



# Digital Voice Terms and conditions

Last updated 24 February 2022

## 1. What is Digital Voice and how does it work

- Digital Voice is a telephone service which enables you to make voice calls over your broadband service without the need for a separate landline.

## 2. Is Digital Voice available with any Zen BB Package?

- Digital Voice is only available with certain compatible broadband services. It is currently available with Full Fibre Products, and Unlimited Fibre 1&2 (where the underlying technology is SoGEA- our sales team can help with this).

## 3. Will my Digital Voice service include all the same features as my standard telephone line service?

- The Digital Voice service may not include all the same features as our standard fixed line voice service. Some features may be accessed in a slightly different way to the way you do today. The great news is that some features which are chargeable on a standard phone line, are included free of charge in Digital Voice – see table below.

Feature	Standard Line	Digital Voice
Voicemail	Y	Y
Call Forwarding	Y	Y
Number withhold (141)	Y	Y
Number presentation/ CLI inbound presentation	Y	Y
Call History	Y	Y
Call Barring	Y	Y
Call Waiting	Y	Y
Number blacklisting	Y	Y
Ring Back	Y	N
Reminder Call	Y	N
Three way calling	Y	N

#### **4. Will I be able to use my existing telephone handset?**

- Yes – your existing telephone hand set will plug into your FritzBox! Broadband router.

#### **Calls to Emergency Services. IMPORTANT.**

The Digital Voice Service works by delivering phone calls over the internet. The service needs an active broadband/internet connection AND a power connection to work. Therefore, the service will not work if there is a power failure, or your broadband service is not working.

This means that calls to the emergency services numbers 999 and 112, may fail if there is a power cut or if your broadband connection fails. You should ensure that you have adequate alternative means to contact emergency service in the event of a power failure or broadband outage, such as a mobile phone with a good signal

You accept that we may pass your address to the Emergency Services and that it will be used to locate you during a 999 call. The address provided must be the location where the service will be used and it is your responsibility to notify Zen of any changes to this information.

#### **5. Will calls cost the same as standard voice calls?**

- Bundled calls come as standard with the Digital Voice service and are included in the price. The Calls to UK landline and UK mobile numbers are all included up to a maximum of 1,000 minutes (16.5 hours) each month. Calls over and above the included calls will be charged at our standard pence per minute rates, as will international and premium rate calls.

#### **6. Which numbers can I call using the Digital Voice Service?**

- You will be able to dial most telephone numbers/destinations with the Digital Voice service , however some calls will be chargeable. A full list of international and premium rate call charges are available on our website. You can also call Zen to block premium rate and international calls from being made from your Digital Voice service,

#### **7. I'm switching from another provider – can I bring my existing number with me?**

- Yes- You can port your existing telephone number to Digital Voice from most providers.

#### **8. I have extensions in multiple rooms- will these still work?**

Unfortunately, with the switch to IP internal phone extension wiring will no longer work. Our suggestion is that you buy a dect base station and cordless phones. Alternatively, you could use the Fritz!FON application on your smart phone to take your Digital Voice calls in any room from your mobile phone.

#### **9. Can I use my own Router?**

- Digital Voice has been designed specifically to work with the FritzBox! router we provide with your broadband service, therefore we cannot support 3<sup>rd</sup> party devices at this time.

#### **10. Will Digital Voice work with my alarm or care line?**

- Digital Voice is not designed to work with care lines or alarm lines. With the pending switch off of the PSTN network we suggest you speak to the provider of these services to confirm their plans for the move to IP.

#### **11. Standard terms**

Our standard terms and conditions apply in addition to these terms, which you can find here <https://www.zen.co.uk/standard-terms-conditions>.