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We're here to support you

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).

You'll also be able to find more about our **BT Call Protect** service – a free service for all BT customers that helps reduce unwanted calls. It proactively monitors nuisance calls and automatically prevents them getting through to your phone. It's free and easy to set-up.

You can sign up for the service at bt.com/callprotect or by dialling **0800 328 1572**.

Scams

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

Power of Attorney

Find out about Power of Attorney 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 to suit your situation – whether you have legal power, permission only, or can't get either and need help.

Need some more help?

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 to suit your needs. 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).

Or call **0800 800 150** and ask us to send you a copy. If you prefer information in large print, audio (CD) or Braille, go to bt.com/mediatypes



The Silver Line is a UK-wide charity, 24 hours a day Freephone helpline for older people. The Silver Line connects individuals to local services and activities, offers a befriending service to combat loneliness and in the same way that ChildLine helps children, it supports older people who are experiencing abuse or neglect and makes sure they are protected. BT has been proud to support The Silver Line from its start.

thesilverline.org.uk

Free and confidential money and debt advice

There are a few different organisations who can provide free debt advice and support over the phone and online;

- National Debtline on **0808 808 4000** or go to nationaldebtline.org
- StepChange Debt Charity on **0800 138 1111** or use the remedy debt tool at stepchange.org

For self-help debt advice use the interactive online advice service at mymoneysteps.org

You can also get face-to-face advice from organisations like your local Citizens Advice Bureau, by going to citizensadvice.org.uk
Local Age UK centres are also there to help older people.

Age UK have a 'money matters' section on their website, which offers a lot of good advice, from how to claim benefits, to advice on debt. Visit ageuk.org.uk or call on **0800 169 6565** to find out more.

Terms and conditions

All the prices and information in this guide were correct at the time we went to print (April 2017) but these may vary from time to time.

All prices include VAT at 20%, unless it says differently (this may change). Friends and Family International is a trademark of MCI Communications Corporation and is used under licence.

We've created BT Basic by working closely with telecoms regulator Ofcom and other stakeholders (people with an interest in our business), to make sure people on low incomes can still afford a phone service in their home.

Nothing in this leaflet makes up part of any contract.

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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