



Bringing it all together

Communication Solutions



Welcome

In this guide we provide information on standard and more specialised products and services from BT. We hope that it will be of interest to all our customers but we especially aim to provide support and advice to our customers who find communication slightly more difficult.

We understand that everyone has different communication needs and, without making assumptions about capabilities and motivation to use new technology, we have given as much information as possible to help you make an informed decision.

More detailed information on BT's products and services can be viewed at www.bt.com/inclusion and latest products, pricing information and special offers are available at www.bt.com/shop/accessible_products

These websites are fully accessible and are compatible with Browsealoud – which reads web pages aloud and highlights each word as it is spoken to aid comprehension among people with literacy or visual difficulties. There is also a link to the BT Sign site where information is provided in British Sign Language (BSL).

This booklet is provided, free of charge, on request by calling **0800 800 150** in:

- Large print
- Braille
- Audio CD



Textphone users can contact any of the numbers shown in this guide by inserting the prefix **18001**.

Contents

This guide has eight colour-coded sections for easy reference.



Hearing
Pages 2–5



Sight
Pages 6–7



Speech and language
Pages 8–9



Mobility
Page 10



Dexterity
Page 11



Mental health and learning disabilities
Pages 12–13



Product information
Pages 14–25




General information
Pages 26–45



Hearing

We know that your hearing loss is as individual as you are and what helps one person might not be so useful for another. We recommend that you gather as much information as you can before making a decision about any communication method.

Useful features to look for to help you hear your caller's voice:

- Incoming speech amplification
- Inductive coupler to work with a hearing aid on the 'T' setting. Look for this symbol: 
- Hands free/loud speaking to allow sound to reach both ears at once
- Two piece telephone with buttons on the base so you can keep the handset near to your ear to hear any automatic announcements as you dial
- Headsets can be useful if you want to reduce background noise. See page 25 for more information.

Digital cordless telephones have better sound quality than analogue cordless telephones but generally do not have an inductive coupler. Some models have an 'in the ear' headset option with a headset socket. Analogue hearing aid users may benefit from reduced interference by using a portable inductive loop in place of the headset. For more information on phones see page 14.

Sound Connections is a no-nonsense review of how to improve the quality and volume of speech on the telephone. Produced by BT it is recommended by Hearing Concern LINK to hard of hearing people and the professionals who advise them. It includes pages of information about using hearing aids and telephones together. To read Sound Connections visit 'Useful Downloads' at www.bt.com/inclusion or download it and keep it for future reference.

Communication Choices: for deaf or hard of hearing people is a guide produced by BT that explores the many different communication options available to people who are deaf or hard of hearing. While leading on traditional telephony, this guide also explores the benefits the Internet and associated technologies can offer as we endeavor to capture a full range of options that will help people to identify the right communications tools for their needs. To read Communication Choices visit Useful Downloads at www.bt.com/inclusion or download it and keep it for future reference.

Live Chat

If you have a question about BT's products and services and voice communications are difficult for you, BT has introduced Live Chat, a new instant-messenger style function, available on www.BT.com/inclusion. Live Chat provides access to a BT customer service adviser without the need to speak over the phone. You simply type in your question and a dedicated adviser responds straight away. Live Chat offers customers another way to get information, resolve queries or even make purchases.

BT Sign

In 2006 BT was the first FTSE100 company to provide BSL information on their website as part of its pioneering approach towards inclusiveness.

On the BT Sign site www.bt.com/btsign you can find important information about BT including: how to contact us, how to report a fault, useful phone features and services and more about using computers and the web. Deaf and partially-sighted users can zoom in and out of clips easily and the supporting text is in plain English making the site as inclusive as possible.

Textphones

If you struggle to hear speech on the telephone you could consider using a textphone. Textphones allow people with a hearing or speech impairment to hold typed telephone conversations.

There are many different models of textphone available. Full details of what you may need are included at www.textrelay.org

Calls can be made directly between two textphones or via a Text Relay operator. **Text Relay** connects people using a textphone with people using a telephone or another textphone (sometimes called Minicom). When required, relay assistants provide a text-to-voice and voice-to-text translation service.

For calls made via the Text Relay service it automatically calculates a rebate for the text portion of the call which is applied before the cost appears on the bill of a BT customer. Customers of other service providers should contact their own supplier for more information.

To make a call using Text Relay dial the full national number prefixed by:

18001 for all calls made from a textphone

18002 for calls made from a standard telephone that may be answered by a textphone

18000 for calls from textphones to the emergency services via the relay operator and a BT 999 operator.

The **Text Relay Assist** service is designed for people who may require help with their calls. Calls made via this service on **0870 240 95 98** (text) or **0870 240 51 52** (voice) are chargeable from when you connect to the Text Relay operator and do not attract the rebate.

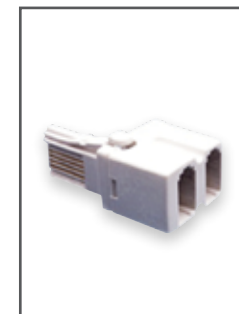
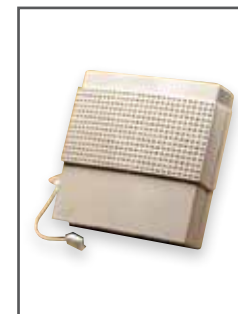
Text Relay can give help and advice on textphone communications. Contact the customer services team on **0800 7311 888** (voice), **18001 0800 7311 888** (text), **0151 709 8119** (fax) or, via email: helpline@textrelay.org

You can use BT Call Sign to separate calls to text phones and standard phones on the same line. For information contact us on **0800 800 150** or visit www.bt.com/inclusion

For more information about the Text Relay service and other communication options benefiting those with hearing loss visit www.textrelay.org

Helping you hear your telephone ring

A telephone with a choice of ring tones and volumes or with a visual call indicator can help, but if you still miss calls an extra alert may be useful. BT can supply a Tonecaller, which has four different tones and a volume switch which rings at the same time as your telephone. Alternatively a loud extension bell with its deeper tone may be useful.



We will supply one of these alerts, free of charge, with a socket doubler for easy self installation next to the telephone to our residential customers who are hard of hearing.

If the alert would help more if it was placed away from the telephone we can install one extension socket for use with a Tonecaller or loud extension bell free of charge per residential customer. To order call **0800 800 150**.

Don't forget: if you have a broadband line you must use an ADSL Microfilter between the socket and the alerting device. See page 19 for more details.



Sight

The term visual impairment covers a vast range of types and degrees of sight loss and this means it affects everyone in different ways and to a different extent. The way you deal with your visual impairment will be personal to you.

Here are some features to consider which may help when choosing a telephone:

- Large, well-spaced keys with good contrast between background colour and numbers
- Illuminated keypad
- Clear, good sized text on LCDs
- Raised dot on button 5 to help navigation around the keypad
- Memory store with easy access for frequently dialled numbers
- Keypad set in the telephone handset or a wall mountable telephone to bring numbers close to the eye for easier dialling
- Keypad beeps to ensure buttons are pressed properly
- Voice prompts to help with set-up or special features
- Loudspeaker to allow notes to be taken by hand or by a Braille note taker.

For more information on phones see page 14.



BT will, on request, provide written information and bills in a variety of accessible formats free of charge. More information is available on pages 35 and 36.

If you find it difficult to read The Phone Book try using the online version provided free at www.thephonebook.bt.com

Alternatively you may be eligible for our 195 free directory enquiry service. For an application form ring the registration team on **0800 587 0195**. Opening hours are Monday to Friday 09.00 to 16.30.

If you use the BT 1471 or BT Answer 1571 services you can return the last call made to you by pressing a single button. There is a standard charge for this which is waived for customers registered with the 195 service.

For information on spoken text messages via BT Text see page 34.

For ideas on adaptations to make your computer more accessible see page 33.

Speech and language



Your own voice quality may affect how well you are able to communicate over the telephone. This may be because you have a quiet voice, use a speech output device or because you have difficulty pronouncing particular words.



Whichever it is, here are some ideas which may help.

Take control

If your ability to speak is affected by day to day circumstances there may be products that can assist you. You should also devise your own strategies to help you when making telephone calls.

Speakability is a national charity which can provide useful information. To find out more call **080 8808 9572** or visit www.speakability.org.uk

Making calls

Preparing in advance will help you to have the most control over your call.

- Have any details you may need with you before you start the call
- Make notes about what you want to say and keep them handy while you are talking
- Note down key words to prompt you

Answering calls

- Never rush to answer a call, do it in your own time
- Use BT Caller Display to check who is calling you. Only answer if you feel you want to. Caller Display is included in the BT Privacy service – see page 40 for more information. (An additional fee and equipment may be required if your phone is not enabled for Caller Display.)
- Let an answering machine or BT Answer 1571 take the call and ring the caller back when you feel able to hold a conversation
- Record your conversations so that you can identify problem words and work on your telephone technique

If you have a weak or quiet voice the person you are speaking to may not be able to hear you. Apart from being frustrating, repeating yourself wastes your time and money. A telephone with outgoing voice amplification will increase the power and volume of your voice.

If you have no useable voice you could consider using a textphone which allows typed telephone conversations. For more information see page 4 or visit www.textrelay.org

If you use a speech output device you could use a telephone with a hands free (loud speaking) feature to pick up the audio output and transmit it down the line without having to hold the handset near the device.

A loud speaking telephone also allows a third party who may be helping you to monitor the progress of the call and speak on your behalf if necessary.

For more information on phones see page 14.

Mobility



Advances in communication technology mean that difficulties with mobility don't have to affect your independence.

Here are some ideas to help you make the telephone work for you.

Bring the telephone to you

An extension cord or, more safely, an additional socket can let you have the telephone in a more accessible place. DIY extension socket kits and cords can be bought online from www.bt.com/shop and other retail outlets. Alternatively you could arrange for BT to fit a socket for you by ringing **0800 800 150**. There is a standard charge for this service.

Take the phone with you

A cordless telephone is a good alternative to fitting extra sockets and gives you greater choice of where to use the telephone. The handset of a cordless telephone only has to rest on the telephone base to charge the battery. At other times you can keep it with you so you can make and receive calls wherever you are in and around the house. Many cordless telephones have a multi-handset facility where several handsets work off one base just by being plugged into an electric socket.

Let your caller leave a message

Using an answering machine or free BT Answer 1571 means your caller can leave a message for you to listen to when it is convenient to you. BT Call Minder (additional fee required) is similar to BT Answer 1571 but lets you set the number of rings before the answering service takes a message and you can record your own greeting message.

For more information on phones see page 14.

For details of BT's calling features see page 40.

Dexterity



If you find it difficult to pick up a telephone handset or hold it to your head for long periods there are alternative options to help you use the telephone independently. BT's policy of inclusive design, together with advances in technology, means that today's telephones and handsets are more accessible.

The features listed below can all help you to use the telephone more easily. See page 14 for more information on phones.



- Easy grip handset
- Hands free/headset option
- Large or well-spaced buttons
- Memory store to reduce the number of times you have to press buttons to make a call
- Speed dial options – frequently used numbers stored under dedicated keypad buttons
- Pre-dial facility to check the number you have keyed is correct before dialling
- Wall mounting for more stability when dialling
- Dedicated 1571 buttons for easy message retrieval

If you cannot handle The Phone Book you may be eligible for our 195 free directory enquiry service. For an application form ring the registration team on **0800 587 0195**.

Opening hours are Monday to Friday 09.00 to 16.30.

Mental health and learning disabilities



Learning disabilities and mental health conditions can bring their own communication difficulties. We cannot supply all the answers but here are some ideas which may promote independence and reduce isolation.

Don't make things complicated

- The fewer keys there are to cause confusion the easier it will be to use the telephone
- Look for a telephone with large, clear, well-spaced buttons
- Avoid phones that store functions behind menu options that you have to scroll through
- Avoid telephones with 'soft keys' – keys that have multiple functions depending on where you are in the menu – they can be very confusing
- Look for a telephone that has easily accessible memory buttons where numbers can be dialled with just one or two touches. This means you do not have to remember numbers or a lot of instructions
- Look for a telephone that has speed dial buttons – keypad buttons with dedicated numbers stored behind them that can be dialled with just one or two touches
- Look for a telephone with very large memory buttons with space for a picture of the person the button will call
- A pre-dialling facility displays the number being dialled as the buttons are pressed. If you make a mistake you can go back a space to enter the correct number. This reduces the chance of misdialling and the frustration that it causes

- Pre-dialling also means that you do not have to worry about dialling slowly as you can enter the number at your own pace without being disconnected from the network before all of the number has been entered



- If you are unable or do not feel up to talking to people, look for a phone that allows you to send and receive SMS messages

For more information on phones see page 14.

If you find it difficult to read The Phone Book you may be eligible for our 195 free directory enquiry service. To register, ring the registration team on **0800 587 0195**.

Opening hours are Monday to Friday, 09.00 to 16.30.

Involuntary nuisance calls

Some people who are confused can repeatedly dial the wrong number in error without realising. This can become a nuisance to those receiving the calls. If someone you know is doing this you might want to consider looking for a telephone with a keypad lock which allows access to outgoing calls via the memory buttons only. Alternatively you can restrict outgoing calls by using BT Call Barring (additional fee required). For more information call **0800 800 150** or listen to the recorded message from BT's Nuisance Call Bureau on **0800 666 700**.

Product information



The products displayed here have a variety of features that could prove useful to people who do not find it easy to use the telephone. For more information visit www.bt.com/shop/accessible_products. All prices are recommended retail prices inclusive of 17.5% VAT.

Converse 2100 **£26.99**

- Three quick dial memories
- Headset socket
- Hearing aid compatible
- Earpiece volume control



Converse 2200 **£37.99**

- Hearing aid compatible
- Incoming voice amplification
- Hands free
- Headset socket
- 11 quick dial memory buttons



Converse 2300 **£53.99**

- Hearing aid compatible
- Incoming voice amplification
- Hands free
- Headset socket
- 10 one-touch memory buttons



Paragon 550 **£44.99**

- 16 minutes recording time
- 100 name and number directory
- Incoming speech volume control
- Hearing aid compatible
- Hands free
- Text messaging
- Caller display



Paragon 650 **£54.99**

- 32 minutes recording time
- 200 name and number directory
- Incoming speech volume control
- Hands free
- Text messaging
- Caller display



Freestyle 710
£34.99

- Digital cordless
- Large buttons
- Volume Control
- Hands free
- 50 name and number memory via the display
- 9 speed dial options



Freestyle 750
£39.99

As Freestyle 710 plus:

- Digital answering machine
- 11 minutes recording time
- Private playback



Studio 4100
£19.99

- Digital cordless
- Big buttons
- 50 name and number directory
- Caller display with 40 number calls list



Studio 4500
£29.99

- 50 name and number phonebook
- Answer machine with 12 minutes recording time
- Caller display with 40 number calls list
- 10 number redial list
- Alarm
- 5 handset ringer melodies
- Low energy power supply and recyclable packaging



Synergy 5100
£39.99

- 250 name and number directory
- Hands free
- Text messaging
- 30 number calls list



Synergy 5500
£49.99

- Digital cordless
- 250 name and number memory store via display
- Earpiece and ringer volume control
- 12 minutes recording time
- Text messaging
- Hands free



Big Button 100
£24.99

- Large buttons
- Incoming or outgoing voice amplification
- Hands free
- Hearing aid compatible
- Message waiting indicator
- 13 quick dial numbers
- Can be wall mounted



Baby monitor 150
£69.99

Not just for babies – the portable ‘parent’ unit with belt clip, volume control and vibrating alert lets a carer be alerted that they are needed from up to 300m outside (50m inside). The talk back unit can reassure the user that their request has been heard.



BT ADSL Microfilter
Approximately £1

A Microfilter cuts interference when used on a broadband line. A filter should be fitted in each telephone socket where telephone equipment is to be used.



	Corded telephones				Cordless telephones				Answering machine	Baby monitor	
Features	Big Button 100	Converse 2200	Converse 2300	Paragon 510	Diverse 6210	Freestyle 710	Freestyle 750	Studio 3100	Paragon 550	Baby Monitor 150	Features
Batteries	4xAA				2 x AAA	2 x AAA	2 x AAA	2 x AAA		6 x AA	Batteries
Call indicator	•	•	•	•	•	•	•	•	•		Call indicator
Caller display			•	•	•	•	•	•	•		Caller display
Hands free	•	•	•	•	•	•	•		•		Hands free
Headset option		•	•	•	•				•		Headset option
Incoming speech amplification	• and outgoing	•	•								Incoming speech amplification
Inductive coupler	•	•	•	•		•	•		•		Inductive coupler
Intercom between handsets					•	•	•	•		•	Intercom between handsets
Keypad lock					•	•	•	•			Keypad lock
Large buttons	•					•	•	•			Large buttons
Mains power required			•	•	•	•	•	•	•	optional	Mains power required
Memory store/directory	13	11	110	200	100	50	50	50	100		Memory store/directory
Message waiting indicator	•	•	•		•				•		Message waiting indicator
Multi-handset facility					•	•	•	•			Multi-handset facility
Pre-dial			•	•	•	•	•	•	•		Pre-dial
Receiver volume adjustment		•	•	•	•	•	•	•	•		Receiver volume adjustment
Recording time							15 mins	•	•		Recording time
REN	1	1	1	1	1	1	1	1	1		REN
Ring tone options	•	•	•	•	handset and base	handset and base	handset and base	handset and base	•		Ring tone options
Ring volume options	•	•	•	•	•	handset and base	handset and base	handset and base	•		Ring volume options
SMS				•	•				•		SMS
Speed dial options		11	10	3		9	9				Speed dial options
Voice prompts							answering machine		•		Voice prompts

BT energy-efficient phones



Low energy
power supply

All BT home phones are now more energy efficient, cutting running costs for customers by up to half. Our more efficient power supply units are specifically designed to help our customers consume the planet's resources more responsibly. For details of energy-efficient phones visit www.shop.bt.com/energysaving

Visit www.bt.com/betterworld for more information on BT and the environment.

BT is continually developing its product portfolio and removes outdated products as new ones are introduced. Products may also be discounted for limited periods of time especially via the online shop. Visit www.bt.com/shop to check on the latest products and prices or call **0870 429 3210**.

Buying or renting a product from BT

Renting

Renting a product from BT offers the peace of mind that it will be repaired or replaced should it become faulty and that you can exchange it for another product with more suitable features at a later date.

To rent a phone from BT, please call one of our customer service advisers – rental products are not available online. A minimum 18-month rental period applies. Make one free call to order and arrange delivery. Please note current delivery charges and the returns policy.

Residential customers ring **0800 800 150**

Text users call **18001 0800 800 150**

Business customers ring **0800 800 152**

Text users call **18001 0800 800 152**

Buying

Once you buy a telephone from BT it means that you own it, but it will not be maintained by BT after the warranty period. Independent companies will undertake repairs at a charge. Our recommended repair agents can be contacted on **08702 405 029**. You can buy from the online shop at www.bt.com/shop. Please note current delivery charges and the returns policy.

BT's easy, no quibble, returns policy

If you are not satisfied with any BT product you buy by phone, you can return it to us within 14 days for a complete refund. This does not affect your statutory rights.

As from 1 July 2007 UK Waste Electrical and Electronic Equipment (WEEE) regulations mean that old or faulty telephones can be recycled at dedicated WEEE skips at local civic amenity sites. See your local Phone Book for details.

Try Before You Buy

You can try out some of BT's inclusive phones at your local Try Before You Buy Centre. Visit www.bt.com/inclusion or ring **0800 800 150** to find the one nearest to you.

See page 28 for more information about Try Before You Buy Centres.

Telephone features explained

Caller Display

Displays the number that is calling

Call indicator

Flashing light when phone rings

Hands free

Hold a conversation without picking up the handset

Headset

For a private hands free conversation

Inductive coupler

Used with a hearing aid set to the 'T' setting for improved clarity of incoming speech

Intercom

Allows conversations between internal handsets

Keypad lock

Restricts dialling from that phone only, not other phones on the same line

Memory

Store frequently used numbers to dial using one or two buttons only

Multi-handset

Extra cordless handsets working from one base station without the need of additional wiring

Pre-dial

Check the dialled number on the display before connecting the call

Pre-recorded message

Outgoing message provided

Receiver volume adjustment

Settings: off, low or high. Not equivalent to full amplification

REN

All telephone equipment has a Ringing Equivalence Number (REN) which is used to calculate the number of items that can be connected to the telephone line. If the total REN per line of four is exceeded the equipment may not ring

Ring tone option

Sets the pitch of the ringer

Ring time selector

Sets the number of rings before the answering machine cuts in

SMS

Short Message Service (text messaging)

Speed dial

Store frequently used numbers under specific key pad buttons

Speech amplification

Amplifies either the incoming or the outgoing speech through the handset

Voice prompts

Audible announcements to help with set-up and operation

Headsets

Not just for call centres, headsets can be just as useful at home.

- No need to struggle with a handset if you have poor dexterity or limited arm movement
- No neck strain caused by holding the handset between your head and shoulder while you multitask
- No background noise with a duo headset which lets you hear speech in both ears
- If you have poor speech a professional quality microphone picks up the sound directly from in front of your mouth



The Accord 20 headset has a noise-cancelling microphone to reduce background noise and lets you choose between handset or headset options. It is available from www.bt.com/shop or by ringing **0870 429 3210**.

In certain circumstances BT can provide a free Accord 20 headset to customers who rent a Converse 2200 or Converse 2300 telephone. Ring **0800 800 150** for details.

If you wear a hearing aid, the GN Netcom Proflex 2100 Telecoil headset may help. For more details on this headset and other corded and cordless headsets visit www.bt.com/headsets or call **0845 707 8157**.

BT Headsets Direct

The BT Headsets Direct service at www.btheadsetsdirect.co.uk provides a range of the latest headsets: corded, cordless, wireless, Bluetooth and DECT. They also provide a Help Desk on **0845 707 8157** to discuss your specific requirements and recommend the most suitable headset solution. BT Headsets Direct offers a 'Try and Buy' service giving people 14 days to return it if it is not suitable.

General information



Accessories

An extensive range of easy-to-install accessories such as extension cords, socket kits, loud ringers, bells and REN boosters can be bought from www.bt.com/shop, 0870 429 3210

Pacemakers

Radio frequency signals used by cordless and mobile phones may interfere with the operation of a pacemaker. We strongly recommend that if you wear a pacemaker you check with a medical expert when choosing one of these products.

Product user guides

The latest product guides can be downloaded free from www.bt.com/userguides

VAT

The rules covering claiming back VAT charged on products are set by HM Revenue and Customs. Products which qualify have to be designed specifically for disabled people and the person using the product has to be registered disabled. BT operates an inclusive design policy which means that currently no BT phone provided by us is VAT exempt.

Mobile phones

As mobile phones seem to get smaller and include more features they can appear more complicated to use, but here are some features to look for that might help if you have hearing, sight loss or poor dexterity.

- Compatibility with a hearing loop for use with hearing aids using the 'T' setting
- Vibrating call or text alert
- Volume control that is easily accessible
- Backlit keypad to help you see the keys
- Large screen display with adjustable text and background contrast
- Large, well-spaced or recessed keys with a raised pip on or around the number 5
- Hands free/loud speaking
- Voice dialling of phonebook entries
- Headset option for privacy or when dexterity is a problem
- Keys that click or beep to confirm when pressed
- Textphone software to make and receive textphone calls (not SMS)



Try Before You Buy Centres

Try Before You Buy (TBYB) Centres are a national network of locations where you can try out telephone equipment before you buy it to make sure it is suitable for your needs.

At BT we understand how disappointing it can be to buy something from a high street shop only to get it home and find that it does not meet your needs. By working in partnership with third-party TBYB Centres, BT provides over 200 locations where you can see, handle and try out our equipment in a non-sales environment.

TBYB Centres are set up in disabled living centres or within the premises of organisations committed to providing solutions around a particular impairment. So you also benefit from the expertise of professionals working in these centres.



David Harris of deafPLUS Bath, a charity which benefits and promotes the welfare of deaf and hard of hearing people said:

“It is vital that people with disabilities are able to communicate effortlessly with friends and relatives and we are delighted to support this BT initiative which gives people with disabilities the chance to try before they buy.

“Keeping us up-to-date with new innovations means that we are better able to advise our clients so that they can lead more independent lives.”

New centres are regularly joining the network so visit www.bt.com/inclusion for details of where to find your nearest TBYB Centre.

Breaking the Internet stereotype

Recent research* indicates older people are still not maximising the Internet even though modern technology can provide a whole new take on life, giving access to information and savings on purchases not available in the high street. It can also be crucial in preventing isolation among those who find leaving the house more difficult.

According to the research* among adults aged over 65 the most common uses of the Internet are:

- Sending emails
- Finding information about goods and services
- Travel and accommodation enquiries
- Internet banking
- Reading or downloading online news, newspapers and magazines.



Doreen's story shows how the Internet can enhance your life.

After her husband passed away, Doreen, 70, of Leeds, began to experience loneliness and feelings of social isolation. Doreen credits an IT course with Age Concern Leeds with helping her overcome this loneliness

and opening up a new world of opportunity.

“The Internet lets me stay in contact with my family abroad and also my friends locally. I've even made some new friends online! I encourage any older people who are feeling isolated or lonely to get online,” said Doreen.

*National Statistics Opinions (Omnibus) Survey 2009. www.statistics.gov.uk

Helping you get connected

The number of adults over 65 using the Internet is increasing year on year but in 2009 30% of UK households still do not have access to the Internet. Of these households, 15% gave lack of skill as the reason.*

If you want to cross the 'digital divide' and join the online community, here are some ideas to help get you started.

BT and Age UK (formerly Age Concern and Help the Aged) have formed a strategic partnership to help older people learn about new technologies and get online. They run many projects across the UK that help older people to learn IT (Information Technology) skills and highlight the benefits such skills can bring to their daily lives. The guide, 'Make the most of the Internet,' provides useful advice for people who want to develop their skills further. For a copy go to www.ageconcern.org.uk or ring **0800 00 99 66**.

The **BT Community Connections award scheme** enables community groups and charitable organisations, based in the UK or the Republic of Ireland, to apply for a laptop and a year's free broadband connection. Since the scheme began in 2000, over 6,000 awards have been given. To apply for an award, go to www.btcommunityconnections.com



BT Internet Rangers is a key part of BT's digital inclusion programme. Launched in 2003, the initiative has inspired hundreds of children and young people to help bridge the digital divide by teaching older generations the benefits of using ICT and the Internet.

The annual BT Internet Ranger of the Year Awards form a major component of the initiative and are aimed at finding and rewarding the most dedicated young Internet teachers from around the country.

In 2009, an additional award was introduced to encourage schools or a group of schools to organise events where young people, up to the age of 16, use their ICT skills to help other people learn about computers and how to surf the Internet. For more information, please go to www.btinternetangers.co.uk

The Internet: it's easier than you think is a leaflet from BT that gives information on how easy and straightforward it is to become 'digitally connected'. Call **0800 800 150** or visit www.bt.com/inclusion for a copy.

*National Statistics Opinions (Omnibus) Survey 2009. www.statistics.gov.uk

Get Connected

HFT, the national charity for people with learning disabilities and BT, have produced 'Get Connected' a free guide for people with learning disabilities wanting to use a computer for the first time. 'Get Connected' offers practical advice helping people to choose a computer and equipment suitable for their needs.

The guide is available either as printed help sheets or on DVD and can currently be obtained free of charge from HFT by emailing joharrison@hft.org.uk or ringing 0117 906 1722. You can visit HFT online at www.hft.org.uk

UK Online Centres

There are more than 6,000 UK Online Centres providing tools and advice making it easy for people to get online. To find your nearest centre go to www.ukonlinecentres.com or ring **0800 77 1234**.

Broadband

Connecting to the Internet by broadband rather than the old dial-up method means faster connection and an 'always on' service that is ready for use whenever you are.

If you are new to the Internet and computers or wondering about upgrading from dial-up to broadband there is a guide in the 'Getting online' section at www.bt.com/inclusion to help get you started.

It is written in plain English as well as being available in BSL and covers choosing the right broadband package, getting started with broadband and connecting to the Internet. In addition there are answers to frequently asked questions and a broadband dictionary to explain technical terms.

To order BT Broadband go to www.bt.com/broadband



For a range of computing products to help you get the most out of broadband technology visit the online shop at www.bt.com/shop or ring **0870 429 3210**.

The less you worry about the Internet and broadband the more you will enjoy it

BT Home IT Support is there to solve your IT problems. They fix 80% of problems immediately over the phone by taking over your machine and remotely fixing the fault whilst you watch, and if not they can send an engineer to you – either way, they won't charge you until you've both agreed the best way forward. They can help even if you don't have broadband with BT. All you need is a BT phone line. For more information and subscription details go to www.bt.com/homeit

Improving access to meet individual needs

From something as simple as changing the colours used on the screen or the size of the text, to using specially developed software such as Browsealoud, specialised screen reader programmes or websites using BSL, there are many ways to improve accessibility.

A specially designed mouse and keyboard can also reduce the discomfort or limitations caused by standard equipment allowing you to concentrate on what you can do rather than on what you cannot.

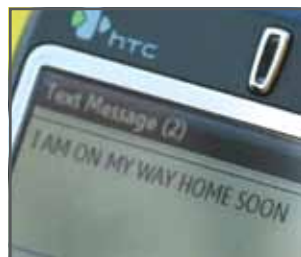
AbilityNet is a national charity that helps disabled adults and children use computers and the Internet. Visit www.abilitynet.org.uk/myway or call **0800 269 545** for information on how adapting and adjusting technology can help you enjoy the Internet to the full.

BT Text



Text messaging or Short Message Service (SMS) is a quick, cheap and easy way to keep in touch and is particularly useful for people with hearing or speech impairments. Two BT Calling Plans even have inclusive texts, allowing you to send free texts from your landline.

With an SMS enabled phone plugged into your BT landline and BT's Caller Display service (additional fee required – free if registered with BT Privacy) you can send and receive text messages to and from other landlines which have SMS enabled telephones as well as to and from mobile telephones.



Text messages sent to standard telephones or to lines without Caller Display will be delivered as voice messages. If you want to make sure that any text message you send to someone with a visual impairment is received as a spoken message insert ***3#** at the beginning of the message.

Voice texts to landlines can be delivered in a male or female voice, key ***M#** to change from the usual female voice.

From your landline type ***2#** and send to **00000** if you want to be able to receive all your messages as Voice. To undo this, type **#2#** and send to **00000**.

Order Caller Display at www.bt.com or call **0800 800 150** and then register for BT Text by sending your first message.

Once you are registered you can set a curfew for the delivery of some messages by calling **0800 587 5252**.

For more information visit the 'Calling features' section at www.productsandservices.bt.com

Alternative media and accessible information

BT's printed information is available in alternative formats free of charge for those who have difficulty reading standard print.

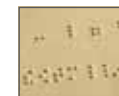
Standard BT literature can be provided in:

Large Print

Large Print:
produced in 20 point clear font.



Audio:
provided on audio CD.



Braille: provided single-sided in Grade 2 abbreviated.

Audio CD billing information includes an audio CD file, an MP3 file and a text file. It can be played on CD and DVD players and PCs, and the text file is compatible with screen-reading software on a PC.

To order alternative media literature and bills visit www.bt.com/inclusion or call **0800 800 150**.

www.bt.com/inclusion is an accessible website where you can alter font sizes and background colour to suit your needs. It is Browsealoud compatible to allow the website contents to be read aloud to users. BT's inclusion site has also now been awarded the 'See it right' certification by the RNIB and AbilityNet for the easy navigation, layout and usability of the site.



If you are a sign language user follow the links to our information sites in BSL.

If you find it difficult to read The Phone Book try using the online version provided free at www.thephonebook.bt.com. Alternatively you may be eligible for our 195 free directory enquiry service. For an application form ring the registration team on **0800 587 0195**. Opening hours are Monday to Friday 09.00 to 16.30.

Payment options and information

Additional savings: See www.bt.com and select 'At Home' for more details of BT's Calling Plans or call **0800 800 150**.

Monthly Payment Plan: 12 equal payments a year based on your previous usage paid by direct debit so you always know what is leaving your bank account.

Whole Bill Direct Debit: The whole amount of your bill is taken automatically from your bank account by direct debit, soon after your bill arrives, with nothing more for you to do.

Paper free and online billing: Managing your bills online saves you money and helps you do your bit for the environment.

BT Credit Card: Our credit card offers competitive rates and a scheme that automatically rewards the card holder with money off their phone bill.

Processing fee: In line with other telecoms companies we charge a processing fee for payments not made by direct debit. The Payment Processing Fee does not apply to BT Basic customers.

Late payment charge: Charged to your next bill if a bill remains unpaid after 10 days of the red reminder for a quarterly bill, or seven days for monthly bills. If you are experiencing temporary payment difficulties please contact us; we make every effort to avoid disconnection.

Schemes to help customers on a low budget



BT Basic

BT Basic is a low-cost phone package designed by BT, working closely with telecoms regulator Ofcom, to help customers keep in touch even if money is a bit tight.

The package is made up of a low-cost line rental and a call allowance. All the phone costs are very clearly priced and calls made above the allowance are at a set rate to help you keep track of your spending and within budget.

Only customers who receive one of the following benefits are eligible to apply for BT Basic:

- Income Support
- Income-based Job Seeker's Allowance
- Employment and Support Allowance (income related)
- Pensions Credit (Guarantee Credit).

For more information visit www.bt.com/btbasic. If you are a BSL user visit www.bt.com/btbasicstsign

Chronically Sick and Disabled Persons Act (CSDP)

This act gives local councils a duty to assess the needs of disabled people for help with the cost of telephone service and any necessary special equipment. Installation and rental costs may be included but not call charges. Contact your local council for more information.

Services for vulnerable customers



Protected Services Scheme

A free scheme to protect any customer who, in exceptional circumstances, such as a stay in hospital, forgets to pay their phone bill. You can nominate a family member or friend that BT can contact on your behalf so that in the event of an unpaid bill, the telephone line is not disconnected.

Free priority fault repair

People with a long-term illness or disability and whose telephone is vital in an emergency

may be eligible for this service. It is available on standard BT lines and provides priority treatment in the event of a fault occurring on that line. Priority is given ahead of other jobs but immediate repair cannot be guaranteed. The use of a Lifeline does not mean you automatically qualify for free priority fault repair. There are chargeable options for those who are not eligible for this service.

Free hardwired socket conversion policy

Vulnerable customers can request their hardwired telephone equipment to be converted free of charge to a modern plug socket. This will enable them to use newly developed products with enhancements which they may find useful. Call **0800 800 150** for more information.

Community alarms

A community alarm lets you call for help at the press of a button in an emergency. Pressing the trigger sends a call for help down the telephone line to a command centre where staff take control of the situation. Alarm services are available from local authorities, housing associations, charities and commercial firms. Contact the Telecare Services Association at www.telecare.org.uk or call **01625 520320** for more information.

Problem phone calls

Telesales calls

BT Privacy at Home can reduce unwanted telemarketing calls. Your details are added to the free Telephone Preference Scheme (TPS) register and Caller Display lets you choose whether to answer a call or ignore it by letting you see the number of the person calling before you answer, unless it is withheld or unavailable. Go to www.bt.com/btprivacy or call **0800 800 150** for more information or to place an order.

Caller Display is free with BT Privacy but BT reserves the right to raise the charge for it if customers do not make a minimum number of calls with BT within their normal billing cycle.

Landline mis-selling

Mis-selling occurs when you are misled into signing up to a new phone service you do not want – or in the worst case, your phone service is switched without anyone ever contacting you. Go to www.bt.com/mis-selling for our guide ‘Talk to the Hand’ on how to avoid this.

Nuisance or malicious calls

It is a criminal offence to make nuisance or malicious calls and can lead to prosecution. In extreme cases our team of specialists can work with the police to trace calls. If you are receiving calls, other than unwanted sales calls that are causing you distress or annoyance, the following options may help you to solve the problem.

Call **0800 666 700** for a pre-recorded self help message, available 24 hours a day. Call **0800 661 441** to speak to an adviser.

BT Choose to Refuse: Blocks incoming calls from a particular number. Additional fee required.

BT Anonymous Call Rejection: Blocks incoming calls from anonymous or withheld numbers. Additional fee required.

Non-BT customers should contact their own supplier about any of the services mentioned in this section.

Calling features – your phone working for you



For the latest services and prices, please see the 'Calling features' section at www.productsandservices.bt.com

Don't miss a call

BT 1471 tells you the last number that called. Press button 3 to automatically return the call. An additional charge is raised for this – see notes section.

Textphone users dial **18001 1471** for the last number calling in via Text Relay.

Call Waiting is an alert that another caller is trying to get through to you.

Call Diversion lets you divert your calls to another number when you are away from home. The customer renting Call Diversion pays for the diverted part of the call.

Ring Back calls to let you know when an engaged number becomes free.

Manage your calls

Call Sign is a second number on the same line with a different ringing alert so you know who the call is for. This can be useful if you want to separate incoming business and personal calls or distinguish between calls to a textphone and calls to a standard phone.

Caller Display (provided free with BT Privacy) – see who is calling before you answer (additional equipment required).

Call Barring lets you control which calls are made from your phone.

More useful services

Reminder Call is an alarm clock on your phone.

3 Way Calling is for when three callers need to join a call.

BT Text allows you to send and receive text (SMS) messages to and from other fixed lines or mobile phones.

BT Answer 1571 lets your caller leave a message when you are unable to get to the phone. Press button 0 to automatically return the call. An additional charge is raised for this – see notes section.

Call Minder is a multi-feature answering service that lets you retrieve your messages from another landline or mobile, anywhere in the world. Press the 0 key to return the call – see notes section.

Notes

You need a fixed line phone with * and # buttons that make musical tones when you dial to use these services.

The call return facility fee which is charged in addition to the call charge for BT 1471 and BT Answer 1571 is waived for customers registered with the 195 service or who receive their bills in alternative format.

Call Minder and BT Answer 1571 services produce an interrupted dial tone incompatible with some social and burglar alarms. Please check with your supplier.

For prices and more information on BT's calling features go to www.bt.com and select 'At home' or call **0800 800 150**.

Non-BT customers should contact their own supplier about any of the services mentioned on these pages.

If your telephone line develops a fault



We aim to provide a continuous high quality service but in the unlikely event of something going wrong we will work on any problem reported to us. BT provides a customer service guarantee which means that we will make it our priority to keep you connected by

offering to divert your incoming calls to a number of your choice. Alternatively, you may be entitled to claim Daily Rate Rental Credit. See www.bt.com/terms for full details.

People with a long-term illness or disability and whose telephone is vital in an emergency may be eligible for our Free Priority Fault Repair Service. See page 38 for details.

The service you can expect from BT

We aim to give you an excellent service and our Code of Practice sets out full details of what you can expect from BT. You can access it on www.bt.com or request it from **0800 800 150**.

If you have a complaint, please log on to www.bt.com and click on 'Contact BT'. You can also call **0800 800 150** (a free call) or contact us in writing at: BT Correspondence Centre, Providence Row, Durham DH98 1BT.

If you are unhappy with our response you can ask a Complaint Review Manager to investigate. If we do not answer your complaint within eight weeks, or if we write to you saying that we cannot agree an outcome, you can ask Otelo, the Office of the Telecommunications Ombudsman, to investigate.

You can write to them at Otelo, PO Box 730, Wilderspoon Park, Warrington, WA4 6WU, visit their website at www.otelo.org.uk, ring them on 0330 440 1614 or 01925 430 049, or text phone: 0330 440 1600 or 0845 051 1513.

Operator services

Providing the 999 emergency service since 1937

You can use operator services 24 hours a day seven days a week:

- **100** – free UK operator assistance
- **155** – free international operator assistance
- **999** or **112** – free emergency services
- **18000** – Freetext emergency services for textphone users.

Directory services

There are many independent providers of directory services in addition to those available from BT. All are chargeable. BT's directory enquiry services are:

- **118 500** for UK numbers
- **118 505** for international numbers
- **118 404** for Welsh language directory enquiries



For free and unlimited searches online (including a Welsh language option) click www.thephonebook.bt.com

If you find it difficult to use The Phone Book you may be eligible for our 195 free directory enquiry service. For an application form ring the registration team on **0800 587 0195**.

Opening hours are Monday to Friday 09.00 to 16.30.

BT's contact and service details

When contacting BT, in most cases you will need to quote your BT account number.

Go to www.bt.com to access most of BT's services including:

- Ordering a new line
- Transferring your service to a new house
- Coming back to BT
- Ordering products and services
- Viewing or paying your bill
- Changing your Calling Plan
- Changing Friends and Family details
- Finding information on home security or entertainment
- Reporting and tracking a fault.



If you are a BSL user visit www.bt.com/btsign

Step-by-step instructions will help you with each request.

Our customer service teams will be happy to help if you prefer to contact us by telephone:

- **0800 800 150** – for BT Sales and Service
- **0800 401 000** – for our BT Asian languages helpdesk where advisers can answer calls in Hindi, Gujarati, Urdu and Punjabi
- **0800 800 288** – for our BT Welsh language helpdesk
- **0800 800 151** – for faults.

Index

Alternative media and accessible information	35
Accessories	26
BT Basic	37
BT Sign	3
BT Text	34
Buying or renting a product from BT	22
Calling features	40
Chronically Sick and Disabled Persons Act	37
Community alarms	38
Complaints	42
Computers and the Internet	29
Contacting BT	44
Directory services	43
Free priority fault repair	38
Hardwired conversion	38
Headsets	25
Live Chat	3
Mobile phones	27
Nuisance calls	39
Operator services	43
Pacemakers	26
Payment options and information	36
Phone Books	43
Products	14
Product user guides	26
Protected Services Scheme	38
REN	24
Telephone features	24
Textphones	4
Try Before You Buy Centres	28
VAT	26



Bringing it all together



INVESTOR IN PEOPLE



ParalympicsGB



OFFICIAL PARTNER

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. All prices are correct at time of printing and can be subject to change. In no circumstances is BT liable for any errors or omissions.

© British Telecommunications plc 2010
Registered office: 81 Newgate Street, London EC1A 7AJ
Registered in England No. 1800000

www.bt.com

PHME 59980/04/2010

Printed by Leycol Printers Ltd

The material used is Revive 50:50 Silk, which is produced using 50% recovered waste fibre and 50% virgin wood fibre.
All pulps used are elemental chlorine free (ECF).



CommunityMark

developed by Business in the Community



Product group from well-controlled sources and recycled wood or
Cert no. SGS-COC-004881

