



 **Important information**  
about your home phone service

Mr A B Sample  
Sample House Number  
Sample Road  
Sample Town  
Sample County  
AB1 2CD

Role Key

Mailsort code

Month 20XX  
BT ID: XXXXXXXXXXXXX



# Your home phone service is changing

## Here's what you need to know...

Hello <Name>,

The time has come for the UK's entire home phone network to undergo a major revamp. This means we'll be moving you over to BT's new home phone service, called Digital Voice. It makes keeping in touch clearer and more secure than ever.



### Why is my home phone service changing?

The existing landline network has become old and outdated. That's why it's being retired across the UK, by all providers, and upgraded to a digital service.

Your new home phone service runs on a broadband connection, which means we can continue to give you the best service now and in the future.



### What do I need to do now?

Absolutely nothing. We'll be back in touch when it's time to switch you over to your new home phone service and advise you on the next steps.

If you rarely use your home phone and want to switch to a Broadband Only plan, head over to [www.bt.com/broadband](http://www.bt.com/broadband) to see all your options.



### When will I be moved over to Digital Voice?

We've already started moving customers over to our new home phone service, but it could take 12 months or more before everyone in the UK is switched over.



### Will I get a new phone and will my number change?

You'll still be able to use your own phone, keep your number and the price will stay the same when you move over to your new home phone service.

We're with you  
every step of the way

For more information:  
Call us on **0330 1234 150**  
or visit [bt.com/digital-voice](http://bt.com/digital-voice)



# 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.

## Come see us in person

We're coming to cities and towns in your region soon to talk about Digital Voice and what it means for you.

If you want to come along and ask us some questions and learn a bit more about the changes, keep an eye on our Digital Voice website to see when and where we're visiting.

For more information about Digital Voice, please visit [bt.com/digital-voice](https://bt.com/digital-voice)

Thanks,

The BT Team

#### Terms and Conditions

**Digital Voice:** Compatible Smart Hub 2 required to use this service. If there's a power cut or your broadband fails, you'll be unable to make calls using Digital Voice, including 999 calls. You'd experience this if you have a cordless phone plugged into a power supply. You'll still be able to use a mobile phone, which should be charged at all times. If you don't have a mobile phone or are in an area with no mobile signal, please contact us on **0330 1234 150**.

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