will lose any entitlement to a reduced annual recurring charge and shall instead pay the standard annual recurring charge
3. Should the Customer wish to terminate a Grade 4 Classic GSM unit during its Minimum Period then the termination notice period and early termination charges set out in the Conditions for BT Redcare Services shall apply.
4. For customers on an old residential tariff, there would be an increase in rental to the current Redcare Classic rental
5. Not applicable to BT Redcare Classic Fire connections
6. When ordering through your ARC ask for a Grade 4 Grade upgrade