

**Questions from delegates at BT Digital Switchover Event hosted by the Rural Services Network
Answers supplied by BT**

QUESTION	ANSWER
<p>Internet</p> <p>Do you need the internet and high speed broadband for Digital Voice to work. For example will Digital Voice be available in areas where fibre has not yet been installed - i.e. still on ADSL?</p> <p>When will ultrafast broadband come to rural areas, where can I find a timetable?</p>	<p>Yes, you need a Broadband connection with minimum speeds of 2-4mb/s, in order to have Digital Voice.</p> <p>Digital Voice works on all Broadband technologies, not just full fibre.</p> <p>Openreach are the largest full fibre infrastructure builder and information can be found on their website as we where and when they are building FTTP.</p>
<p>No mobile signal</p> <p>How are BT dealing with areas with no mobile signal?</p> <p>Do BT know which areas have no mobile signal?</p> <p>Many people have the inadequate mobile signal just above black spot - walk up the road a bit go outside the building, lean out of window. So why only use data of complete blackspots?</p>	<p>BT is continuing to invest in the Shared Rural Network, improving mobile coverage across the UK and with hundreds of rural communities being connected to 4G in the year ahead.</p> <p>Where the OFCOM mobile coverage checker reporting tells us there is no mobile signal, customers will be provided with free Battery Backup Units (BBUs) to keep their Digital Voice landline connected in the event of a power cut. BBU's are available for other customers to purchase.</p>
<p>Public phone boxes</p> <p>Will public phone boxes work in a power cut?</p>	<p>Public phone boxes will either be moved to a mobile network solution, or the dedicated landline service if there is poor mobile signal in the area. The dedicated landline service is a powered line.</p>
<p>Old properties with thick walls</p> <p>Will Digital Voice work in old properties with thick stone walls where mobile signal is often non-existent?</p>	<p>Digital Voice will work anywhere the house has a broadband connection. The best solution will be to ensure the master telephone is plugged directly into the back of the hub/router.</p>
<p>Vulnerable Customers</p> <p>How to do you define people with additional needs?</p>	<p>Vulnerable customers include those in a mobile signal black spot, those over 75,</p>

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<p>Do you already know which customers have additional needs, or do they need to contact you?</p> <p>Can someone contact you on behalf of an individual with additional needs. If so, do you have to be a relative or could you be a neighbour, friend or from a local support organisation?</p> <p>Is it the individual or the property which is being migrated? What if a vulnerable person moves into a property which has migrated and they do not wish to use broadband?</p>	<p>those with a tele-healthcare device in the home, those with no access to broadband and those with additional needs. People can self-identify to tell us they have additional needs and therefore require more support with the move to Digital Voice, by calling “150” from their landline at any time.</p> <p>A customer is able to nominate someone else to act on their behalf in regard to their BT Account. This can be anyone they trust. They can also phone “150” from their landline to set this up.</p> <p>Once a property has Digital Voice over broadband, it will mean that this property can no longer access the analogue landline.</p>
<p>QUESTION</p>	<p>ANSWER</p>
<p>Telecare and council data sharing</p> <p>Which tiers of councils need to data share their telecare information? For example, in two tier authorities would only county councils have to share, as district councils aren't responsible for telecare, etc.</p> <p>Can you provide GDPR conditions/reassurances for councils considering data sharing and a fact sheet on what it involves?</p>	<p>Whichever tier manages their Telecare services, this differs across regions.</p> <p>The Data Sharing Agreement itself is available on the Local Government Association hub, or can be sent to a local authority by us, has all of this information on it.</p> <p>https://www.local.gov.uk/our-support/cyber-digital-and-technology/digital-switchover/digital-switchover-telecare-data</p>
<p>Telecare and life line systems</p> <p>Do BT have a list of all lifeline and telecare users?</p> <p>Which organisation is expected to keep (and keep updated) a list of vulnerable phone users, i.e. across different telecom providers? Mobile phone masts can fail in a widespread power cut and it is vital that there is a back-up plan in place when telecare is unavailable.</p>	<p>BT and all other Communications Providers with customers on the Analogue Landline, are trying to gather a list of all Telecare users, via Data Sharing Agreements with Local Authorities. It is the responsibility of each Communications Provider to understand which of it’s customers are vulnerable.</p>

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<p>Will care self-funders be included in Council Telecare lists?</p> <p>What about people who have already switched to fibre and have no landline? Can they get a 'landline'? And what if in future they need telecare?</p> <p>My mother in law has a personal alarm through PPP Taking Care. The LA would not know about people like her. Would you be able to contact companies like this to get the details of people not on LA lists?</p> <p>Are microfilters still going to be needed?</p>	<p>We also have Data Sharing Agreements in place with private Telecare providers.</p> <p>Anyone that currently only has a broadband service in their home, can also add a Digital Voice landline.</p> <p>We also have Data Sharing Agreements in place with private Telecare providers.</p> <p>You will not need microfilters anymore.</p>
QUESTION	ANSWER
<p>Power Cuts</p> <p>What happens when there is a power cut?</p>	<p>Digital Voice landlines will not work in the event of a power cut. BT are offering Hybrid Telephones and Battery Backup Units to keep the landline connected in the event of a power cut. These are free for customers with additional needs.</p>
<p>Battery Back Up</p> <p>Will battery back up be free for all customers?</p> <p>How long do batteries last?</p> <p>Will battery backup connect to network if local exchange has power cut?</p>	<p>They will be available for anyone to buy, and offered for free to customers:</p> <ul style="list-style-type: none"> - With no mobile signal - That have additional needs - Are over 75 - Have a Tele-healthcare device in the home <p>The Hybrid Telephone and BBU both provide around 8 hours of power on standby and exceed Ofcom's required hours continual talk time.</p>
<p>Cost of switchover</p> <p>Why isn't it cheaper for customers if there is no longer the cost of maintaining exchanges, or use of power in phone lines, etc?</p> <p>Vulnerable, elderly etc will be transferred free. Will all rest have to pay to transfer?</p>	<p>There is no cost to anyone, when moving to Digital Voice.</p>

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<p>House Alarms What about house alarms, will they still work?</p>	<p>Customers with burglar alarms will need to liaise with their alarm provider to understand if it is compatible with Digital Voice.</p>
<p>Call Quality Will call quality deteriorate if lots of people are using broadband at the same time? Isn't it the same landline that delivers both broadband and phone calls to the house? So how does the quality improve once the phone call is over broadband?</p>	<p>Call quality on Digital Voice will be superior to call quality on the traditional analogue landline. Voice traffic will always be prioritised over Data/Internet traffic, meaning the ability to make quality phone calls will not be compromised.</p>
<p>Hybrid phones Why not switch hybrid phone onto best local mobile network? In a long-term power cut, after a storm for example for several days or more, the remotely-powered landline is a lifeline. How long will the hybrid phone keep people in touch?</p>	<p>The Hybrid Telephone and BBU both provide around 8 hours of power on standby and exceed Ofcom's required hours continual talk time.</p>
<p>Openreach Where do Openreach fit in, what's their role in the Digital Switchover?</p>	<p>Openreach provide the network for communications providers, like BT, to buy off them and sell on to consumers.</p>