



**BT Broadband
General FAQs**

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What is BT Broadband?

Q: What is BT Broadband?

A: BT Broadband uses a technology called ADSL to convert your normal telephone line into a fast digital line, bringing you all the benefits of high-speed Internet access at our lowest monthly fee yet.

Q: What are the main features of BT Broadband?

A: BT Broadband provides an instant connection: there's no waiting for your modem to dial up. You can make or receive a telephone call on your standard BT phone line whilst online. You will continue to be billed in the normal way (rental and call charges) for your standard telephone service. BT Broadband is fast - up to 10 times faster than standard 56K access. It provides access to a huge range of content and service providers and the charges are included on your normal BT bill.

Q: How will BT Broadband change my Internet experience?

A: Because BT Broadband is so fast, it makes downloading video files, accessing large email attachments or listening to music online quick and easy. Normal web pages appear much more quickly on your screen and, because you'll have an instant connection, there's no waiting around while you log on.

Q: Can I download as many music tracks and video clips as I want?

A: BT Broadband is designed to allow you to download up to about 1Gb of data per day (equivalent to approximately 10,000 images, 650 30-second videos or 200 music tracks). To preserve download speeds for all our customers, we reserve the right to control or restrict very heavy usage of the service.

Q: Can I keep my current (non-BT) email address and use it with BT Broadband?

A: It depends. BT Broadband gives you direct access to the Internet without requiring you to subscribe to an Internet Service Provider (ISP). ISPs generally include additional services such as email and webspace in their subscriptions. If you order BT Broadband and cancel your contract with your ISP, you may no longer be able to use your email address (or you may be able to receive mail to your old email address but not send it). We recommend that you contact your ISP for information on whether their email service will work via a broadband connection. You can send and receive email from a web-based email account (e.g. Hotmail, Yahoo! Mail, fmail) over BT Broadband. Visit <http://www.bt.com/btbroadbandstart> for information on additional services available from our content and service providers.

Q: Can I host my own website?

A: You can host personal websites with a number of the partners listed on the BT Broadband Start page at www.bt.com/btbroadbandstart.

Can I get it?

Q: What determines whether I can get BT Broadband?

A: Your local exchange must have been upgraded by BT to provide BT Broadband services. You will have to be within 5.5km of this exchange and your line will have to pass a line test, which includes checking for any incompatible products.

Q: How do I find out if it's available to me?

A: Click 'Can I get it?' in the menu to the left and enter your BT telephone number.

Q: Can I convert my BT Highway or ISDN connection to BT Broadband?

A: Yes, you can, but first you will need to convert your BT Highway or ISDN 2/e line back to a standard analogue (PSTN) line. This requires an engineer visit. Once this has been completed successfully, we carry out the line test. If the line can support BT Broadband, the order is placed for the service as normal. If it cannot, the line is converted back to ISDN/BT Highway at no charge.

Q: What other options do I have if I can't get BT Broadband?

A: BT has recently introduced a new service called BT Midband. This is a high speed Internet connection designed for people who can't get BT Broadband. Find out more at the [BT Midband Start page](#).

Q: What is the difference between BT Broadband and a leased line?

A: A leased line creates a permanent connection between your home/office and another fixed point. It is a 'symmetric dedicated service' (i.e. the same upstream and downstream bandwidth).

Q: Can I get BT Broadband on the same line as my alarm?

A: It depends. ADSL (the technology behind BT Broadband) isn't compatible with alarm systems which use a signal frequency above 4Khz. You should check your alarm system manual, or contact your provider to verify if this applies to your system.

If you have BT REDCare on your line, this will show up as an incompatible product at the time your order is placed. You will need to order an additional standard telephone line in order to run both REDCare and BT Broadband.

Q: Which BT services are incompatible with BT Broadband?

A: BT Broadband is not available to certain lines and services, e.g. In Contact, Light User Scheme, payphone lines, lines not provided by BT and Alarm lines. Customers on any of these, or other excluded lines, can convert their line to a standard BT line (subject to any conversion and outstanding charges required on their original service). Other incompatible line types are: Outgoing calls barred lines, Temporary Lines, Low Loss Lines, ISDN 30 or Multilines, Out of Area lines, DDI Lines, Meter Pulse Facility Lines, Custodial Tagging Lines, Call and Access Lines, Non-Served Premises, Support Lines, PSTN Splitlines, Telepoint.

Q: I'm not a BT customer. How do I get a BT line?

A: Getting a BT line couldn't be easier. Go to our [Connections site](#) to find out how.

Q: I have several PCs. Can I share my one broadband connection across them all?

A: Yes. BT's Home Networking solutions allow you to share a single broadband connection between up to 10 PC's wirelessly, or by using your existing phone sockets (which means no new wiring). To find out more visit www.bt.com/homenetworking.

What do I need?

Q: What will I need to get BT Broadband?

A: First, you must establish if your local exchange has been upgraded to offer BT Broadband. You can check this [here](#). You will also need to ensure your computer meets the minimum specification. Check this [here](#).

Lastly, you will need a broadband modem. We can supply you with a single user broadband modem and all the necessary extras when you order BT Broadband, or you may buy a broadband modem elsewhere. We also offer solutions that allow you to connect several computers, or connect a games console to the Internet via BT Broadband. To find out more about these options please check out our [BT Broadband website](#).

Q: How can I find out if my computer is compatible with BT Broadband?

A: If your computer was built in 2000 or later, it almost certainly will be. Run our automated BT Broadband [Computer Checker](#) to see if the computer you're using is compatible.

Q: What's different about the BT Broadband modem?

A: You'll need a broadband modem or router to use BT Broadband. It uses ADSL technology to provide the high-speed Internet access and is quite different from any conventional analogue modem or ISDN terminal adapter/PC card you might have (which will not connect you to BT Broadband). You can obtain this from BT when you order BT Broadband (or from other suppliers).

Q: What are microfilters and why do I need them?

A: Microfilters are adapters which plug into each of your telephone sockets. They ensure that the data signal (for accessing the Internet) is cleanly separated from the voice signal (for making/receiving voice calls). Without microfilters, calls may suffer interference and your BT Broadband connection may not work properly. You will need one microfilter for every phone, fax or digibox you use.

Q: Where can I buy microfilters?

A: The BT single modem pack contains two microfilters, and you can order extra ones from us, up to a maximum of four. If you want to buy microfilters elsewhere, make sure they're designed to operate on ADSL lines in the UK. Using the wrong filters may cause problems with voice calls and connection speeds. You can order microfilters online, or alternatively, contact us on **Freefone 0800 800 060**.

Q: Do I need an account with an Internet Service Provider (ISP) to use BT Broadband?

A: No. BT Broadband gives you direct access to the Internet without an ISP. The difference with BT Broadband is that ISPs generally include additional services such as email and webspace in their subscriptions. BT Broadband gives you the choice of what services you want to take. See our [Getting started](#) section for more information.

Q: Can I connect more than one computer to my BT Broadband connection?

A: Yes. We offer several options for connecting more than one computer, although BT Broadband does not offer technical support for networks. See our [Home networking](#) section for information on what's on offer.

Q: What do I need to keep my system secure?

A: When you have a connection to the Internet that is 'always on' like BT Broadband, it's important to install 'firewall' software. This will help prevent anyone from accessing your computer and files without your permission. You should also consider installing anti-virus software.

It is possible to purchase combined firewall and anti-virus software which will effectively protect your computer. Please visit www.bt.com/btbroadbandstart to see the range of security products offered by our partners.

Note: BT accepts no liability for any damage, loss, or inconvenience suffered as a result of computer virus or unauthorised access.

Q: What do I need to do if my computer is not compatible with BT Broadband?

A: If the BT Broadband Computer Checker indicates that the compatibility issue relates to either Operating System, computer memory, USB port, CD-ROM drive or hard disk, you will in most cases be able to resolve the problem by upgrading or adding the relevant component. Please consult your IT equipment supplier.

If your processor (or the number of processors) in your computer is incompatible, you'll need to connect to BT Broadband from another computer. You can lease a compatible computer from BT. Visit our [Home Computing](#) page for more details.

What does it cost?

Q: How much is BT Broadband?

A: If you order BT Broadband before 30 September 2003 for installation before the end of October you'll get one month's line rental **free**. If you order online you'll get £10 off the single modem pack (£40. Otherwise £50). If you pay via Monthly Payment Plan or Direct Debit, the monthly line rental for BT Broadband is £27.00 (£28.00 otherwise)*.

Q: How do I pay for BT Broadband?

A: Connection to BT Broadband (if payable) and your monthly rental charge will appear on your normal BT phone bill. Choose whether to pay for the BT Broadband modem pack and/or additional microfilters on your BT phone bill or by credit/debit card (you can also pay by cheque if ordering by phone).

Q: Do I still need to pay for my phone calls and standard line rental?

A: Yes - BT Broadband is an additional service and charged in addition to line rental. All telephone calls are charged in the usual way.

Q: Do I need to have a Monthly Payment Plan (MPP) or Direct Debit (DD) before I order BT Broadband?

A: No, but paying by either MPP/DD will save you £1.00 per month on your BT Broadband monthly charge. You can apply online for MPP/DD once you've completed your BT Broadband order.

Q: Why is the total on my credit/debit card bill showing charges 1 or 2p more or less than it should be?

A: Prices are calculated including VAT for each item. When you order items, the calculation adds the prices of each item excluding VAT and applies VAT to the total. In some circumstances this may make the total cost fluctuate by a penny more or less.

* Monthly Payment Plan is subject to status. Written quotation available on request. The Payment Plan will include the monthly fee of any product or service you've ordered PLUS estimate call spend. Monthly amounts payable may vary. Lower rental is subject to payment of any outstanding bills required. BT reserves the right to bill separately any charges due in respect of any service provided or equipment supplied. There is no charge for credit (0% APR).

Ordering

Q: What other products or services might I want to cancel if I order BT Broadband?

A: As BT Broadband provides unlimited Internet access, you may no longer require any existing flat rate or unmetered dial-up access contract (e.g. BT Together/SurfTime or Freeserve Anytime). You should note that you may lose any email services you have through your ISP if you cancel your contract with them.

Q: How are the modem and microfilters delivered?

A: Your broadband modem pack will be sent recorded delivery and will require a signature on arrival (you can tell us which address you'd like the pack delivered to when you order). The BT broadband modem pack is sent out to arrive on the day your BT Broadband connection is activated. If you order additional microfilters, they should arrive the same day.

Q: Is the BT Broadband modem covered by a warranty?

A: Yes, the modem has a 12-month warranty. Within this period, BT will replace the modem free of charge should there be a problem with it. Outside of this period, replacements will be charged at the published price.

Q: What is the contract term for BT Broadband?

A: BT Broadband has a minimum contract term of 12 months. This allows us to provide BT Broadband services at a competitive price level.

Q: What is the CVC2 number on my card?

A: The CVC2 number on your credit/debit card is the three digit number printed on the signature strip and is often referred to as the card security number.