



Communication Choices

Protected Services Scheme



bt.com/pss

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Do you have a disability? Are you housebound or at risk without your phone?

At BT, we want to make sure you stay safe and connected – even if you miss paying your bill because you're in hospital, for example.

Your vital link

Would you be at risk if your phone was cut off because you didn't pay your bill?

Under our Protected Service Scheme, you can choose someone to be our second point of contact for anything to do with your bill. So, if you're not around to pay it when it comes, we'll know who to get in touch with instead. And we'll protect your phone, so it'll still be there for you when you get back.

Or, if you'd rather not have a second point of contact, just give us a call. We'll tell you about the other ways we can help you.

Read on to find out more about how we can keep you connected with the outside world.

And it won't cost you a penny.

Choose a second contact

You can choose someone you trust to be our second contact. They won't be responsible for anything you owe – they're just someone we can get in touch with if we need to.

Once you've chosen someone – perhaps a friend, family member, neighbour, social worker or carer – to deal with us on your behalf, we'll need their details. Just ask them to fill in the form you'll find with this leaflet.

If they won't be available for a long while, they'll need to let us know, so we can sort out something else.

Call us

If you know you're going to be away when your phone bill is due, call us on freephone **0800 800 150**.

We'll help you sort things out in a way that suits you best. So we might be able to let you pay in advance, or we can send the bill to your new address.

Change how you pay

Paying your bills by Direct Debit or Monthly Payment Plan means you won't need to worry about being away or missing a bill.

Visit bt.com/directdebit to find out more. To set up or change the way you pay, give us a call on **0800 800 150**.

You can also manage your bills through our website. Visit bt.com/mybt and follow the steps to set up your BT ID. Once you've registered, you'll be able to see your bill, organise payments and check how much you've spent since your last bill.

Keep us up to date

If your chosen contact changes, or their details do, let us know, so we can reach the right person. Please also tell us if you don't need to use the Protected Service Scheme any more.

There are three ways to let us know:

- Fill in a new form (download one at bt.com/pss)
- Email us at ncc.g@bt.com
- Call us on **0800 919 591** (8am–5pm, Mondays to Fridays).

What happens if you don't pay

If you haven't paid your BT bill, or you don't reply to our letters, emails or calls, we'll get in touch with your second contact and try to sort out why we haven't been able to reach you.

We'll work with them to do all we can to help you keep your phone service.

If your bill isn't paid within a reasonable time, we might have to block some services on your phone. You'll then have to pay the money you owe us, and any reconnection charges.

How to apply

Joining our Protected Services Scheme is simple, – you'll find the form you need with this leaflet. All you have to do is:

1. Fill in your details in Part 1. Because it's helpful to know a little about your situation, there's space for you to tell us here too.
2. Ask your chosen contact to fill in Part 2.
3. Pop the completed form in the envelope provided and send it to us. Don't forget to use a stamp, or Royal Mail won't deliver it.

Need more help?

If you've got any questions about the Protected Services Scheme, if you aren't sure if you can apply, or if you need help filling in the form, please get in touch. You can email ncc.g@bt.com or call us on **0800 919 591** (8am–5pm, Mondays to Fridays).

More about you and BT

We've brought together lots of information about our products and services, help and support, news, advice, information – and much more – all in one place, at bt.com/includingyou

The Including You website is fully accessible and you can alter font sizes and background colour if you need to. It's compatible with Browsealoud – which reads web pages aloud and highlights each word as it's spoken – useful if you need help reading or seeing a computer screen. Many pages also have information in British Sign Language (BSL).

You can download the Including You booklet, as well as our other information for free. Just visit the website; bt.com/includingyou

Or call **0800 919 591** (8am to 5pm Mondays to Fridays) and ask us to send you a copy. If you prefer information in large print, audio (CD) or Braille, go to bt.com/mediatypes

Other ways we can support you

Power of Attorney

Find out about Power of Attorney (a legal document that lets one person make decisions on behalf of another person) and Court of Protection (deputyship) orders at bt.com/poa

If you're looking after someone's affairs for them download the **Accessing & Sharing** information guide for advice – whether you have legal power, permission only, or can't get either and need help.

Scams

Find out about scams, how to keep your personal information safe and what to do if you're targeted. Visit bt.com/scams

Unwanted calls and texts

If you're worried about nuisance calls or texts, visit bt.com/unwantedcalls for our advice on stopping them. You can also call us on **0800 661 441** (lines open 8am–10pm Monday to Friday, 9am–6pm Saturday).

Important notes

Your second contact isn't liable for money you owe.

Our Protected Services Scheme applies only to BT's products and services. We might stop you using this scheme if you don't keep to its spirit.

Protected Services Scheme Application Form

Part 1 About you (to be signed by the BT account holder)

Title (eg. Mr, Mrs, Ms, Dr)
and full name

Phone number

BT account number

Address and postcode

Email address

Mobile phone number

Please tell us about any disability or impairment
(tick the boxes which apply to you)

I have a visual impairment

I have a hearing impairment

I have a speech impairment

I have a physical (mobility and/or dexterity) impairment

I have a cognitive (e.g. thinking, reasoning or memory) impairment

I want to join the Protected Services Scheme. I understand how the scheme works and the information I've given is true.

I agree to let you know if my choice of second contact, circumstances or contact details change.

Signature

Date

Part 2 About your second contact (to be signed by the person you choose as a contact if we can't get in touch with you)

Title (eg. Mr, Mrs, Ms, Dr)
and full name

Daytime phone number

Mobile phone number

Email address

Address and postcode

I agree to act as nominee for the person named in Part 1 and certify that the details in Part 1 are correct to the best of my knowledge. I understand how the scheme works and that I won't personally have to pay, or be liable for, the account holder's BT bills.

Signature

Date

Pop the completed application form in an envelope and send to:

BT plc
Protected Services Scheme
Durham
DH98 1BT

Don't forget to use a stamp, or Royal Mail won't deliver it.

Available in other formats including
Braille, large print or audio CD.
Please go to bt.com/mediatypes
or call 0800 800 150



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