



Including You

Our guide to help you communicate

January 2018



bt.com/includingyou

Welcome

If you're looking for guidance on our standard and more specialised products and services, this is where you'll find it. We hope it'll be useful for everyone, but it's especially aimed at our customers who find communication more challenging.

These days, there are so many ways to make staying in touch easier. We want to help you find the right ones for you. Everyone's communication needs are different, and we don't want to make assumptions about what you can and can't, or want to, do. But knowing what your options are is the best way to make informed decisions.

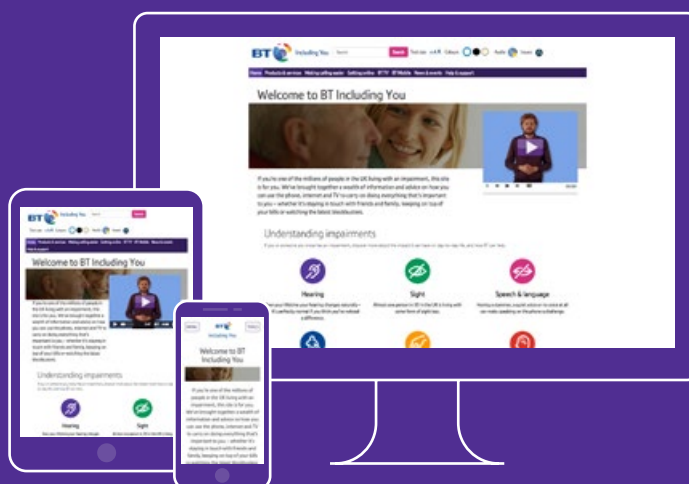
You can find lots more about our products and services, as well as news, support and advice, at bt.com/includingyou

The 'Including You' website is fully accessible and you can change the font sizes and colour scheme to suit you. It also uses Browsealoud, which reads web pages aloud and highlights each word as it's spoken. It's useful if you need help reading a computer screen. Lots of pages also have British Sign Language (BSL) videos.

This booklet is free. You can get an accessible PDF copy by going to bt.com/commchoices or by calling **0800 800 150**. It's also available in large print, Braille, e-book and audio CD.



If you use the Next Generation Text (NGT) Service, you can contact any of the numbers shown in this guide by prefixing the number with **18001**. You can find out more about NGT on page 7.



Visit bt.com/includingyou

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Hearing

Your hearing is as individual as you are. What helps one person might not be so useful for someone else. So it makes sense to get as much information as you can before you decide which product to go for.



We all hear things differently through a phone handset. And as we get older, our hearing changes too. It's natural and you shouldn't worry.

But if you're concerned that your hearing isn't as sharp as it used to be, or you know someone who's having trouble on the phone, you can find helpful tips at bt.com/hearinghealth

Getting the most from your phone

When you're buying a new phone, there are some features you can keep an eye out for that could help if you have problems with hearing.

- **Compatibility with hearing aids** will help stop buzzing or interference when you're on a call.
- **Dedicated amplify button** to boost the volume of your caller's voice.
- **Inductive couplers** work with the 'T' or loop setting on your hearing aid to give you a clearer sound.

Look out for this symbol:

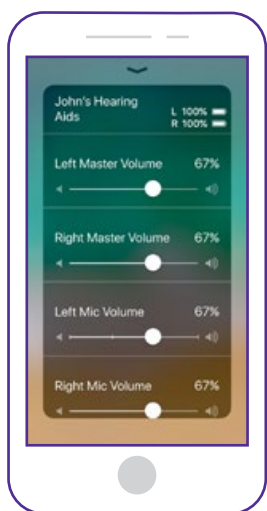


- **A hands-free option**, so you can get the sound in both ears.
- **A phone with the keypad in the base instead of the handset**, so you can keep the handset near your ear to hear any automatic announcements as you dial.
- **A socket for plugging in a headset** helps reduce background noise.
- **A call and new message indicator light** flashes when your phone is ringing or if you've got a new message.
- **Tone controls** so you can have increased treble or bass to make the conversation easier to hear.
- **Two-way record facility** so you can play back your conversation.
- **An answering machine with slow message playback** makes it easier to understand messages if you're having trouble hearing them.



The **BT4600 Advanced Call Blocker** has lots of features that make using the phone easier.

TIP If you use a hearing aid when you're on the phone, you might be able to hear better using a neck loop (also known as a 'portable inductive coupler') instead of a headset.



How getting a mobile could help

Staying connected through your iPhone

An increasing number of hearing aids now come with Made for iPhone (MFi) technology. It uses a wireless connection to give you clear sound when you use an iPhone® or iPad® to take calls.

For some paired hearing devices, you can also change the volume, check the battery status and get quick access to features, settings and environmental presets, without having to rely on additional remote controls.

Take a look at apple.com/uk/accessibility/iphone/hearing or get in touch with Apple Support to find out more about this service.

Other hearing aids may also connect to mobiles through a Bluetooth® adapter.

Using an inductive coupler with your mobile

If you find you get feedback (like whistling or squealing sounds) when you're using a phone next to your hearing aid, an inductive coupler might help. It's a small part of a hearing aid that works to reduce background sound and make your calls clearer.

TIP Putting your phone on loudspeaker can help too because the sound will go to both of your ears.

Our services that could help

ToneCaller II

If you have trouble hearing your phone ring, a ToneCaller II can really make a difference. It's a device that rings at the same time as your phone, so you'll know when someone's trying to get in touch. It comes with easy-to-use volume control and a choice of different ringtones.

If you have one of our services at home and can't hear your phone ring because of a hearing loss, we can give you a free ToneCaller II. We'll send a socket doubler too, to install it next to your phone. To order, call **0800 800 150**.

TIP If you've got broadband and don't have the latest phone sockets with a built-in ADSL filter, you'll need to use one between your phone socket and the ToneCaller II. If you've got the latest sockets from us already, you won't need to worry about plugging one of these in. See page 42 for more details.

Helpful online services

With things like email and instant messaging, the internet is a great way to stay in touch with those who matter most. For more information on how the internet can help you, go to page 47.

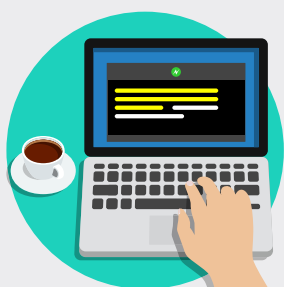
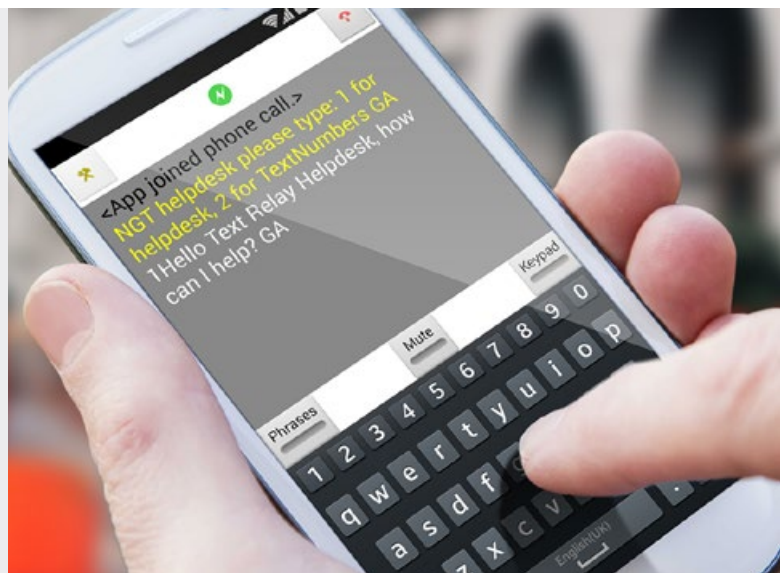


Next Generation Text (NGT) Service

With the NGT Service and free NGT Lite app for smartphones and tablets, you can communicate with other users wherever you are. The service uses real-time text, either directly or through a relay operator.

If you can't, or prefer not to, use a standard phone, NGT makes taking important calls much easier. You can download the NGT Lite app from Apple's App Store, the Google Play Store or ngts.org.uk

How you use it depends on your own needs.



Type & Read

If a voice call isn't possible, perhaps because you can't hear the person at the other end or they're having trouble understanding what you're saying, NGT lets you type your words instead and read what the other person is saying.



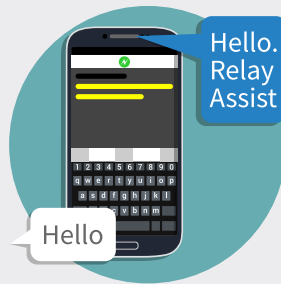
Speak & Read

If you can't hear the other person on a phone call but you can speak to them, NGT lets you speak directly and then read what they reply.



Type & Hear

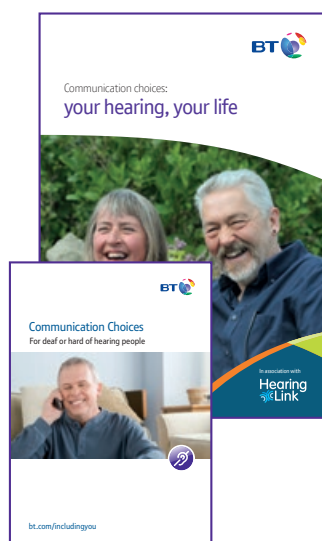
If you can hear the other person on a phone call but they're having problems understanding what you're saying, NGT lets you type your words to them and then listen to what they reply.



Speak & Hear

If your hearing and speech are fine but you'd like to call someone who has hearing loss or impaired speech, you can call them through NGT.

Using the NGT app offers more than the old Text Relay. It also works with a textphone (in the same way as Text Relay) if you prefer to use one.



Communication Choices

Our range of 'Communication Choices' guides are designed to make life a little easier if communication is sometimes challenging.

'Communication Choices: your hearing, your life'

Explains how you can live life to the full, whatever your level of hearing. It includes tips on how to get clearer or louder speech on the phone, and how to use hearing aids and phones together. We wrote it with the Hearing Link charity for people who are hard of hearing and the professionals who advise them.

'Communication Choices: for deaf or hard of hearing people'

This guide helps you find the best way to communicate if you're deaf or hard of hearing. It's mainly about phones but also shows you how the internet and other technology can help.

To read or download these guides, go to bt.com/commchoices

BT Text

Text messaging, or Short Message Service (SMS), is a quick and easy way to keep in touch. It's particularly useful if you've got hearing loss or a speech impairment.

- If you've got a landline with us, you can use BT Text. It's our own landline SMS service.
- If you're with another provider, check if they have a similar service.

To use BT Text, you need a phone that has SMS or text functions (like the BT8600) and our Caller Display service (charges might apply).

For more information about Caller Display, see page 'Calling features' on page 24 or go to bt.com/callingfeatures

With an SMS-enabled phone plugged into your landline, and Caller Display, you can send and receive text messages to and from other landlines that have SMS-enabled phones, as well as to and from mobiles.

Text messages sent to standard phones, or to lines without Caller Display, will be sent as voice messages. If you want to send a text message to someone with a visual impairment, and you want to make sure it's received as a spoken message, add *3# at the beginning.

Need some help? Take a look at page 55.

Sight



The term 'visual impairment' covers a wide range of types of sight loss. It affects everyone differently, so the way you deal with visual impairment will be personal to you.



Getting the most from your phone

There are a few things to look out for when buying a phone if you've got a visual impairment.



Our **Big Button 200** has lots of features that make using the phone easier.

- **A cordless, wall-mountable phone** that doesn't have the keypad in the phone handset and lets you see the numbers close-up.
- **Large, well-spaced buttons** with good colour contrast to make dialling easier.
- **One-touch dial buttons** to save you dialling the whole number each time.
- **A raised dot on button 5** helps you navigate around the buttons easily.
- **A keypad that beeps** lets you know you've pressed the buttons.
- **A backlit keypad** makes the buttons easy to see and navigate.
- **A loudspeaker** so you can speak 'hands free'.
- **Slow playback of messages** means you can take them down easily.
- **A clear screen** with large text is more readable.
- **An audible alert** tells you when you get messages.

A few things to avoid:

- A small display, or screen with poor contrast.
- No backlight.
- Small keys, and buttons that don't beep when they're pressed.
- Softkeys (keys that change function depending on the screen you're on).

If you've got a phone that can speak out loud to you, these things might not matter as much.

How getting a mobile could help

Phones that speak to you

Some mobiles can 'speak out loud' to you, to tell you what's happening on the screen. This can be helpful with things like reading SMS messages, browsing the internet and knowing who's calling you. You might even be able to write messages by simply talking to your phone.

If you have an iPhone, the feature is called VoiceOver, whilst Android's version is called TalkBack.

Making on-screen text bigger

With a smartphone, you might also be able to zoom in on text on your screen. Typically, you can do this by ‘pinching’ two fingers across the screen and opening them up to the text size you want.

On iPhones and Android devices, you can also change the size in the phone’s settings.

You can find more information about making your mobile device easier to use at www.mcmy.bt.com

Use apps to simplify your phone’s display

For more information on helpful apps like Zone V, turn to page 49.

Services that might be helpful to you

Using things like online chat, Facebook, Skype or FaceTime and the NGT Service might be particularly useful. Turn to page 47 to find out more about the internet.

Take a look at our latest SIM Only deals at bt.com/familysim. Or if you want a new phone, we’ve got some great-value smartphone plans too at bt.com/mobile

How we can help

If you have problems seeing or reading standard print, you can get our printed information in different formats for free.

You can request our literature in: large print, audio image and Braille. And some material is also available in eBook, Kindle/e-reader and accessible PDF format.

TIP You can now order your bills in a different format yourself. Here’s how.

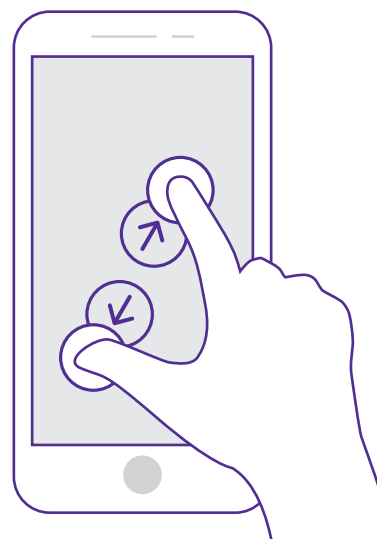
- 1 Log in at bt.com/mybt with your BT ID and password.
- 2 Click on **View Bill**.
- 3 Then choose **How I’m billed** to change the format of your bill. You’ll also be able to change other settings, like the language your bill gets sent in.

If you’re not able to change the format of your bills, call **0800 800 150**.

If you can’t use a printed directory because of a disability, you can apply for our free 195 Directory Enquiry service. Find out more about this on page 56.

For ideas on how to make your computer more accessible, go to www.mcmy.bt.com

Need some help? Take a look at page 55.





Speech and language

Sometimes, the quality of your voice can affect how well you're able to communicate over the phone. That could be because you've got a quiet voice, use a device that speaks for you, or have difficulty pronouncing some words.



Getting the most from your phone

If you have trouble with your speech when on a call, there's a few things you can look out for when choosing a new phone.

- **An answering machine** helps you screen calls and decide whether you want to talk. Also look for one that comes with a pre-recorded message, so you don't have to record your own if you don't want to.
- **Call blocking** allowing you to stop nuisance calls so you only have answer the phone to people you know.
- **The ability to turn the sound up on your phone's microphone** means your caller can hear you better if your voice is quiet.
- **An SMS feature on your phone** lets you type out messages if you don't want to take or make a voice call.
- **A phone that lets you choose different ringtones for different callers** makes it easier to decide if you want to take the call or not. You'll need to subscribe to Caller Display for this to work.



The **BT8600 Advanced Call Blocker** has lots of features that make using the phone easier.

How getting a mobile could help



The NGT app

The app lets you type and read messages through a relay assistant, so you can type responses to your caller without having to speak. You can find out more about NGT and its free app on page 7.



The My BT app

You can use My BT on your mobile by downloading the app. It lets you check your bills and make changes to your account without having to call BT. You can find out more about it by turning to page 49.

A few tips to remember when you're...

Making calls

- Try to prepare in advance so you feel in control of the call.
- Have any details you might need ready before you start your call.
- Make notes about what you want to say and keep them to hand.
- Rehearse (especially opening lines) and note down key words to prompt you.
- Practice helps. Try making easy calls to people you know before tackling the more difficult ones.

Answering calls

- Don't feel like you have to rush to answer a call. Do it in your own time.
- Use Caller Display to see who's calling you. Only answer if you feel you want to. (You'll need a compatible phone and charges might apply. Take a look at bt.com/callingfeatures for more information.)
- Use a message service, like Answer 1571. Then you can ring the caller back when you're ready.
- Or get an answering machine. Then you can listen to a call when it comes in and decide there and then whether to pick up or not.

Helping others hear you

If you've got a quiet voice, the person you're speaking to might not be able to hear you. Repeating yourself is frustrating and wastes your time. A phone with outgoing voice amplification will increase the power and volume of your voice.

If you have no useable voice, you could try the Next Generation Text Service. For more information, see page 7 or go to ngts.org.uk

If you use a text-to-speech device, a phone that you can use hands free could be useful for picking up the sound.

Services that might help you

BT Text

Text messaging, or SMS, lets you put what you want to say in text. So it can be helpful if you can't, or don't want to, speak on the phone.

[You can find out more about BT Text on page 8.](#)

Online services

The internet's given us more ways to communicate, like email and instant messaging. And now a lot of tablets and smartphones can access the internet, so it's even easier to stay in touch when you're at home or out and about.

For more about how the internet can help you, see page 47.

[Need some help? Take a look at page 55.](#)



Mobility



Having difficulty moving around doesn't have to affect your independence. There are lots of ways to make your phone work harder to help you communicate.



Getting the most from your phone

There are a few things to look out for when buying a phone if you've got a mobility impairment.

- **A cordless phone** makes it easy to take the phone with you, so it's always close by if the phone rings.
- **Multi-handset availability** so you can place extra handsets around the home, eg. one in the bedroom and another in the kitchen.
- **An answering machine with call screening** helps you screen calls over the loudspeaker and decide whether you want to answer.
- **Listen to your messages via the handset** to save you going to the base each time.
- **Call blocking** gives you greater call control with options to block calls by specific numbers or certain call types.
- **A loudspeaker** so you can speak 'hands free'.
- **Sync your mobile** to the Premium Phone and make and take your mobile phone calls through the one device.



Our **Premium Phone with Nuisance Call Blocking** has lots of features that make using the phone easier.

Bringing your phone to you

Extra sockets in your home let you have phones in more accessible places. You can buy DIY extension socket kits and cables from bt.com/shop and other retail outlets.

Or you could ask us to fit a socket for you. Just call **0800 800 150**. There'll be a standard charge. Extension cables can also help but aren't always safe because they can create trip hazards.

Taking your phone around with you

A cordless phone is a great alternative to fitting extra sockets. You can keep it with you as you move around, so you don't have to go to a fixed place to make or take calls.

Many cordless phones are also available in multi-packs with two or more handsets included, so you can place handsets around the home.

There's a wide range of phones online in the BT Shop at bt.com/shop

Let your caller leave a message

If you use an answering machine, your callers can leave a message for you to listen to when it's convenient for you, so you don't have to rush to the phone. If you don't want to use an answering machine, we also offer an answering service too.

Answer 1571

This service will answer your calls when you're out or already on the phone. You can set up your own personal greeting so people know they've called the right number.

Call Minder

Call Minder is similar to Answer 1571. But it also lets you:

- store more messages
- set the number of rings before it answers your call
- pick up messages remotely when you're away from home.

Charges apply for Answer 1571 and Call Minder. See bt.com/callingfeatures for details.

Call Protect

Both Answer 1571 and Call Minder come with our Call Protect service. It gives you extra features to help manage the calls you're getting.

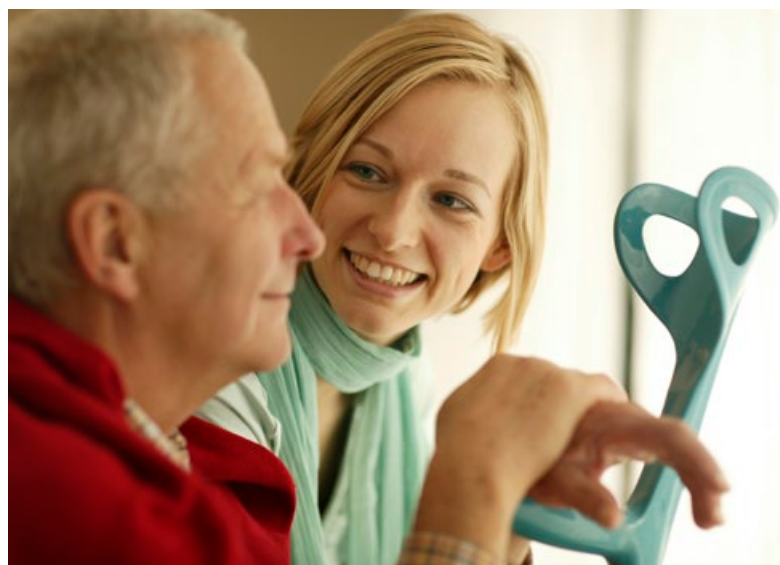
- VIP makes sure your important numbers are never sent to your junk voicemail – irrespective of your other settings.
- Do Not Disturb stops you from being disturbed by callers at certain times of the day.

For more on our calling features, see page 24.

Services that might be helpful

If you have trouble getting out and about, things like email and instant messaging can help you stay connected. If you do your shopping online, you don't need to worry about carrying heavy bags. For more about how the internet can help you, see page 47.

Need some help? Take a look at page 55.





Dexterity

Reduced dexterity can have an impact in many ways. Loss of touch sensation, difficulty with grip and joint fatigue, can all make basic tasks like using the phone a challenge. But there are things you can do to make life a little easier.



Getting the most from your phone

If you have problems with dexterity, there's a few things you can look out for when choosing a new phone.

- **An easy-grip handset** makes the phone easier to hold and use.
- **A hands-free or headset option** means you don't have to hold your handset all the time.
- **Large or well-spaced buttons** are easier to press.
- **Key beeps** so you know when you've pressed a button.
- **A memory store means** you don't have to press as many buttons to make a call.
- **Speed dial options** let you save all your most dialled numbers to a keypad button.
- **Pre-dialling** lets you check you've dialled the right number before starting the call.
- **Wall mounting** makes the phone more stable when you're dialling.
- **Dedicated 1571 buttons** let you pick up messages easily with just one press.



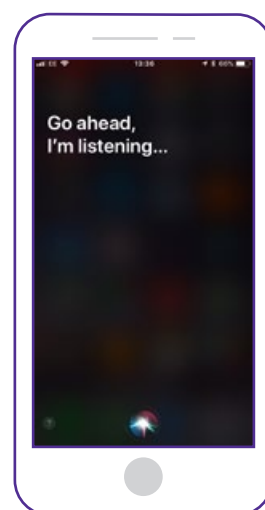
The **BT4000 Big Button** has lots of features that make using the phone easier.

How getting a mobile could help

Using your voice

Most mobile phones now come with voice recognition software, so you can dictate what you want to write, without needing to type anything. This is particularly useful if you have trouble feeling touchscreen devices. It makes it easier and quicker to email, send messages and make calls.

Many popular smartphones also have a built-in 'personal assistant' like Siri, or Google Assistant, which can do things for you by listening to your voice commands. For example, you could make a call by saying "Hey Siri, call Mum's mobile", or send a message by saying "Hey Google, text Kate to say I'm going to be 5 minutes late".



A few tips to remember

There are a few simple things you can do to make communication easier if you have issues with dexterity.

- Keep things you know you need to use regularly close to hand. A cordless phone might be useful.
- Have regular breaks when you're using your hands. A hands-free phone can help.
- Think about making some adjustments to your home, like adding hand rails.
- Research which gadgets might help. Our Big Button phones are particularly good if you have issues with dexterity.
- Consider using the internet to download e-books if you like reading. That way, you avoid having to hold heavy books for a long time.

You can get this guide as an e-book. Just go to bt.com/commchoices to download it.

Services that might be helpful

Free 195 Directory Enquiry

We offer a free Directory Enquiry service for customers who are unable to use the phone book because of illness or disability. Find out more about this feature on page 56.

Need some help? Take a look at page 55.



Understanding and using technology



Technology can be confusing for all of us. Learning disabilities and conditions like dementia or a stroke can also bring their own communication challenges. We don't have all the answers, but here are some suggestions that can help you keep your independence.



Getting the most from your phone

If you're finding it hard to use your phone, then it might be worth considering a different type. Here are some features to look for:



- **Large, well-spaced buttons** with clearly contrasting colours will make dialling simpler.
- **Easily accessible speed dial or quick dial buttons** mean you don't have to remember the numbers you dial most often.
- **Pre-dialling** lets you check the number you've typed before dialling it.
- **A phone book or contacts function** will mean you can save numbers, so you don't have to remember them.
- **Dedicated one touch Block button** to easily screen and block calls you don't want to answer.
- **Multi-handsets** let you run more than one phone from the same base.

Our **Decor 2600** has lots of features that make using the phone easier.



How getting a mobile could help

There's a wide range of mobiles available, which could be useful for helping you communicate. If you have issues understanding and using technology, it might be helpful to consider a simple mobile, with a standard keypad (not one on the screen).

Alternatively, if you've got a Samsung smartphone, you can take a look at Zone V, in our online shop. This software will make your smartphone easier to read and simpler to use. It even features built-in vibration feedback to confirm when you've selected something. The Zone V software simplifies things without compromising on technology.

It's available on **Android 5.1.1 and above**. For information on this, take a look at shop.bt.com/zonev.

If you've already got a mobile handset, try looking for a SIM only deal to go with it. We've got some great deals with extra discounts if you're one of our broadband customers. You can also save money through our Family SIM option.

Take a look at bt.com/familysim to find out more.

A few tips to remember

There are a few things you can avoid if you find getting your head around technology tricky.

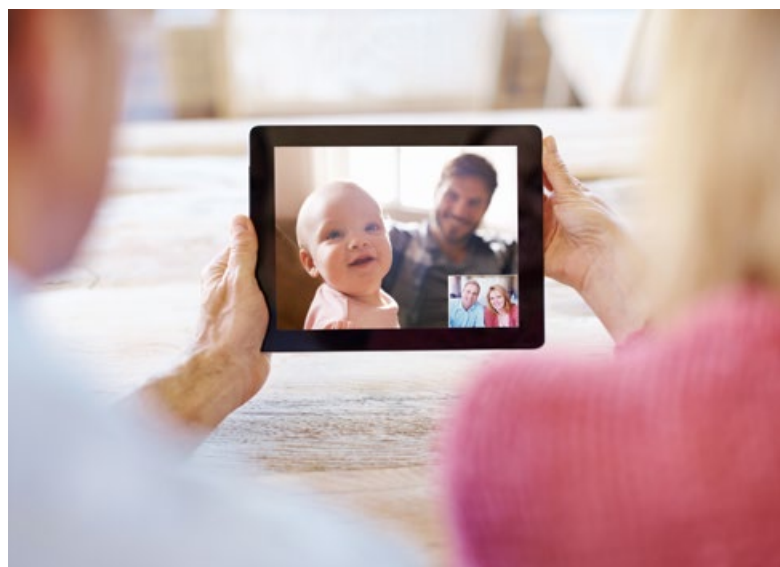
- Avoid phones with lots of buttons or keys. They can be confusing and over-complicated.
- Some phones come with complicated menu structures or many different functions for certain keys, which can be unhelpful and frustrating.
- If you can't, or don't want to, talk to people, look for a phone that lets you send and receive text (SMS) messages. You can find more about this by turning to page 8.

Services that might be helpful

Free 195 Directory Enquiry

If you can't use a printed directory because of a disability, you can apply for our free 195 Directory Enquiry service. Find out more about this feature on page 56.

Need some help? Take a look at page 55.



Using calling features to get the most from your phone

With our calling features, you'll get more control over your phone and calls, making it easier to stay in touch, make and take calls, pick up voicemail messages and more.



Some of our services that might be helpful

1471

If you miss a call, or don't want to take it, 1471 will tell you the last number that called. If you've got our 195 Directory Enquiry service, you can press **3** and we'll call them back for you. And you won't have to pay a connection charge.

TIP Some numbers may show as withheld, for example if the caller is ex-directory.

195 Directory Enquiry service (free)

If you can't use a printed directory because of a disability, you can apply for our free 195 Directory Enquiry service. Find out more about this on page 56.

3-Way Calling

This feature lets you hold calls with two people at once.

Answer 1571

If you're out or already on a call, 1571 will take care of it for you. All calls you don't answer will be sent to the dedicated voicemail service, so you can listen to messages and get back to your caller when it's convenient for you. If you've got our 195 service, you can press **3** and we'll call them back for you, without charging you for connecting the call.

Call Barring

Call Barring lets you block certain types of calls being made from your phone. So you can use it to stop people calling expensive numbers, like international or premium rate numbers. You can also use it to bar all incoming calls.

Call Diversion

This service lets you divert calls from one phone to another. So you can send your home phone calls to your mobile or another landline when you're out.

Call Minder

This has all the same features as Answer 1571, but gives you access to your answer phone all the time. Call Minder will let you listen to your messages remotely, wherever you are in the world.

Call Protect

Call Protect is designed to reduce the amount of unwanted nuisance calls you get. You'll be able to decide which calls you want to go through and those you want to be added to your Personal Blacklist, which will send calls to a junk voicemail box.

There's more information about Call Protect on page 32.

TIP You can call our Nuisance Call Advice Line on **0800 661 441**. We're open 8am to 10pm Mondays to Fridays and 9am to 6pm on Saturdays. Or you can go to bt.com/unwantedcalls

Call Sign

This service gives you an extra number, with a different ringtone, to give out to family and friends, so you know when to take a call.

Call Waiting

If you're on the phone, Call Waiting will let you know if you have another caller by beeping when someone is trying to get through.

Caller Display

This service shows you who's calling when your phone rings, so you can decide whether you want to take it. Caller Display also lets you take advantage of our Text service which lets you send and receive texts on your landline, if you've got a compatible phone.

Reminder Call

This sets a handy alarm on your phone, so it'll ring at the time you've chosen.

Ring Back

If you're trying to get through to a number that's engaged, Ring Back will let you know when it's free again and then connect you.

Charges might apply to these services.

You can look at bt.com/callingfeatures for more details.



Managing a budget

Our phone deals

Line Rental Saver gives you a discount off the price of 12 months' standard line rental when you pay up front using a debit or credit card.

Line Rental Plus comes with some great benefits too.

- Sending bill updates to your landline. So you'll know when your bill is ready and when we've got your payment.
- Call Barring, to stop anyone from dialling international or premium rate numbers from your phone.
- Choose to Refuse stops unwanted calls from up to 10 numbers.
- Plus your choice of up to seven other calling features, which you can activate at any time.

Home Phone Saver guarantees your package will stay the same price for a fixed number of years. You'll also get additional calling features with this plan.

Finding the best phone deal

People use their phones in different ways, at different times. So you might be able to get even more for your money by changing your landline package. With BT, you'll get **Unlimited Weekend Calls** as part of your basic package, but there's a couple of other options you can choose from.

- If you make most of your calls after work and at the weekend, you might save money by adding the **Unlimited Evening & Weekend Calls** add-on.
- Or if you make a lot of calls during the day, the **Unlimited Anytime Calls** might be better value for you.

Find out more online at productsandservices.bt.com/landline/deals

BT Basic

We understand everyone needs to be able to stay in touch, whatever their income. BT Basic is a low-cost, easy-to-understand package that can help keep you connected, even if money's a bit tight.

Helping you budget

With BT Basic, you'll get an inclusive call allowance each month. If you go over, there's a price cap to stop you running up high bills.

For more information, including the costs of this service, go to bt.com/btbasic

All the phone costs are very clearly priced to help you keep track of your spending and stay within budget.

To make sure the scheme reaches those most in need, we work with the Department for Work and Pensions (DWP) to check an applicant's eligibility.

You can usually get BT Basic if you're getting one of these benefits:

- Income Support
- Income-based Job Seeker's Allowance
- Employment and Support Allowance (income related)
- Pension Credit (Guarantee Credit)
- Universal Credit (and you have no earnings).

Universal Credit

Universal Credit is a benefit for people who are unemployed or on a low income. It replaces a range of existing benefits. It's becoming available gradually across the UK.

You can find out more about it by going to gov.uk/universal-credit

Can I have broadband with BT Basic?

You can. We understand how important it is to stay online, so BT Basic has been designed to work with broadband.

BT Basic + Broadband includes 12GB usage a month. That means you can do things like:

- browse the internet for half an hour a day, watch two and a half hours of online TV a week, using catch-up TV (like BBC iPlayer) or streaming video (like YouTube)
- stream enough video to watch one standard definition film a month
- add 100 photos to Instagram or Facebook a month
- listen to 100 music tracks (or ten albums) a month
- play online games for an hour a week.

You won't need to pay a connection charge for installing broadband, but you'll need to pay for the postage and packaging of your Hub, which you'll need for the broadband to work.

For more details, including the charges for BT Basic + Broadband, go to bt.com/btbasic

Please note: broadband isn't available everywhere. Conditions will apply.

How we can help if you rely on your phone

We know things don't always run smoothly. There might be times when you can't pay your bill – perhaps because you've had an accident or fallen ill and you're not around to pay. If you rely on your phone, we want to do what we can to keep you connected, so we've set up some schemes that could help.

Free Priority Fault Repair

If you, or someone who lives with you, are registered as Chronically Sick and Disabled or incapacitated, and unable to leave the home, you might qualify for our Free Priority Fault Repair scheme. Under the scheme, we'll fix your fault as a priority. We'll deal with them as soon as we can, every day of the year, including Christmas Day.

To make sure that the service reaches the people who need it most, we've got a strict set of criteria and all applications must be countersigned by a doctor or hospital consultant. We'll need their General Medical Council (GMC) number and an official doctor's or hospital stamp. You'll find details in our Free Priority Fault Repair scheme guide.

You can get a copy of the guide by going to bt.com/fpfr. Or you can call us on **0800 800 150**.

Protected Services Scheme

This is a free scheme to help keep your phone line connected if you forget to pay your bill. It covers you for special circumstances, like an emergency hospital stay. Under this scheme, you nominate a second contact who we can get in touch with about your bills.

To read or download our Protected Services Scheme guide and application form, go to bt.com/pss

Power of attorney

More and more of us are arranging for someone we trust to look after our affairs for us. One way of doing that is with a power of attorney, a legal document that lets one trusted person (the attorney) make decisions on behalf of someone else (the donor). If you choose to go ahead and sign a power of attorney document, you can tailor it to your specific needs, so it works for you exactly as you need it to.

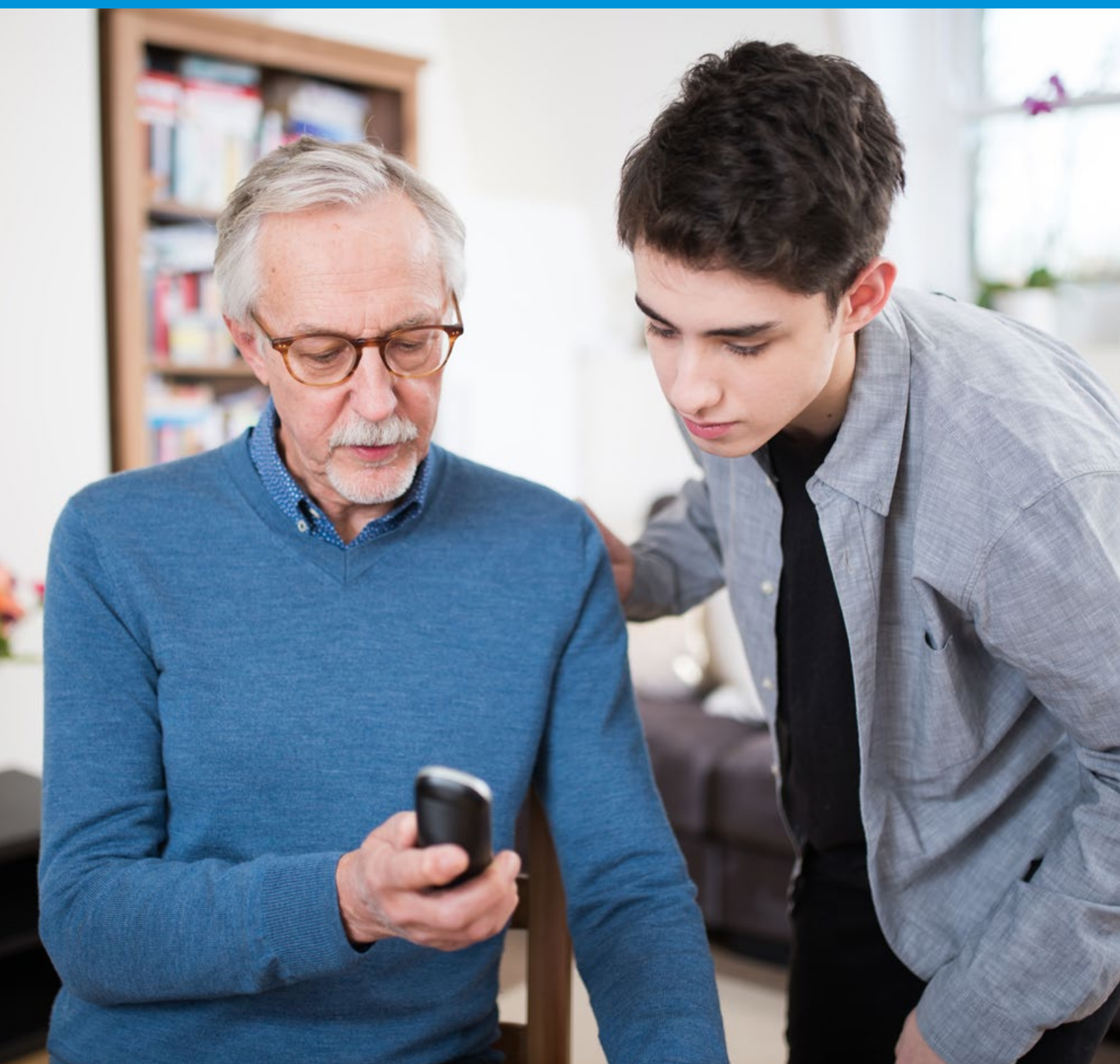
You can use a power of attorney to give control of your BT account to someone you trust, so they can manage it for you. Alongside a handful of other organisations, we've helped the Alzheimer's Society to put together a clear guide on how a power of attorney can be used. To download it, go to bt.com/poa



Need some help? Take a look at page 55.

Taking control of your calls

Getting unwanted calls is a problem most of us face, and it can be particularly stressful for people who are more vulnerable.



There are lots of different types of unwanted incoming calls, from sales and marketing calls to more serious malicious and scam calls. But there are things you can do to help stop them.

TIP If you're getting threatening or malicious calls, you should report them straight away. You can call the police by dialling **999** in an emergency or **101** for less urgent issues.

Or, if you think you're being targeted by scammers, you can report them to Action Fraud by going to actionfraud.police.uk or bt.com/scams. You can also call Action Fraud on **0300 123 2040**.

Controlling incoming calls from your phone

If you're getting unwanted calls, there are services you can use from your phone to help block or screen them. Here are just a few, but you can find the full list by turning to page 24.

Call Protect

A clever bit of technology that monitors for known nuisance callers and automatically diverts them for you. It's easy to switch on and included free for our landline customers. There's lots more about this on page 32.

BT Privacy

This gives you more control over incoming calls, and it registers you with the Telephone Preference Service (TPS). Find out more about the TPS in the 'Useful links' section on page 35.

You can also choose BT Privacy with Caller Display, which shows the number of the person calling. Costs might apply, but you can sign up to get it free for a year at bt.com/myfeatures (a new 12-month line rental contract applies).

Answer 1571

This voicemail service lets callers leave a message when you don't answer. You can't screen calls like you would with an answering machine, but you can decide which ones you want to respond to.

1471

If the number is available, you can use 1471 to find out the number that called you last.

Caller Display

This helps you screen calls by showing you who's at the other end of the line when a call comes through, so you can decide whether to pick up or not.

Call Sign

This gives you an extra number, with a different ringtone. So you can give the number to people you know you'll want to speak to.

Controlling your incoming calls using Call Protect

Call Protect is a free service, designed to help you reduce the amount of unwanted nuisance calls you get. You'll be able to decide which calls you want to take and which ones you want to ignore by adding them to your **Personal Blacklist**.

We'll also analyse the calls our customers get and decide if we think they're nuisance calls. They'll then be added to the **BT Blacklist**, which'll help to cut down the amount of nuisance calls that come through to you.

More about Call Protect and your Personal Blacklist

We'll analyse the types of calls you're getting, to decide which ones are coming from nuisance callers. Any calls from numbers on the list will be automatically sent to your junk voicemail box.

So, if you add the last call you answered to your Personal Blacklist, it'll be sent straight to your junk voicemail box next time.

You can manage your Personal Blacklist from your home phone or via the internet. All you need to do is call **1572**, for free, or go to bt.com/btcallprotect

Useful info about Call Protect

- Both of your blacklists are on by default, but they can be turned on or off.
- Your Personal Blacklist won't have any numbers listed in it until you add some.
- You can get to any messages left in your junk voicemail box by calling **1572**.
- You can send all calls received from certain call types to your junk voicemail. These are: international numbers, withheld numbers and unrecognised numbers (if the number is unavailable or a short code number).

How does it work with Answer 1571 and Call Minder?

If you've got Answer 1571 or Call Minder on your line, you'll get another two features with your Call Protect.

- **VIP** makes sure your important calls are never sent to your junk voicemail.
- **Do Not Disturb** stops you being disturbed by callers at certain times of the day. When it's on:
 - allowed and wanted calls will be sent to your personal voicemail (1571 or Call Minder)
 - unwanted calls will carry on going to your junk voicemail (1572).

TIP When you add a number to your VIP list, you'll have the option to ignore Do Not Disturb, so calls from that particular number will still come through.

You can find out more about Call Protect at bt.com/help/bt-call-protect



Controlling outgoing calls

People with conditions like short-term memory loss, learning difficulties, dementia (including Alzheimer's) or obsessive compulsive disorder (OCD) sometimes make a lot of calls to the same number.

If it's a problem for someone you're caring for, you might find our Network Controlled Calling (NCC) service useful.

Is Network Controlled Calling useful for you?

With Network Controlled Calling (NCC), we agree ten numbers with you that can be called from a phone. We then block outgoing calls to all other numbers (except for emergency services and BT's fault repair service).

NCC is not suitable if you often need to call more than ten numbers or you often need to change any of the agreed numbers. That's because we can only change the numbers every four months. In these cases, Call Barring might be more suitable: it helps control the types of calls that can be made.

Find out more about NCC in our leaflet which you can download from bt.com/commchoices. Or you can email ncc.g@bt.com or call **0800 919 591** (8am to 5pm Mondays to Fridays).

123 and 118 call barring

People with dementia sometimes have a habit of making lots of calls to 123 (Timeline) or to numbers beginning with 118 (directory enquiries services). It can be difficult and frustrating trying to get them to stop.

We have a service that lets you bar all calls to 123 and 118 numbers. So you won't need to worry about someone running up a big phone bill. If you're interested in it, call us on **0800 919 591** (8am to 5pm Mondays to Fridays).

Our phones, like the BT8600 Advanced Call Blocker, can also block outgoing calls to certain numbers or number types. Find out more by turning to page 39.



Telephone scams

Telephone scams are designed to con people. They're on the increase in the UK and can be frightening and intimidating if you're already vulnerable. But there are precautions you can take against scammers, to help stop them in their tracks.

Some tips on how to deal with them

The best way to deal with them will depend on your situation, but here's some general advice.

- Stay calm. Getting an unwanted call can be annoying or upsetting, but try to stay composed, particularly if someone is putting you under pressure and trying to get an emotional reaction.
- Don't give out your personal details. Unless you're sure you can trust the person you're giving the information to, never give out details like your name, address, bank details or BT account number. Remember to shred any personal documents you get through the post.
- Know your options. We have several services and calling features that might be helpful to you. Turn to page 24 for more details.
- Get a nuisance call blocking phone. It'll reduce the volume of any unsolicited phone calls you get. You can find out more by going to bt.com/shop
- If you're one of our customers, you can use Call Protect to filter out unwanted calls. For more information, go to page 32.



Useful links

- **The Telephone Preference Service (TPS)** is a free service that lets you opt out of unsolicited marketing calls. Visit tpsonline.org.uk
- **Think Jessica** is a charity that helps keep people informed about the danger of elderly and vulnerable people being taken in by scams and ‘brainwashed’ into giving out personal information. Visit thinkjessica.com
- **Ofcom** is the government-approved regulator. There’s lots of information on dealing with unwanted calls on their website at ofcom.org.uk
- **The Which? website** is running a campaign called ‘Calling time on nuisance calls and texts’. Every complaint helps in the fight against nuisance calls and texts. You can find the link for reporting a call or text at bt.com/callcontrol

Unwanted texts

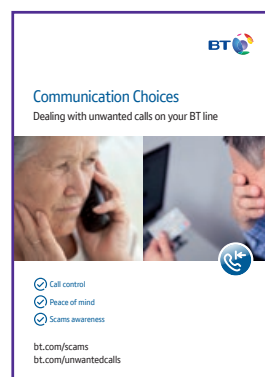
If you find text messages to your home phone confusing or if you’re getting unwanted texts, there are things you can do to control them such as setting times when you don’t want to get them (also called curfew).

Communication choices: dealing with unwanted calls on your BT line

We’ve put together a booklet to give you detailed information on dealing with unwanted calls and what we can do to help.

You can download it at bt.com/commchoices. Or call us on **0800 800 150** for a printed copy.

TIP For more on unwanted texts or calls, take a look at bt.com/unwantedcalls



Important things you should know

To use the services we’ve described in this section, you need a fixed-line phone with * and # buttons when you dial. Most modern phones have these buttons but if you want a new one, go to bt.com/shop

If you’re registered with the free 195 Directory Enquiry service, you won’t be charged for using the call return option on 1471 or Answer 1571 (all other charges apply).

For prices and more information on our calling features, take a look at bt.com/callingfeatures or call **0800 800 150**.

If you’re not one of our customers, contact your supplier to see if they offer similar services.

Need some help? Take a look at page 55.

Our phones and accessories

These products come packed with features that could help if you don't find it easy to use the phone. For more on our accessible phones, take a look at bt.com/includingyou



Find the right phone for you

To help make it easier to choose the best phone for your particular impairment, look for the relevant icon.

I'd like some help with...



Hearing



Speaking



Dexterity



Seeing



Moving around



Using technology



Controlling calls

Corded phones

Big Button 200



- Extra-large buttons
- Incoming or outgoing voice amplification
- Incoming call indicator light
- Message waiting indicator light
- Easy one-touch redial
- Easy one-touch 1571 call
- Three one-touch speed dial buttons
- Hearing aid compatible (with inductive coupler)
- Hands-free
- Ringer volume control



Converse 2200



- Headset socket
- Incoming voice amplification
- Handset volume control
- Ten one-touch speed dial buttons
- Incoming call indicator light
- Message waiting indicator light
- Hearing aid compatible (with inductive coupler)
- Hands-free capability
- Easy one-touch redial
- Ringer volume control
- Call Barring



Converse 2300

The same as the Converse 2200, plus:

- Caller Display* with 50-number calls list
- Ten one-touch speed dial buttons
- Store 100 contacts
- Call Barring



Decor 2600

- Large buttons
- Easy-to-read display
- Caller Display* with 30-number recent calls list
- Call Barring
- Answering machine
- Store 100 contacts
- Easy one-touch 1571 call
- Hands-free capability
- Incoming call indicator light
- Message waiting indicator light
- Hearing aid compatible (with inductive coupler)



Paragon 550

- Digital answering machine
- Hearing aid compatible (with inductive coupler)
- Incoming speech volume control
- Hands-free capability with on-hook dialling and volume control
- Headset socket
- Caller Display* with 30-number recent calls list
- Text messaging*
- Store 100 contacts
- Message indicator light
- Clock with call timer function
- White on black display with contrast control



* To use Caller Display or to block nuisance calls, you need to subscribe to a caller display service from your network provider. Charges may apply.

Cordless phones

BT4000 Big Button

This phone has extra-large buttons and easy-to-read text on the screen. It also helps you block nuisance calls.

- Digital cordless
- Filter, screen and control unwanted calls*
- Extra-large buttons
- Clear, backlit display with large text
- Earpiece is shaped to give a clear sound
- Increase volume to max with one-touch amplify key
- Headset socket
- Hands-free capability
- Tone control for incoming speech
- Do Not Disturb mode – switches off the ringer
- Caller Display* with 50 number calls list
- Call Barring
- Store 100 contacts
- Easy access to our calling features
- Hearing aid compatible (with inductive coupler)



BT4600

This phone has all the features of the BT4000 Big Button plus:

- Digital answering machine
- Record your calls
- Slow play facility for listening to messages and conversations



BT8600 Advanced Call Blocker

- Digital cordless
- Call Guardian service – blocks up to 100 per cent of nuisance calls*
- Block up to 1,000 individual numbers*
- Block outgoing calls to specific types of numbers*
- 1.8 inch colour screen
- Automatically copies contacts between handsets
- Answering machine



Premium Phone

- Make and receive all your mobile and landline calls from your Premium Phone
- Connect up to 2 mobile phones using the Premium's built-in Bluetooth technology
- Block up to 100% of nuisance calls with call blocking technology*
- Do Not Disturb
- Sync and store your mobile contacts on your Premium Phone
- 1.8 inch colour screen
- Hands-free speaker
- Record up to 60 minutes of messages
- Dedicated call blocking button for one touch blocking



Accessories

The right accessories can make all the difference, whether it's a headset for making private hands-free calls or a video device that lets you keep an eye on a family member. Here are just a few of the ones we offer.

Baby monitors

Help keep your child safe with our baby monitors. They can project images and sounds to a receiver placed anywhere in the home. So you don't always need to be with your child to know they're okay.

Audio Baby Monitor 400



Audio Baby Monitor 450 Lightshow



Video Baby Monitor 2000



Video Baby Monitor 6000

Smart Home Cam

Keep an eye on your home when you're not there

With the Smart Home Cam, you can stream video to your tablet, smartphone or laptop remotely over wi-fi. So you can stay connected with the person you're caring for, wherever you are. When you're online, you'll be able to see the video stream of your home or a loved one's using the free iOS or Android apps. You can even use the talk back facility to check everything is ok.



Coming soon



ToneCaller

This makes it easier to know when the phone's ringing by making a loud extra sound.

Our Connected Home range

This range of products has been designed to get you online wherever you are in your home. Whether it's connecting a smart TV, getting broadband throughout the house, upgrading to the latest wi-fi technology or keeping an eye on your home when you're not there, we have an answer.

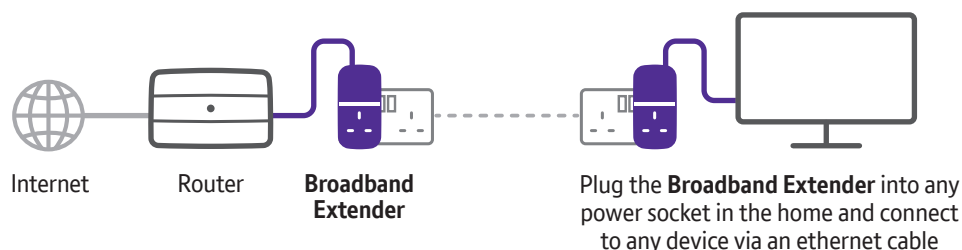
Take a look at our range of broadband extenders (powerline adapters), wi-fi extenders, dongles, dual-band upgrade kits, switches and home monitors to make your broadband even better.

Broadband extenders (powerline adapters)

Broadband extenders use AV HomePlug Powerline technology to turn every power socket in your home into a potential Ethernet port. And they all work straight out of the box.

Broadband Extender Flex 1000 Kit

Make your wireless connection go further using your home's electrical wiring.



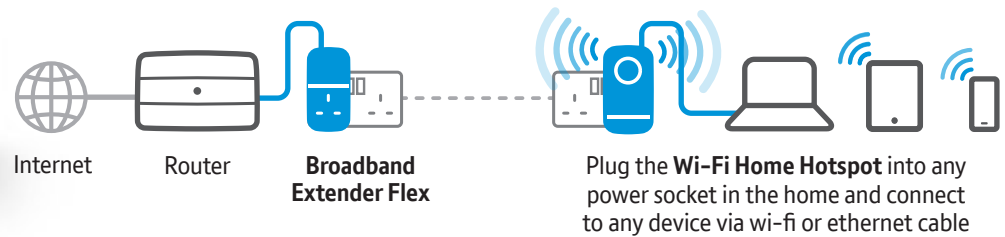
Wi-fi extenders, dongles and upgrade kit

These have been designed to help you make the most of wireless broadband around your home. Whether you want to upgrade your old devices, get wi-fi coverage throughout your home or get hold of the latest wi-fi technology for improved reliability and speed, our wi-fi accessories will keep you connected.



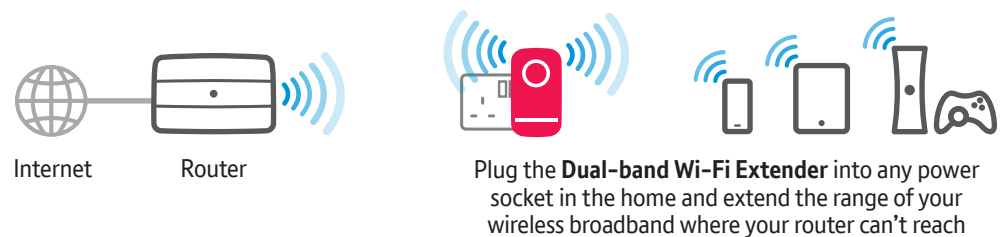
11ac Wi-Fi Home Hotspot Plus 1000 Kit

Extend how far your wi-fi goes and add a hotspot, using the electrical wiring in your home.



Dual-Band Wi-Fi Extender 1200

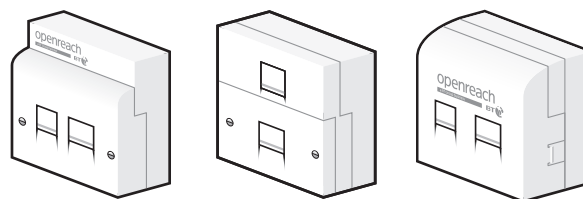
Extend the range of your wi-fi without having to use your home's electrical wiring.



Broadband (ADSL) filters

An ADSL microfilter lets you get your broadband and telephone equipment through one socket. Filters make sure you get the best quality out of your telephones, fax machines and even ToneCallers.

But you won't need a filter if your main phone socket has two separate sockets, like these:



Try Before You Buy centres

We understand how disappointing it can be to buy something only to get it home and find it's not really what you need. By working with third parties, we've set up our Try Before You Buy (TBYB) centres. They're across the UK and give you a place where you can see, handle and try out our equipment to make sure it's suitable for you – without being pressurised by sales people.

TBYB centres are set up in independent living centres or within organisations helping people with particular impairments. So you also get the expertise of the professionals working in these centres.

New centres are regularly joining. To find your nearest one, go to bt.com/tbyb

Graham Maher, project leader of Nugent Care's 'Hear Here', which supports hard of hearing people and their families across Merseyside, says:

"The Try Before You Buy scheme is invaluable for hard of hearing people because it lets them try phone equipment in a friendly, non-threatening environment.

They can relax knowing that there is empathetic support for them, rather than a hard sell. Buying a phone that's suitable for a person's particular hearing loss is crucial to their ability to communicate with friends, family and service providers."



VAT

We have an inclusive design policy. This means that, while lots of our products have features that help disabled customers, none of our phones are specifically designed for them. Under current HM Revenue & Customs rules, none of our phones are free from VAT.

[Need some help? Take a look at page 55.](#)

Mobile

These days, more and more people are using mobile phones. Mobiles are a great way to stay in touch and, while they can sometimes seem difficult to use, there are some very accessible phones around.



Smartphones are like mini touch-screen computers. They can connect to the internet, send emails, text and make calls. You can add small programs, also called apps, to help with different kinds of tasks, from controlling your heating to chatting online with friends.

Other people may be more comfortable with a basic handset. So they can just make and take calls and send SMS texts. There is a wide range of phones available, designed to meet the needs of most people.

If you're thinking about getting a new mobile phone, here are some features to look for that you might find helpful.

Getting the most from your mobile

- **Compatibility with hearing aids**, either through an inductive loop or using a wireless connection to your hearing aid.
- **Vibrating call or text alert**, to let you know when someone is trying to get in touch.
- **Easily accessible volume control**. Additional amplification can be helpful, so you can turn up your mobile and make it easier to hear.
- **Backlit keypad** to help you see the keys.
- **Large screen displays** with adjustable text and background contrast.
- **Internet, emails and instant messaging**, so you don't have to speak if you don't want to.
- **A hands-free feature** to make calling simpler.
- **Voice dialling**, so you can call a saved number by just saying the person's name.
- **Option to connect a headset** for privacy, or when dexterity is a problem.
- **Text-to-speech facility**, which is particularly useful for visually impaired people.

Phones without a touch screen

- **Large, well-spaced keys** with a raised pip on or around the number 5, to make it easier to find your way around your phone.
- **Clear contrast**, so the keys are easy to see.
- **Keys that click or beep**, so you know when you've pressed them.
- **Dedicated emergency call button** to get help at the touch of a button, without having to remember which number to dial.
- **Memory buttons** for your most often called numbers.

BT Mobile

If you don't want to sign up to a 24-month smartphone plan, we can help you find an alternative. SIM-only plans are a great option, particularly if you want to keep your existing phone and add an affordable contract for minutes, text and data allowances.



BT Mobile offers three SIM Only plans to suit most mobile users. It's only a 12-month contract and it's flexible too. Once you've signed up, you can move to a higher plan if you need more minute and data allowances. If you think you need less, you can move down a plan too.

For more information on:

- **SIM Only** deals, go to bt.com/simonly
- **Family SIM** deals, go to bt.com/familysim
- and if you do need a phone with all the latest features, check bt.com/mobile

Unwanted sales or marketing mobile calls

If you're getting unwanted sales or marketing calls or recorded messages, you can ask the marketer to stop calling you by contacting them on the number they've provided. Some mobiles can block calls and texts – check your phone's user guide for details. You can also get apps for blocking numbers.

How to report unwanted texts

If you're getting a lot of spam texts, you can report them by forwarding them to **7726**. You might get an automated response giving you further instructions. You won't have to pay to send texts to 7726.

Reporting malicious, threatening or abusive calls

Some people make calls to try and annoy you, cause inconvenience or make you feel anxious. These calls can be upsetting and distressing. If you're getting them, you should report them to the police. If they decide to trace the calls, they'll contact your supplier.

[Need some help? Take a look at page 55.](#)

The internet

There are so many things you can do online. And the internet can be particularly helpful if you've got a disability, perhaps even in ways that you don't automatically think of.



- If you're deaf or hard of hearing, instant messaging might help.
- If you use BSL, you might find a webcam helpful.
- The NGT Service can make communicating much easier for people with speech and hearing issues.

TIP You can also get involved, by getting or giving help and by sharing ideas in our forum at community.bt.com

Broadband

When you're looking for a broadband provider, make sure you look beyond just the cost. Some providers may be including valuable features that you might have to pay extra for with other suppliers.

We've got some great-value broadband packages. They all come with unlimited free wi-fi, security, online storage and lots of help if you need it. Here are a few of the things you could take advantage of.

- A Smart Hub with 'smart dual-band technology' for a reliable wireless connection for all your devices.
- Security protection, including email anti-virus and spam filter.
- Parental controls software to help you stay in control of what your family can access online.
- BT Cloud. A free app and desktop program for online storage that lets you back up, protect and share those all-important files and photos.
- Our Wi-Fi hotspots. Get free wi-fi when you're out and about at five million places across the UK (using our app if you're on a smartphone or tablet).
- Ultrafast Fibre. The first and only fibre broadband with a 100Mb speed guarantee.

Find out more about our broadband at bt.com/broadband



Helpful apps

NGT

The NGT Service lets you take and make calls if you have trouble hearing or speaking on calls, with the help of a relay assistant. You can use a standard textphone or there's an app you can download onto most devices that use the internet, like Android or Apple smartphones. The app will display the text part of the call and the sound will come through your phone or mobile.

To find out more about it, you can look at page 7, or:

- go to ngts.org.uk
- call **0800 7311 888** from a landline
- call **0800 500 888** from a textphone or a smartphone with the NGT Lite app.

Zone V

Find it hard to read text on your phone sometimes? You're not the only one. The Zone V app makes your smart phone easy to read and simple to use. It has larger, clear text bigger menus and icons and three different colour schemes to choose from, optimised for contrast and clarity.

For more information, take a look at shop.bt.com/zonev

My BT

You can use it to check and pay your latest bill, view your broadband usage, track your orders, change your engineer appointment and view your package. All from the convenience of your phone.

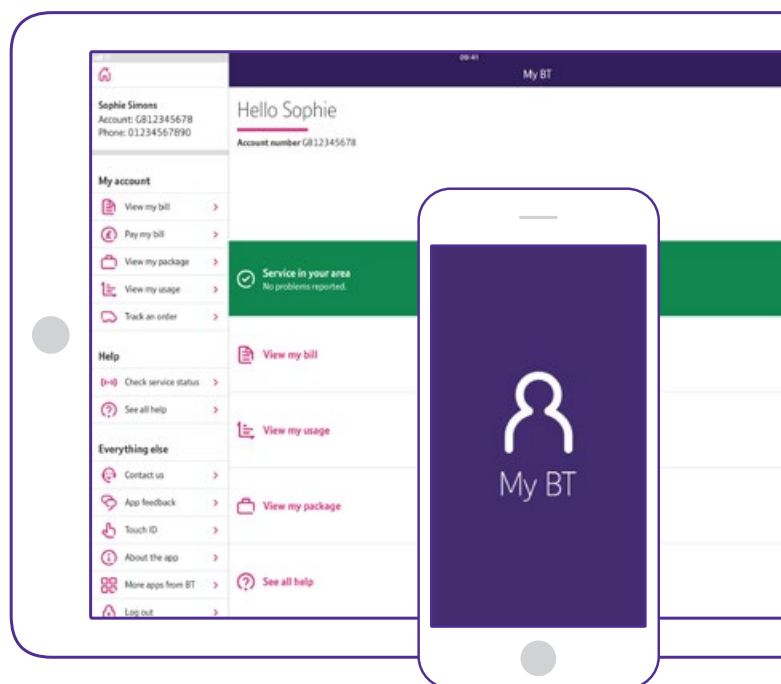
If you've got an Apple or Android phone, just text 'MyBT' to **81192** and we'll send you a link to download the app.

Wi-Fi

With our broadband, you get access to thousands of our hotspots for free. This can be helpful because it means you can use all the apps that make communication simpler, on the go.

BT Mobile

An easy way to keep track of how much data, minutes and texts you've got left in your plan. You'll also find a summary of any extra charges, so you'll know what to expect for your next bill.



Avoiding online scams

While the internet brings a lot of advantages, there are also things you need to look out for. Scammers manipulate people by ‘pushing their buttons’ to get a response. To stop scammers, you need to know how to avoid them and not give them the responses they want.

Phishing

Phishing is a common kind of scam. It refers to when someone fraudulently sends you an email, posing as a reputable company to get you to reveal personal information, like passwords and account information. People can be tricked into clicking on a link, opening an attachment or giving away sensitive information that can be used for identity theft.

On occasions, we’ve received reports that customers have been getting emails from various ‘@bt’ email addresses with malicious attachments. If you open the attachments, you might download software that steals your passwords and puts your details at risk – things like your bank, PayPal or other financial information, along with log-in details for websites and social media accounts. So make sure you stay aware.



How to spot a phishing email

Here are the signs to look out for:

- poor spelling and grammar
- a message asking for personal information that isn’t in response to anything you asked for
- a message that makes unrealistic threats or promises (like cash prizes, lottery winnings, and investment or pensions advice).

If you’ve got a BT account and you’re concerned about security, go to bt.com/help/security

Think before you click

We’ll never ask you for personal details or banking information and we’ll never send you an email with an attachment.

Reporting scams

If you think you’ve been the victim of a scam or an attempted scam, you should report it to Action Fraud – the UK’s national fraud and internet crime reporting centre. The easiest way is by using the Action Fraud online reporting tool (there’s a link at bt.com/scams).

To report any phishing attempts pretending to be from BT, forward the email to phishing@bt.com. Then delete it.

If you don’t have internet access, you can call Action Fraud on **0300 123 2040**.

For more information on scams and how to avoid them, go to bt.com/scams

Keeping you and your family safe online

It's important to stay safe when you're using the internet. Our inclusive broadband extras can help you protect your security and privacy.

Parental Controls

Stay in control of what your family can access. It lets you filter inappropriate websites, turn on age-appropriate searching, set web browsing time limits and block access based on keywords.

Web Protect

Warns you if you're about to go onto a harmful website – when you're browsing on devices connected to our home broadband or when logged into our wi-fi with your BT ID.



To find out more about Web Protect, go to bt.com/help/protect

Virus Protect

Safeguard up to 15 of your devices – PCs, Macs and Android mobiles and tablets – against viruses, phishing and other online attacks. Once the software is installed, Virus Protect will also provide tools to help remove infections that may be on your device.

My Computer, My Way

In just the same way that it can be helpful to have bigger buttons on a phone, you might need to adjust the way you use a computer. You can change things like the display on a computer screen, perhaps with a different colour scheme or bigger text, so you can see the screen better. Or maybe it'll help to use specially developed software like Browsealoud – which reads web pages aloud and highlights each word as it's spoken. And if you can't see a computer screen, there are specialised screen reader programs.

You might also find that a specially designed mouse or keyboard could be a more comfortable fit, if standard kit doesn't quite suit you. So you can concentrate on what you can do. Not what you can't.

You can find lots of practical tips on making the web easier to use at the 'My Computer My Way' site. Take a look at www.mcmy.bt.com

Need some help? Take a look at page 55.

BT TV

BT TV has lots of features to help customers with a disability or impairment. Here are some examples.



How BT TV can help you enjoy TV

Subtitles

If you find it hard to hear what people on TV are saying, you might find subtitles useful. Subtitles are a text version of the dialogue and sound effects in programmes. If a broadcaster has added subtitles, you'll be able to see them using YouView.

Audio description

Audio description works like a narrator telling a story. It gives you information about things you might not be able to see, so you can keep up with the action.

Sign language

Sign language is visual. It uses hand shapes and patterns with facial expressions to communicate. Programmes using British Sign Language will show someone in the corner of the screen, translating the speech and expressing feelings.

Audio feedback

If you find it hard to see the screen, you might find the audio feedback feature helpful. It generates sound, so you know that YouView has received the signal when you've pressed a key on the remote control.

High-contrast colour scheme

If you find the YouView menus difficult to read, there's a high-contrast colour scheme you can use instead. It has white text on black and the menu options don't blend in with the background.



Zoom

You can make the text on your menu screen bigger or magnify part of the screen with the zoom functions on YouView.

Control your TV with other devices

You can control YouView with a device like a USB keyboard or a game controller, which can be easier than using the remote control.

Plug in a headset

You can plug a Bluetooth headset into your YouView box so you can hear the TV better.

Induction loop (with YouView+ box)

If you use a hearing aid, you can attach an induction loop to your YouView+ box. It works with your hearing aid to reduce background noise, so you get better sound and don't need to turn up the TV volume.

Record programmes (with YouView+ box)

You can record any programme or series onto your hard drive and, when you play it back, you'll be able to use the subtitles or audio description (if the broadcaster has made them available).

Pause and rewind live TV

If you didn't catch something or need to leave the room, you can pause or rewind the programme you're watching.

To find out more about BT TV accessibility features and how to use them, go to bt.com/tvaccessibility

BT Sport

BT Sport includes loads of unmissable live action. You can watch it on your TV or wherever there's an internet connection using the BT Sport app or online player.

You can find out more about BT Sport at bt.com/sport

Need some help? Take a look at page 55.

Help and how to contact us

How we can help

Our codes of practice set out full details about what you can expect from BT. You can see them by clicking the 'Codes of practice' link at bt.com or ask for a copy by calling **0800 800 150**.

If you've a complaint, go to bt.com and click on '[Make a complaint](#)'. This way, you won't have to write, print or post a letter to us and we can handle your complaint sooner. We have a Customer Complaints Code that tells you more about how to complain and how we handle complaints.

You can see the Complaints Code by clicking the '[Codes of practice](#)' link at bt.com or ask for a copy by calling **0800 800 150**. Or you can write to: Customer Service Manager, BT Correspondence Centre, Providence Row, Durham DH98 1BT.

No matter how you complain, we'll put things right as soon as we can. If you're unhappy with our response, the Complaints Code tells you what else you can do.

You can use the Complaints Code for all of our services except rented products.

If we reach a deadlock, you can usually refer your complaint to 'Ombudsman Services: Communications'. It's a free independent service.

How to contact Ombudsman Services: Communications

Phone	Fax	Textphone
0330 440 1614	0330 440 1615	0330 440 1600
01925 430 049	01925 430 059	0845 051 1513
0845 050 1614		

Email: enquiries@os-communications.org

Website: ombudsman-services.org/communications.html

How to contact the Financial Ombudsman Service:

Phone: 0800 023 4567

Website: financial-ombudsman.org.uk

Write: The Financial Ombudsman, Exchange Tower, London E14 9SR.

Useful numbers

Operator services

Dial **999** if there's an emergency.

If you're having difficulty getting through to a number, 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
- **111** – when you need medical help fast but it's not a 999 emergency. To find out more, go to nhs.uk/111
- **101** – when you want to contact your local police but it's less urgent than a 999 call. To find out more, go to police.uk/contact/101
- **18000** – free emergency services for Next Generation Text Service users.

emergencySMS

If you have a mobile phone and can't use the normal 999 service, you can contact the emergency services by sending an SMS (text) message to 999. You need to register your mobile phone before you can use the service.

For more information, go to emergencysms.org.uk

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

Free 195 Directory Enquiry

If you can't use a printed directory because of a disability, you can apply for our free 195 Directory Enquiry service. If you're one of our customers and the 195 Directory Enquiry operator connects your call, you can take advantage of any inclusive minutes included in your call package.

Similarly, if you're registered for our free 195 Directory Enquiry service, you won't be charged the initial call set-up fee if you use call return on 1471 or Answer 1571 (all other call charges apply).

If you'd like to register, call **0800 587 0195** for an application form. We're open from 9am to 4.30pm Monday to Friday.

How to get in touch with us

When you contact us, you usually need to quote your BT account number. You can find it on your bill. If you're dealing with bills on behalf of someone else using a power of attorney, you need to register it with us. For more information, go to bt.com/poa

Your online starting point for all our services is bt.com

To manage the services you have with us, including seeing and downloading your bills, tracking your orders and getting the latest offers and help, go to bt.com/mybt

You can also reach us and find out how to get help at bt.com/includingyou/help-support-contact.html

If you prefer to talk to us on the phone, you can call us for free on:

- **0800 800 150** – for our sales and service
- **0800 800 288** – for our Welsh language helpdesk
- **0800 800 151** – for faults.

Live chat

If you find speaking difficult and have a question or need some help with our products and services, you can use ‘live chat’, which is like instant messaging. Here’s how:

- 1 Go to the Help & support section at bt.com/includingyou
- 2 Choose **Ways to get in touch**
- 3 Choose **Chat online** and type in your question.

We’re open from 8am to 9pm Monday to Friday.

British Sign Language

If you use British Sign Language (BSL) and you’re one of our customers, you can get in touch with us using the SignVideo service. You need a computer or device with a webcam, and a broadband connection.

It’s a free service and is available 8am to 6pm Monday to Friday.

To find out more, go to bt.com/bsl



Connections: our newsletter for healthcare professionals

If you’re involved with community health and social care and would like to keep up to date with our latest accessibility news, why not sign up for ‘Connections’? At bt.com/includingyou, there’s a link to enter your email address at the bottom of every page.

Talk to us on social media



By tweeting us

If you use Twitter, you can contact us [@BTCare](https://twitter.com/BTCare) and we’ll tweet you back with help or suggestions. A lot of people find this a quick and easy way to contact us for help.



On Facebook

We’re also on Facebook at facebook.com/BTUK

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