

[XX April 2024]

Dear [Customer],

Re: Future price increases for BT RS1000 CCTV services

We are writing to update you on the future provision and pricing of BT RS1000 CCTV services. We want to ensure you are fully informed and supported throughout this period of change.

Following the first strategic review of the BT RS1000 CCTV product set and pricing in a number of years, we have made the difficult decision to increase prices for existing CCTV services.

This increase won't take effect until **01 April 2025**. We are writing to you to give you as much notice as possible, and to give you time to work with us to plan ahead and help minimise any impact on your services.

RS1000 CCTV services: Why are prices changing?

We have not reviewed the price structure for BT RS1000 CCTV services for more than five years. Over this period, customer pricing for existing rentals have remained unchanged.

The cost to BT to provide this service increased substantially in February 2023, after Openreach increased the pricing of the underlying product to be more cost reflective. While Openreach is part of BT Group, it is legally separate from BT.

The rise in the input cost to sustain CCTV services has prompted us to carry out a strategic review of our customer pricing.

After such a significant period of flat pricing for the base of CCTV services, BT's surveillance business is now operating at a loss. This is not a financially sustainable position and makes the investment that is required to support future CCTV services impossible to justify.

We understand that price rises are never welcome, and the decision to adjust CCTV pricing is not one we have taken lightly. We know that the CCTV services we provide are important for public safety. To keep these services running, and to meet evolving customer demands for next-generation CCTV services across the country, we must act to bring customer prices closer to the increased costs we now face.

What is changing and when?

- There will be **no immediate rental price increase for existing services**.
- From **01 April 2025**, pricing for RS1000 rentals will increase by 100%.
- If your **contract fixes your circuit rentals beyond 01 April 2025**, we will apply the **increase to each circuit from the end of the circuit's fixed-price period**.



- We will be in touch to verify what the price increase means for your BT RS1000 CCTV estate.

Future service delivery

We also want to inform you of important changes to the future supply of our RS1000 CCTV services.

Following Openreach's stop-sell notice of RS1000 services to BT in 2023 we are only able to accept new orders or digital upgrades for critical policing and public safety needs until August 2024. Your account manager will work through these criteria with you and support the order process.

For all circuits already installed, customers can retain existing services at contract renewal, but new prices will apply from 01 April 2025. With upcoming price adjustments, we will support you in considering whether alternative, next-generation solutions from BT could meet your needs.

We are developing a suite of new, future-ready CCTV solutions, to include alternative options for analogue camera upgrades, 5G and ruggedised fibre. We will share details of these solutions with you in the coming months.

Your options

We recognise that these are significant changes, and we want to support you in planning ahead. Your account manager will be in touch to discuss what these developments mean for you. You can also email us on surveillanceenquiry@bt.com.

Yours sincerely,

Ed Stainton

Director of Major Government

