



Digital Voice

What you Need to Know



BT Group



What is Digital Voice?

Discover what Digital Voice is and why the phone service is changing

We're making the switch because the analogue network that most home phones work on today, is no longer fit for purpose and can't keep up with the demands of modern life.

The outdated network will be switched off for all phone providers by the end of 2025. This is a once in a generation upgrade which will make sure everyone stays connected now and into the future.

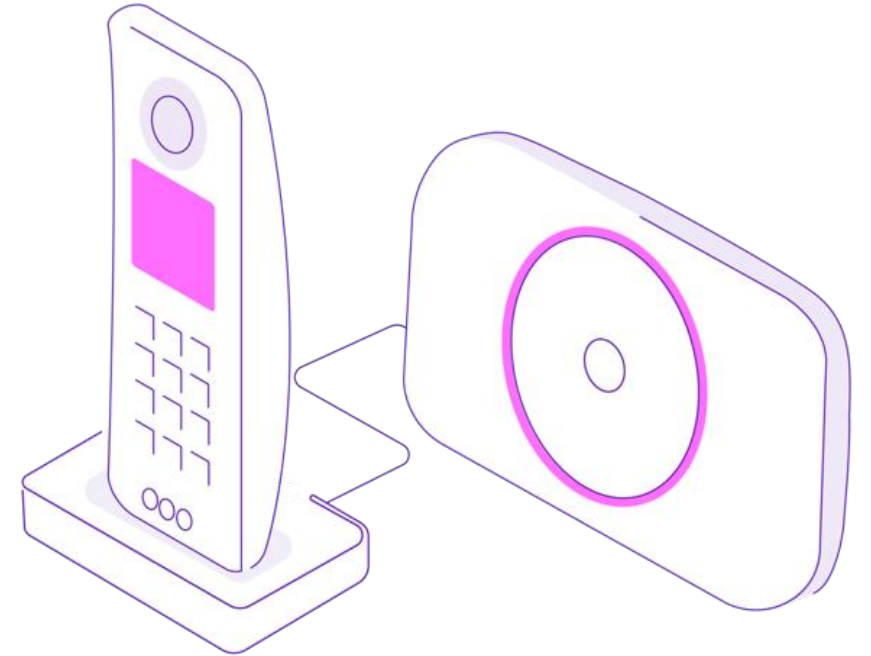
For most customers, the move to Digital Voice will have no impact on how they use their home phone.

It literally means customers need to change where they plug the phone in, that's the key message – their phone will be plugged in the hub or in an adapter rather than the traditional phone socket.

This new home phone service runs over the broadband network. It offers lots of benefits and improved features, like our Scam Protect feature which blocks most scam calls, protecting customers from fraud.

Customers will still have the same telephone; price plan, phone number, their contract won't change and it won't cost them any more than they pay today. They'll just need to use area codes when they make calls.

It will connect everyone to a more resilient, sustainable and energy-efficient digital phone service.



Setting up Digital Voice

Important things to remember

The customer must unplug the telephone wire from the traditional phone socket or micro filter and plug it into a smart hub 2.

A smart hub 2 has a green port on the back to plug the customers' existing phone into it, if they don't have a smart hub 2, we'll send one at no cost.

If customers use corded phones, they'll be able to plug one directly into the hub, but they'll need an adapter for each additional phone that they will want to use

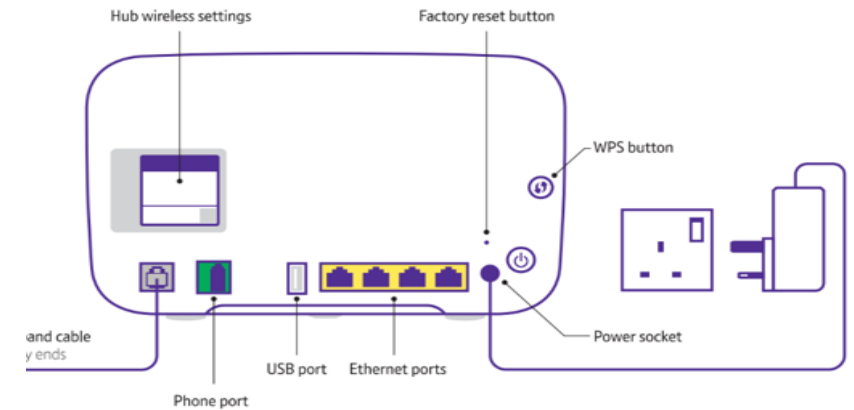
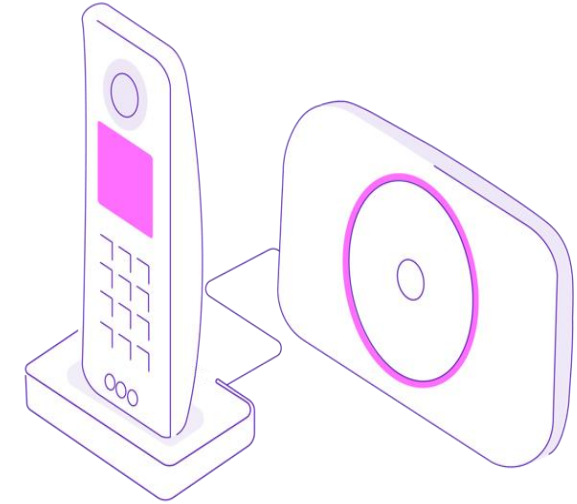
If customers have cordless phones, we recommend that they plug the main unit into the back of the hub. They won't need adapters for additional phones that are paired with the main base unit.

If it is convenient for the customer to plug their current phone in to the green port on the back of the Hub then customers will not need any additional equipment.

Customers will need an adapter if they want their home phone in a different location to the Hub.

The adapter can be plugged into any power socket and will be a wireless extension.

Customer must ensure they do not disconnect their broadband or switch off their Hub at night.
(Avg cost of £35 per year to keep their hub on 24/7)



The equipment

Insight into the Digital Voice equipment

99% of handsets are compatible with Digital Voice and customers can continue to use their existing phone, including specialist handsets for hearing and sight impaired and its compatible with the big button phone.

If customers would like a new digital handset, they are able to buy a Digital Voice phone at a discount.

If a customer has other phones around the home, there are adapters they can use to connect these. Customers can get one for free and buy additional ones if they need them. Only for BT customers and ONLY with our Hubs

Customers in areas that suffer from frequent or prolonged power cuts may benefit from one of our two backup solutions

We have a Battery Back-up for customer who have less reliable indoor mobile connectivity.

We have a handset that also uses the mobile network for customers who are vulnerable and concerned about power cuts who have good mobile coverage - during a power cut they will be able to continue to make calls over the mobile network

Please see the appendix for details of what a customer could be eligible for (and costs).



Digital Voice Handset



Smart Hub 2 Router



Digital Voice Adapter



Emergency Back up phone



The Battery Back up

Emergency back-up phone

Insight into resilience

- This is an emergency back-up phone that uses the mobile network to make calls if there's a power cut.
- Under normal circumstances the phone works using the Digital Voice line, but it recognises when there's a power or broadband outage and switches to using the inbuilt SIM to make calls over mobile.
- The FW500 should give, when fully charged:
 - Standby of up to 8 hours
 - 1 hour talk time
- The FW500 phone comes with a preloaded SIM card with a 100 minutes that can be refreshed, so you should limit the use of it to emergency calls only when the power fails or the broadband is out.
- It has an integral battery and needs to be connected to the mains to keep it fully charged.



Battery Back-up for Digital Voice

Insight into resilience

- Customers can buy a Battery Back-up unit (BBU). This allows them to use their home phone in the event of a power cut and is designed to provide a backup for a talk time of a minimum of an hour, though it's more likely to provide up to 4 hours of power (up to 8 hours standby).
- The battery back-up comes with a Digital Voice Essential handset. It should be paired with the hub to make sure there's a working phone during a power outage.
- Key to note that if customers have handfree/non-corded phones today these do NOT work in a power cut.
- If a customer has Full Fibre then they'll receive two back-up units, one for the hub and one for their Fibre service connection (ONT).
- Customers who have additional needs should be offered a Battery Back-up unit for free of charge- this includes over 75 and any one with registered impairments.
- Please see the appendix for details of what a customer could be eligible for.



Digital Voice features

Free Digital Voice calling features

Multi Call

Using multiple digital home phones, more than one person can make a call at once.

Call Diversion

Divert calls to any phone, including your mobile.*

* Calls that are outside of any plan will be charged at standard rates.

Call Waiting

Get an alert if someone calls while you're on the phone.

3 Way Calling

Chat with 2 other people at the same time.

Permanent Withhold Number

Stop your number being shared with the people you call.

Voicemail

Dial 1571 for your messages. You'll hear a specific tone when you have a message.*

* Essential voicemail is free to all digital voice customers, advanced voicemail is also available for a monthly charge.

Caller Display

See who's calling and decide whether to answer.

Call Protect

Safeguards you against unwanted calls, using AI screening to help block scam calls and notifying you of any suspected nuisance calls.

Call Quality

Crystal clear HD call quality.*

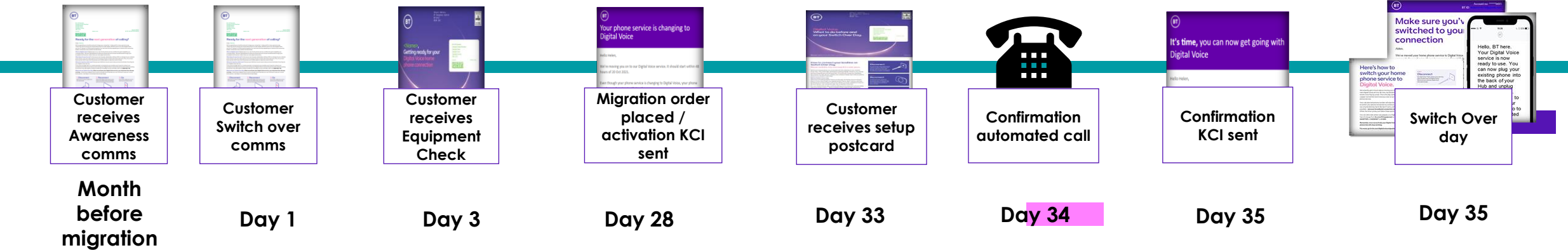
* With Digital Home phones only

How to structure our conversations with customers about Digital Voice



When will this happen to customers?

- When they change package/recontract or upgrade, they **will** be moved to digital Voice
- New customers or for those that move home, their orders will automatically come with digital voice
- Existing customers being moved to Digital Voice, will be contacted with at least 4 weeks notice of the move. If customers are in a full Fibre area, they may need to move to full fibre – be prepared to talk customers through the difference in Copper – FTTC – FTTP
- We are aiming to complete most existing customer switches by region – this will allow additional support and awareness in those regions to support customers going through the switch
- These are the various communications that customers will receive:



What does it all mean for a customer?

A reminder customers will still have the same telephone; price plan and phone number. The switch will not change their contract and won't cost them any more than they pay today. They'll just need to use area codes when they make calls.

Ensure you remind your customers that:

- 99% of current telephones are compatible – so they should be able to keep what they have
- Establish what type of socket or micro filter the customer has in the property
- Ask them to check their smart hub and if its BT/EE smart hub 2 or 3 they will have green DV port
- Ask if the phone sits near the hub and if they have any additional handsets
- Talk through adapters for those with multiple phones or where their phone is located away from the hub
- Ask Customer if they suffer from power cuts and if yes, ask if they have a mobile phone
- Discuss BBU and Hybrid options – BBU should be a last resort
- Establish whether they have Alarms and telecare devices connected to their telephone line
- Discuss the built in Voicemail service – 1571 is automatically applied and kicks in after a number of rings. If their dial tone sounds different, it means they have a voicemail and they can dial 1571 to listen to it.
- Customers should keep their hub plugged in and powered on at all times (avg. £35 per year running cost)

It's sensible to cover reasons customers may not be included in migrations, and that the timescales you've mentioned can sometimes take longer for a number of reasons. They don't need to panic in that case, we'll always keep them updated.

Awareness on mobile coverage & supporting customers with additional needs.





Mobile coverage and 3G retiring

- As part of the Digital Voice roll out, we inform customers that in a power outage they should try to use a mobile phone for emergency calls.
- We've identified some customers that are impacted by both the 3G switch off and the Digital Voice roll out.
- These customers will still be able to make calls and send text messages over the 2G network.

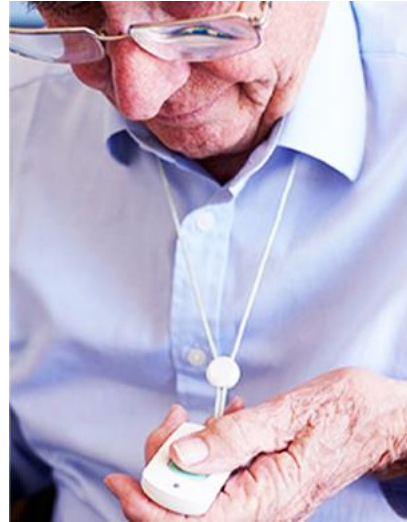
Which customers need enhanced support?



NO MOBILE PHONE
SIGNAL



DISABLED CUSTOMERS,
OR THOSE WITH
ADDITIONAL NEEDS



HEALTHCARE
PENDANTS OR
ALARMS



OLDER CUSTOMERS
(75+)



LANDLINE-ONLY
CUSTOMERS

Landline Only Customers

Customers without broadband

- Media gateway / Pre-Digital Phone
- Unit is installed in the exchange which does the digital conversion in place of a hub in the customer's home
- This means that there is no change in the customer's home & no change to the devices they have plugged in & power will continue to be provided along the existing line
- Also gives us a catch all to ensure that no one is left disconnected
- There will be a short (pre-warned) outage for customers whilst the swap over is being completed

HOWEVER

- Whole number (including area code) must be dialled every time
- Still uses the existing infrastructure which isn't as reliable as a digital one
- Only a temporary fix until 2030 when the exchange buildings themselves start to close



Here for you

‘Here For You’ is our way of supporting customers living with additional needs.

We can help customers who;

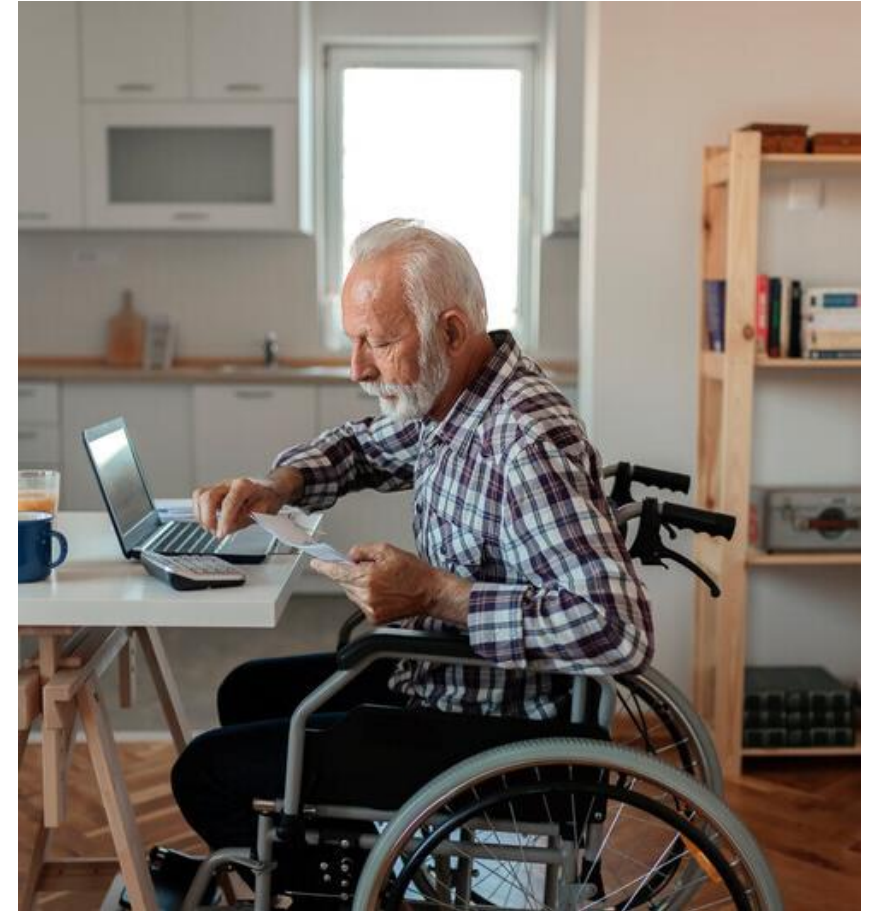
- Have additional needs such as vision or hearing impairment
- Are vulnerable due to circumstances such as financial hardship and/or illness
- With mental health and/or neurodiverse conditions

It’s important to share customers share needs with us so we can provide tailored support which means they can benefit from certain products and services. Customers just need to log on to their BT account online or share their need the next time they speak to us.

We have a dedicated website. www.bt.com/hereforyou with all the support we can provide. It’s updated regularly with all the ways we can help make life easier and get the most out of our products and services.

There are some great videos that showcase all the benefits of a customer sharing their needs and how Here For You will support.

[Here for You – Introduction](#)





Telecare/Healthcare & Medical Alarms

BT Group



TELECARE IS A GENERAL TERM FOR A RANGE OF HEALTHCARE AND MEDICAL ALARMS

CUSTOMERS MAY REFER TO THEM AS:

TELECARE ALARM

HEALTHCARE ALARM

PENDANT ALARM

LIFELINE

FALLS ALARM

BUTTON AND BOX

BUTTON AROUND MY NECK OR WRIST

BOX IN THE CORNER THAT IS THERE IN-CASE YOU NEED HELP





WHAT IS A TELECARE, HEALTHCARE OR MEDICAL ALARM?

IT IS A MONITORED ALARM SYSTEM TO HELP SUPPORT ELDERLY OR VULNERABLE PEOPLE LIVING INDEPENDENTLY IN THEIR OWN HOME.

SYSTEMS CAN ALSO BE LINKED TO ADDITIONAL SENSORS SUCH AS FIRE AND SMOKE ALARMS, BED, CHAIR AND DOOR SENSORS FOR ADDITIONAL SAFEGUARDING.

IT ALLOWS THE USER TO CALL FOR HELP AT ANY TIME IF THEY HAVE A MEDICAL EMERGENCY, SOME SYSTEMS WILL AUTOMATICALLY CALL FOR HELP, E.G., IN THE EVENT OF A FALL, SMOKE ALARM OR A FRONT DOOR SENSOR ACTIVATING WHEN THE DOOR IS OPENED/CLOSED.



HOW DO PEOPLE USE IT?

THE USER WILL TYPICALLY WEAR A DEVICE SUCH AS A WRIST OR NECK PENDANT WHICH HAS A SOS BUTTON TO CALL FOR HELP, SOME PENDANTS CAN AUTOMATICALLY DETECT A FALL AND CALL FOR HELP.

WEARABLE DEVICES AND SENSORS CONNECT WIRELESSLY TO A TELECARE BASE UNIT, THE BASE UNIT TYPICALLY HAS A SOS BUTTON AND A LOUDSPEAKER ALLOWING 2-WAY COMMUNICATION.

THE TELECARE BASE UNIT DIALS OUT TO A RESPONSE TEAM AT A REMOTE ALARM RECEIVING CENTRE THAT IS MONITORED 24 HOURS A DAY 365 DAYS A YEAR.

THE RESPONSE TEAM CAN ASSESS THE SITUATION AND PROVIDE THE NECESSARY SUPPORT FOR THE USER INCLUDING CALLING EMERGENCY SERVICES, CARERS OR RELATIVE AS NEEDED.

WHY IS IT SO CRITICAL WE KEEP TELECARE, HEALTHCARE AND MEDICAL ALARM USERS CONNECTED?

TELECARE, HEALTHCARE AND MEDICAL ALARM SYSTEMS ARE AN ESSENTIAL LIFELINE, THEY ARE THE PRIMARY WAY FOR AN ELDERLY OR VULNERABLE USER TO CALL FOR HELP IN AN EMERGENCY.

MANY EXISTING ALARMS ARE CONNECTED TO THE CUSTOMERS OWN TELEPHONE LINE, ANY CHANGES TO THE LINE WILL RESULT IN THE ALARM NO LONGER WORKING. THE USER OR REMOTE MONITORING CENTRE MAY NOT BE AWARE THAT THE ALARM IS NO LONGER WORKING.

IT IS IMPERATIVE TO IDENTIFY IF ANYONE IN THE HOUSEHOLD HAS A MONITORED HEALTHCARE OR MEDICAL ALARM, IT MIGHT NOT ALWAYS BE OBVIOUS TO THE CUSTOMER AS THE TELECARE BASE UNIT COULD BE HIDDEN OUT OF SIGHT.

INCORRECT ACTION COULD CONTRIBUTE TO FURTHER INJURY OR DEATH IF THE EXISTING TELEPHONE LINE IS INADVERTENTLY DISCONNECTED THROUGH A DIGITAL VOICE MIGRATION.

SYSTEMS IN SHELTERED ACCOMMODATION WILL INCLUDE PULL CORDS AND WALL MOUNTED ALARMS, THESE ARE GENERALLY HARDWIRED SYSTEMS THAT DON'T USE THE CUSTOMERS PHONE LINE BUT ALWAYS CHECK.





GUIDANCE PROVIDED TO ALL EE/BT GUIDES - HANDLING A CUSTOMER WITH TELECARE?

YOU MUST ASK ABOUT ADDITIONAL NEEDS & TELECARE ON EVERY BROADBAND (WITH A LANDLINE) CONVERSATION.

TELECARE CUSTOMERS:

MUST NOT BE MOVED ONTO NEW EE
CANNOT MOVE ONTO DIGITAL VOICE AT
PRESENT

YOU SHOULD ONLY MOVE A TELECARE CUSTOMER TO DIGITAL VOICE IF THEY CONFIRM THAT THEIR SYSTEM IS DIGITAL COMPATIBLE,

IF THERE IS ANY DOUBT **DO NOT PROCEED**

Appendix

Useful links

[Setting up the Digital Voice equipment](#) - Video

[Digital Voice: How do I use my calling features?](#) – Website link

Digital Voice handset guides

[How to set up your Digital Voice handset](#) - video

[Using the key features on your Digital Voice handset](#) – video

[Essential Digital Home Phone guide](#)

[Advanced Digital Home Phone guide](#)

Additional equipment guides

[BT Digital Adapter guide](#)

[Battery Back-up FTTC guide](#)

[Battery Back-up FTTP guide - two devices](#)


[Motorolla FW500 Back-up phone guide](#)


Vulnerable customers


[Here for you](#)

Customer types matrix

	Smart Hub 2	Digital Voice Adapter	Battery Backup Unit (FTTP) - ONT	Battery Backup Unit (Non-FTTP) - Hub	Essentials Handset	Hybrid Phone
Existing Customer with Old Hub	✓ (Free)	✓ (1 x Free) £19.99 After	+	+	+	+
Existing FTTP Customer with > Smart Hub 2	✗ (Not Needed)	✓ (1 x Free) £19.99 After	+	+	+	+
Existing Non-FTTP Customer with > Smart Hub 2	✗ (Not Needed)	✓ (1 x Free) £19.99 After	✗ (Not Needed)	+	+	+
Additional Needs	— (Dependant on Hub as above)	✓ (1 x Free) £19.99 After	✓ (1 x Free) Either BBU or Hybrid	✓ (1 x Free) Either BBU or Hybrid	✓ (1 x Free) With BBU	✓ (1 x Free) Either BBU or Hybrid
Additional Needs with Telecare Pendant	— (Dependant on Hub as above)	✓ (1 x Free) £19.99 After	✓ (1 x Free)	✓ (1 x Free)	✓ (1 x Free) With BBU	+


 Customers get these for free


 Customers can add on these devices


 Customers don't require these devices

Additional Needs = Vulnerable/
 Elderly

Vulnerability insight

Bulk Migration: Vulnerable, Impairment and Special Services.

There are a variety of characteristics that may appear on a customer's account – each drives a variety of activities.

Vulnerability

Identifier: Customer has a products or services that DV classes as a Vulnerability product or service.

The range of products and services are as follows:

- Chronically Sick & Disabled.
- Chronically Sick & Disabled Fault Repair.
- Free Priority Fault Repair.
- Alternative Media; Braille and CD (audio) / Large Print.
- Protected Services Scheme.
- Age & Disability Call Return.
- Network Controlled Calling (NCC).

Impairment Flags

Identifier: Customer can self-identify and add an impairment flag to the account.

The range of flags are as follows:

- General.
- Cognitive.
- Hearing.
- Physical.
- Speech.
- Visual.
- Mental.
- Literacy.
- Power of Attorney.

Special Services

Identifier: BT have identified the customer as contacting a specific alarm company/ Telecare service

Once identified the following flag is added:

- Special services flag