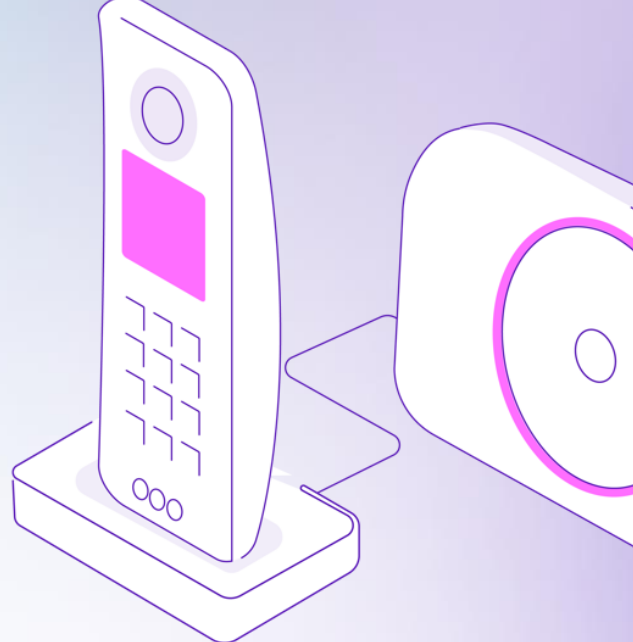


# A guide to Digital Voice

Digital Voice is BT's new home phone service, powered by your broadband connection



For most customers, the switch to Digital Voice will be as simple as connecting your home phone handset to a router rather than the phone socket on the wall.

BT is raising awareness about the switch to its digital home phone service on a region-by-region basis, to help customers understand the simple steps required to make the switch.



Over 99% of phone handsets are compatible with our digital home phone service. And if yours isn't compatible, we have a range of handsets that you can add to your order.

**FREE**

For most BT customers, it is a simple and completely free transition to Digital Voice with no home installation work required. And you can keep your current phone number.



Digital Voice prevents the majority of scam calls, provides clearer call quality and allows users to easily divert calls to their mobile if they're out of the house.



Customers will be contacted four weeks before making the switch, to help ensure they're ready to make the move.

## What about customers with additional needs?

BT is taking extra time and will provide additional support to customers who identify as vulnerable or with additional needs to ensure they are ready to move to a digital landline.

All local authorities and telecare providers have been asked to share which phone lines have telecare devices on them, and BT is encouraging any vulnerable customers who have concerns or who haven't told us about their circumstances to give us a call on 0330 1234 150.

Together with Government, Ofcom, telecoms providers, charity partners and key industry groups, BT is working hard to ensure that everyone knows about the change, how they will be impacted and what they need to do as a result.

For customers without broadband, BT will be offering a dedicated landline service, allowing them to use their landline in the same way they do today.

## What if there's a power cut?

We understand that for many, particularly those with additional needs, the landline is a lifeline. We want to be sure everyone remains connected. We've been working to make battery back-up units available to those that need them. Customers with additional needs such as health pendants or without mobile signal, can take advantage of free additional support, on request. We're also working closely with the power companies to establish processes which help them to restore power as quickly as possible.



For more information, visit [www.bt.com/digital-voice](https://www.bt.com/digital-voice)