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Account no: *****

BT ID: xxxxxxxx

Ready for the next generation of calling?

<your name here>,

We're upgrading your home phone to our Digital Voice service. It's all part of improving our phone network to handle the technology of tomorrow.

Introducing Digital Voice

Digital Voice is our new home phone service. It's replacing our old copper network. That means your phone service will soon be delivered through your broadband connection, rather than your standard phone line.

What is changing?

As far as your service goes, nothing. With no change to your call plan and contract, you won't pay a penny more and your phone number will remain the same. Plus, if you have features like Call Protect and Voicemail, you'll still be able to make the most of these.

When do I switch over?

Not just yet. We'll be in touch soon to let you know your Switch Over Day. But remember, you'll need to switch to your new connection by hand.

If you have a burglar or medical pendant connected to your landline, you'll need to contact your providers to let them know that you are moving onto Digital Voice to ensure the service will continue working as normal. If you still need to contact us after you've spoken to your provider, call us on **0800 800 150**.

Don't worry, switching to Digital Voice is quick and easy. Just keep in mind these three simple steps:

STEP 1 Disconnect

On your Switch Over Day, remove your phone cable from the wall socket.

Step 2 Reconnect

Peel off the Digital Voice sticker on the back of your Smart Hub 2 to reveal the green port and plug in the phone cable.

STEP 3 Go

If you hear a dial tone, you're all set up and ready to go.

When you've finished these steps, you can make and receive calls as normal. **Remember, once we've activated your Digital Voice service, your existing phone connection will stop working.** It's worth noting that your broadband connection won't be affected – it will still be up and running during the switch over.

If your phone currently plugs into a different location to your Smart Hub 2, you can remotely connect a Digital Voice home phone or use an adapter. You can order either one adapter or a Digital Voice home phone free of charge from **bt.com/DVequipment** or **TEXT** the word **ADAPTER** or **HANDSET** to **61998**.

Want to know more?

We're working to make switching as easy as possible. But if you still have questions, we've got the answers.

Get help with Digital Voice



Terms and Conditions

Digital Voice: Compatible Smart Hub 2 required to use this service. Please note that if there is a power cut, or the broadband fails, you will be unable to make calls including those to 999.

We sent this email to you because you subscribed to BT Services via [xxxxxxx](#)

Getting in touch

Feedback or questions? Visit our [Contact us](#) page.
(Don't reply to this email, we won't see it.)

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