



Don't lose touch

**Stay connected – no matter what –
with our Protected Services Scheme**

bt.com/pss



Is your phone your lifeline?

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



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.

This guide tells you how we can keep you connected with the outside world.

And it won't cost you a penny.

How to 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 at the back of this guide.

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



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 anymore.

There are two ways to let us know:

- Fill in a new form (download one at bt.com/pss)
- Call us on **0800 800 150** (8am-5pm, Mondays to Fridays)

How to get in touch with 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. For example, we might be able to let you pay in advance, or we can send the bill to your new address.



Paying your bills

What happens if you can't pay

If you haven't paid your bill, or you don't reply to our letters, emails or calls, we'll get in touch with your second contact and try to understand 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 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.



Important things to remember

- 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.

A photograph of a young man with a beard and a grey t-shirt laughing heartily with an older man with grey hair and a white shirt. The older man is leaning back, laughing. They are both holding grey mugs. The background is a bright, modern interior.

Other ways we can support you

Power of attorney

You can 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 and sharing information guide for advice – whether you have legal power, permission only, or you 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).

How to apply

Have a printer?

Print out the application form on the next page then follow these steps:

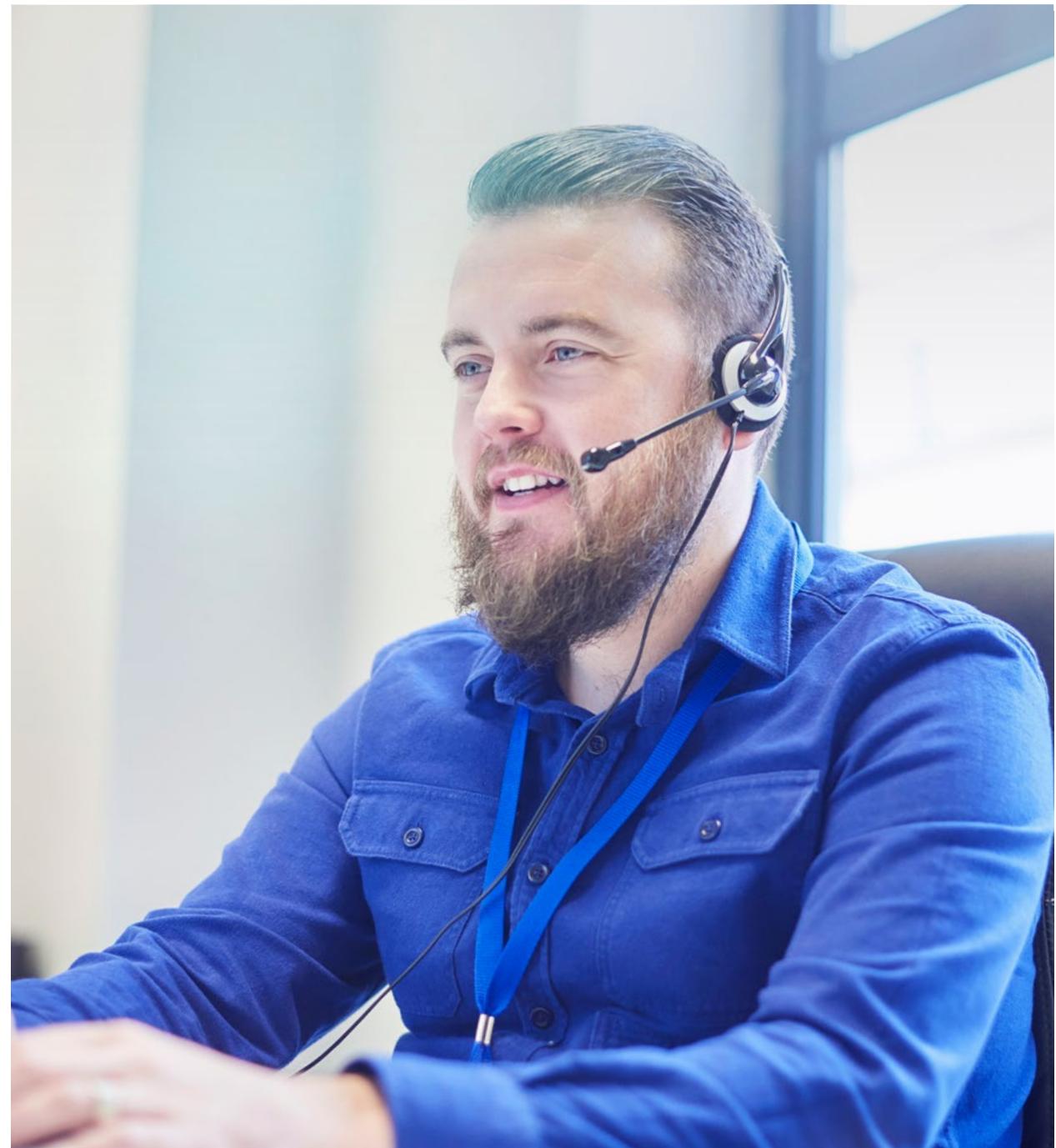
1. Fill in your details in part one. Because it's helpful to know a little about your situation, there's space for you to tell us.
2. Ask your chosen contact to fill in part two.
3. Pop the completed form in an envelope and send it to us at this address:

BT Plc
PO Box 334
Sheffield
S98 1BT

You'll need to put a stamp on the envelope or it won't be delivered by Royal Mail.

Don't have a printer?

You can get a printed version of this guide and an application form – just call **0800 800 150** and we'll send one out to you.



Just print out this page (p.7) and complete it in **BLACK INK AND CAPITAL LETTERS**.

Send the completed form to us at: **BT Plc, PO Box 334, Sheffield, S98 1BT**. Remember to put a stamp on the envelope.

Part one – Information about the applicant

This part should be signed by the BT account holder

Title and full name:

Phone number:

Mobile number:

BT account number:

Address:

Postcode:

Email:

Please tell us about any disability or additional needs

(tick the boxes that apply to you):

I have sight loss I have mobility and/or dexterity needs

I have hearing loss I have communication needs

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

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.

Signed:

Date:

Part two – About your second contact

This part should be signed by the person you've chosen as a contact if we can't get in touch with you

Title and full name:

Position:

Phone number:

Mobile number:

Address

Postcode:

Email:

I agree to act as nominee for the person named in part one and certify that the details 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.

Signed:

Date:

Need some more help?

If you have any questions about the Protected Services Scheme, if you aren't sure if you can apply or if you need help to fill in the form, call us on **0800 800 150** (8am–5pm Monday to Friday).

You can also contact us via Text Relay (find out more at relayuk.bt.com) or via British Sign Language (find out more at bt.com/bsl).

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/hereforyou.

This guide is also available in other formats including large print, braille or audio CD.

Go to bt.com/mediatypes to find out more.



Offices worldwide

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