




Network Controlled Calling

Putting you back in control



-  Call control
-  Cost control
-  Peace of mind

Does someone you know or care for make repeat phone calls to certain numbers?

If so, you'll know how distressing and expensive this can become, especially if the calls are made to premium rate numbers.

How can we help?

We know that a phone is a vital link to stay in touch and retain independence – so taking it away to stop repeat calls is often not an option.

And we want to make sure that customers have a BT phone service they can rely on, without worrying about causing a nuisance to other users or running up unnecessary call charges.

Network Controlled Calling can help, by limiting the numbers that can be called from a home phone line.

For more information go to bt.com/ncc where you can also download a copy of this leaflet.



Call control



Cost control



Peace of mind

Why do people make repeat calls?

Just so you know, the correct term for making repeat calls is ‘confusional state telephony’, also known as ‘involuntary nuisance calls’. We’ll use the term ‘repeat calls’ in this booklet.

There are a few reasons why people make repeat calls. It could be caused by:

- short-term memory loss
- learning difficulties
- dementia, including Alzheimer’s disease
- an Obsessive Compulsive Disorder (OCD)

People make repeat calls (and other repetitive actions) because they might not remember that they’ve already done something, or because doing something over and over again gives them a sense of security.

Often, customers call a number they remember from some time ago, perhaps a family member or friend. Others dial short or simple numbers, like 100, 123 and 118500.

Sometimes, customers make repeat calls many times a day. And because some of the numbers might be charged at premium rates, it can be a shock when the bill arrives.

Our free **Network Controlled Calling** service can help people in these situations.



Network Controlled Calling

- limits which numbers can be dialled
- incoming calls not affected
- up to 10 numbers can be assigned
- free service
- easy set up by BT

How Network Controlled Calling works

We'll work with you, a family member or principle carer, to agree a list of up to ten phone numbers that can be called. We then arrange a restricted service on the landline so that only these agreed numbers, the emergency services (999 and 112) and BT's Fault Repair Service (151) can be called.

Incoming calls carry on as normal.

Is Network Controlled Calling suitable for everyone?

Network Controlled Calling can be helpful if repeat calls, especially those to premium rate numbers, need to be controlled, and no more than ten numbers to be dialled.

However, Network Controlled Calling is not suitable if more than ten numbers often need to be called or if any of the listed numbers often need changing, as numbers can only be changed once every three months. In these cases Call Barring, which helps control the types of calls that can be made, might be more suitable – find out more at bt.com/callingfeatures

Ordering Network Controlled Calling

For more information and to get Network Controlled Calling, call the Network Controlled Calling team on **0800 919 591** (8am – 5pm, Monday to Friday).

Or email us at ncc.g@bt.com


Once we know the numbers to be kept – and a few other details – we'll set things up at the local exchange. There's no charge for this service and up to ten numbers can be listed. Numbers can be changed later, but only once every three months.

When thinking about which numbers to include you'll probably like to include numbers for: a doctor, a social worker or carer, family and friends, a careline or pendant alarm.

When calling an agreed number, the full dialling code needs to be used – it might be easier to use a phone with a memory. You can find out about our range of suitable phones by clicking on 'Choose a home phone' on the 'Products and services' page at bt.com/includingyou


Need a little more help keeping in touch?

We think everyone should be able to get the most from the latest communications – whatever their need. That’s why we’ve brought together our most helpful products and services in one place – along with the latest news, advice and information to make it easier to get more from your home phone and other BT services.

 For more information go to bt.com/includingyou

Try Before You Buy centres

Our Try Before You Buy centres could also help – there’s a national network of 200 places where you can see and handle our range of phones before you buy one.

 For more information and to find your nearest Try Before You Buy centre, click on ‘Try Before You Buy’ at bt.com/includingyou

Some things to look out for when you’re choosing a phone

Illnesses, learning disabilities and mental health conditions can bring their own communication difficulties. We don’t have all the answers but here are some ideas that can help raise independence and reduce isolation.

Don’t make things complicated, look for a phone with:

- large, clear, well-spaced buttons
- stored numbers that can be dialled with easily accessible memory buttons
- speed dial buttons
- large memory buttons with space for a picture of the person the button will call

Avoid phones that:

- have lots of buttons or keys that can be confusing
- store functions behind menu options that you have to scroll through
- have ‘soft keys’ with multiple functions depending on where you are in the menu



Offices worldwide

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Registered Office: 81 Newgate Street, London EC1A 7AJ
Registered in England No. 1800000

Designed by The Art & Design Partnership Ltd
v1.0

PHME 61338