

Services for disabled and elderly customers



Bills

If you have a visual impairment, we can provide you with bills or other important documents in Braille, audio CD or larger fonts. You can also make the font size larger across the website.

195 Directory Enquiries

If you find the BT phone book difficult to hold, handle or read you can apply for a free directory enquiry service. If a call is connected via this service, the call will be charged as per our standard call tariff. To request an application form call 0800 587 0195.

Text Relay

We support the Text Relay service that allows those with text phones to make calls to people using a standard voice phone. By using the appropriate Text Relay access code (as shown below) an Operator will help translate the call between the text and voice users. Text Relay calls will appear on your bill as an Operator Call. Calls made using this service are charged at the standard rate. To use Text Relay simply dial the following codes:

- If you're a textphone user: dial **18001** before the full national number
- If you're using a standard phone to call a textphone: dial **18002** before the full national number
- To dial the emergency services from a text phone: dial **18000** - there's no need to dial 999

We are aware that some of our mobile customers are currently unable to use the 18001 text relay service. We're working to get this fixed.

Next Generation Text (NGT) Service

The NGT Service enables you to communicate with other phone users using real-time text, either directly or over a text-relay service. If you can't speak or hear on the phone, NGT enables you to have real-time text conversations linked to your phone calls, letting you stay connected whether you're at home or out and about, if you have downloaded the NGT app onto your smartphone or tablet.

For full details on each of these, and for more information on the service and how it works, please visit www.ngts.org.uk.

Emergency SMS

Customers who have difficulties hearing or are speech impaired and who need emergency assistance can send an SMS to 999 or the European emergency service, 112. The text will then be converted and passed to the appropriate emergency service. You will need to register your phone before using this service. See www.emergencysms.org.uk for more information on how to register.