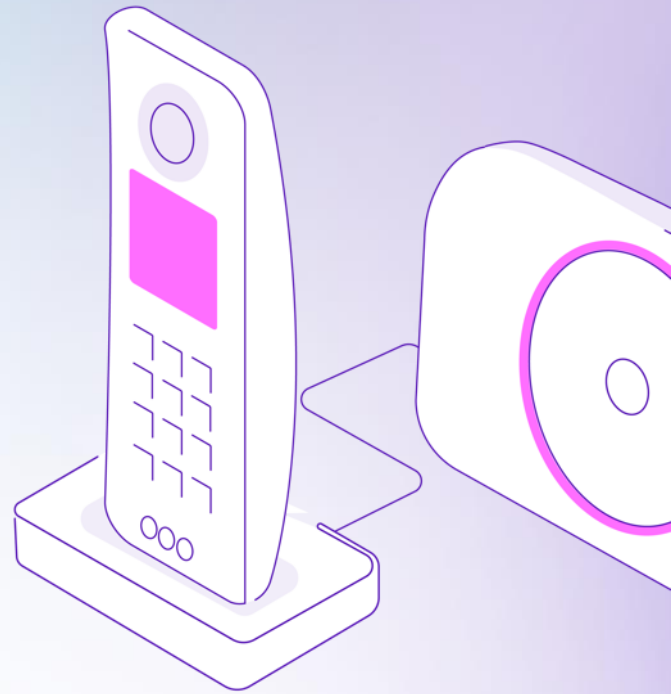


# A guide to Digital Voice



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.

From the Summer, BT will invite customers to switch to its digital home phone service on a region-by-region basis.



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?

Over the next 12 months, we won't switch over customers (where this information is available):

- with a healthcare pendant
- who only use landlines
- with no mobile signal
- who have disclosed any additional needs

BT will take extra time and will provide additional support to customers who are over 70 and are ready to make the switch. If customers want to make the switch to Digital Voice, they can contact BT at any time to do so.

## 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.

