



## **BT Consumer all IP / Digital Voice FAQs**

This set of FAQs' is based on questions asked on the BT Consumer all IP update held on 12 November 2020. Questions asked have in some cases been grouped together or slightly edited for publication purposes.

### **DIGITAL VOICE ROLLOUT**

#### **Where will we find out when our areas are being moved over to digital?**

*In BT's case Digital Voice is available now across the UK, so it's not a case of when certain exchanges are upgraded to Fibre. At the moment though, customers are only being moved to Digital Voice if they ask for it. It should be noted that other Communication Providers will have their own plans and that Openreach own the exchanges and control the migration processes.*

#### **Could special service users be left without a service if they are automatically included as suggested in the migration program?**

*At this moment the only migrations are of customers who want to move to Digital Voice, so no one is currently being included automatically.*

### **INSTALLATION**

#### **If someone does not have a router how many power sockets will be needed to power the existing lifeline, the BBU and the new tech that will become the router?**

*The BT Smart Hub 2 (router) requires one power socket. You would need to speak to the service provider or manufacturer to check how many power sockets they need (Answer by Sodhi Dhillon, BT Consumer) In Fibre to the Premises connections the ONT (Optical Network Termination) will also require an additional power socket.*

#### **Is there a cost for the engineer being called out?**

*There will be no charge from BT for an engineer to call out where a vulnerable customer is switching over, however this may need to be coordinated with the service provider if they are arranging for the reconnection of the telecare equipment to the new line.*

#### **Will BT customers need to replace their existing hubs / is there a cost to the individual for this?**

*Some hubs will need to be changed however in BT's case there is no additional charge for the provision of this unit.*

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## **LINE POWER / BATTERY BACK UP**

### **Will any voltage at all be supplied to the master socket?**

*No. There is no power on the IP network so any telephones or routers that require power will need to be plugged into the mains at the premises. To ensure users can make an emergency phone call BT can provide a Battery Back-up unit that will give a minimum of one-hour power in case of a power cut.*

### **How long does BT's Battery backup unit last for?**

*The current unit will last for a minimum of one hour. This is the duration stipulated in the OFCOM General Condition that requires CP's to provide access to emergency services in the case of a power outage.*

### **Who is responsible for the maintenance of the battery back up?**

*If a customer buys a battery backup unit, they are responsible for the maintenance. If BT provides a battery backup unit free of charge, we will replace if it stops working.*

### **Whilst I understand that ensuring people can make calls to emergency services in the event of loss of power, what would happen with a person who does not have the capacity to make the emergency call? For example, if their monitored smoke alarm is activated but due to the lack of power the call does not go through to the monitoring centre?**

*The Service Provider must ensure any equipment used is compatible with the new all IP networks and has suitable fail-over or back-up protection if required.*

### **You say that vulnerable customers will receive a free battery backup unit. What is the definition of a vulnerable customer?**

*You can see details on how we identify and support vulnerable customers here:  
<https://www.btplc.com/inclusion/HelpAndSupport/DocumentsandDownloads/index.htm>*

## **MISCELLANEOUS**

### **Are all CPs required to provide a contact point for telecare service providers to enable problem solving for vulnerable customers?**

*BT does not have a single point of contact however our Customer Services teams are well prepared for the changeover. The Special Services team will continue to work with Industry bodies and manufacturers as well as operate our test lab going forward. But check with your own CP as it might not be BT.*

### **Will there be a national marketing campaign re the digital switchover?**

*It's unlikely as this transformation is being driven by the industry based on customer demand. Please refer to the website [futureofvoice.co.uk](http://futureofvoice.co.uk) that provides pan industry information on the changes to the telephone network.*