Here For You

Making life easier for people with additional needs

If we know you have additional needs, we can help make things easier when you contact us. Our advisors are patient, understanding, and knowledgeable. They'll give you a service tailored to your needs, putting you at ease and helping you to get the most from our services.

We can also help you find the best BT services to help you cope with everyday life.

Who can we help?

If you're affected by any of the below, please get in touch with us.

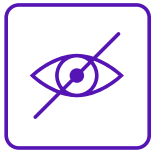
General vulnerabilities
Including critical illness and life events such as unemployment and bereavement.

Mental health
People living with depression, anxiety, or any other mental health needs.

Cognitive
People living with dementia or other cognitive conditions.

Speech
People with communication needs.

Physical
Mobility or dexterity needs.



Visual
People with any degree of sight loss.

Hearing
Anyone with hearing loss.

Literacy or numeracy
People who need support making sense of words or numbers.

Three reasons to let us know about your additional needs

We're not just making it easier for you to contact us, we can also help you:

1. make sure you're getting the best value for money for your BT services, especially if you're facing financial hardship
2. find out about new communications technology, apps, and gadgets that'll make life easier
3. use technology to communicate more easily.

What do I need to do now?

We'd like you to tell us about any disabilities or additional needs you have.

With your permission, we'll make a note of these on your account so whenever you call us, we can help you straight away.

How to let us know about your additional needs

You can let us know you've got additional needs any time you want. Whenever you're ready, we're here for you. We really want to help.

Phone

Call us on **0800 800 150** or, if you have hearing or speech needs, use the Relay UK service or contact us using British Sign Language.

Online

Use the Message now button

Using My BT

Log in to My BT and from **Your details** go to **Edit impairments**

Offices worldwide

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