

Please keep hold of this leaflet



# A couple of things you need to know

## What if there's a power cut?

If there's a power cut or your broadband's down, you won't be able to make calls using Digital Voice, including 999 calls.

Your mobile will still work as long as it's charged, but if you don't have one or are in an area with no mobile signal, please contact us.

## What if I rely on phone services like telecare and burglar alarms?

It's important to know that some telecare and burglar alarms won't work with Digital Voice.

Please contact us if you use these services, and also please speak to your alarm provider to check your equipment will still work when you switch.



Your useful guide to

# Digital Voice

BT's new home phone service

# Useful information about your new BT home phone service

## What is Digital Voice?

Digital Voice is BT's new digital home phone service. A new digital service is replacing the outdated landline throughout the UK.

## Do I have to take this new service?

Yes, all network providers in the UK are switching to the new digital service. If you don't make the switch you won't be able to use your home phone.

## What do I get with this new service?

### New benefits include:

- ✓ **Free Call Protect:** stay protected from nuisance calls and add numbers to your personal blacklist.
- ✓ **Free Call diversion:** divert calls to any UK mobile or other home phone number so you never miss a call – even if you're not home.
- ✓ **Free BT Voicemail:** just call 1571 from your home phone to listen to your messages.

Find out more at [bt.com/digital-voice](https://bt.com/digital-voice)

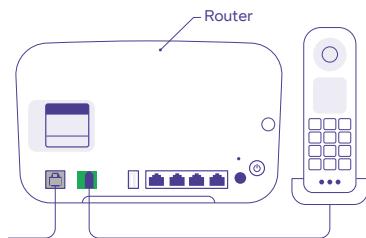
## What changes?

The main difference is that your phone will need to be plugged into the back of your broadband router instead of the wall.

You might need an updated broadband router – like the Smart Hub 2 – to use Digital Voice.

**Don't worry, you don't need to do anything. If you need one, we'll automatically send you one for free.**

You'll also need to start adding area codes to local numbers to make calls. And, if you already have numbers saved on your phone, you'll need to update them to include the area code.



## Can I keep using my current phone?

Yes, most phones will still work with your new service.

But if your broadband router is in a tricky spot, like in a cupboard under the stairs, you might need an adaptor, so you don't need to move your phone from where it is to keep using it.

We'll be in touch in the next few days with instructions on how to order an adaptor for free.



## What if I have multiple cordless phones?

All of your cordless phones will sync up when you plug the phone cable from the main base unit into the broadband router.



## Can I still use my answer machine?

No, you won't be able to use a standalone answer machine, but you will have free BT Voicemail to record messages. Just dial 1571 to hear them.