Swish Voice

Frequently Asked Questions

Swish fibre™

What is VoIP?

VoIP stands for Voice over Internet Protocol. It uses your fibre broadband internet connection to enable you to make and receive telephone calls. Your Swish Voice phone service is a VoIP service and does not use the copper wires used by the old Public Switched Telephone Network (PSTN) phone services.

Can I use my existing phone handset?

Most modern phones will work with our phone service. You will need an adaptor (BT socket to RJ11 plug) to plug your phone into the 'Voice 1' telephone port of your ONT. You can find instructions here **www.swishfibre.com/voice-installation**

If you have ordered our VoIP service our installer will be able to provide you with an adaptor.

Will my existing internal telephone sockets work with Swish Voice?

No, the handset must be plugged directly into the 'Voice 1' telephone port of your ONT and will be completely separate to the previous telephone sockets.

Can I keep my existing telephone number?

Yes, we can port your number to us. You should not cancel your existing phone contract with your current supplier until the phone number porting is complete. If you cancel your service before the porting process is complete they may reallocate your telephone number which will mean that your current number will not be able to be ported.

I don't have a landline at the moment, can I still get Swish Voice?

Yes. If you don't have a landline we can provide you with a new telephone number when you sign up to Swish Voice.

How long does it take to port my existing telephone number?

We will send you a Letter of Authority (LOA) to complete and sign so that we can port your telephone number to us. Once we've received your LOA it typically takes about two weeks to port your telephone number to us. There may be some rare cases where we don't have a porting agreement with your current provider and we are unable to port your number to us. In these circumstances we can provide you with a new telephone number so you can take advantage of having Swish Voice.

Do I need to dial the area code prefix for all calls made with my Swish Voice service?

Yes, you'll need to dial the area code for all calls, whether local or national, made with your Swish Voice service.

Is the service compatible with an Emergency Alarm?

If you have fire, security or care alarms, or telehealth devices connected to your current phone line you will need to check with your device provider that they will work with a VoIP service.

VoIP requires the ONT to be powered on and working. In the event of a power failure your alarm may not work. Please check with your device provider.

What are the calling charges for Swish Voice Go and calls not included in my Inclusive minutes Voice plan?

Calls to UK geographic numbers starting 01 and 02, and to non-geographic numbers starting 03 are included in your minutes for the Swish Voice UK and Swish Voice World plans. Calls to premium rate numbers and other numbers such as those starting 084, 086, 09 or 119 are excluded. All call charges can be found in the Voice Call Plan and Charges document at **www.swishfibre.com/legal**

What destinations are included in my Swish Voice World package?

Inclusive destinations can be found in the Voice Call Plan and Charges document at **www.swishfibre.com/legal**

Can I change my Swish Voice plan?

Yes, you can change your Swish Voice plan.
Please contact our Sales team on **0800 0489415** or **sales@swishfibre.com** . Terms and conditions apply.

Why does my phone not ring when receiving calls?

There are a few reasons why this could be happening:

- Check that the ringtone volume on your phone is enabled and turned up.
- Ensure the handset is connected directly to the 'Voice 1' telephone port on your Swish ONT using the adaptor provided.
- If your handset is an old one the configuration of the connectors may be different. Replacing the line cord adaptor provided with an adaptor which has a ring capacitor may solve the problem.

If you are still having issues please contact our customer care team on **0800 0489415**.

Will my Swish Voice phone service work if there is a power cut?

No. Your Swish Voice phone service will not work if there is a power cut or broadband outage. This means that you will not be able to make calls using your Swish Voice phone service, including calls to the emergency services. You will need an alternative way of making calls, for example a mobile phone with a good indoor signal.

If you do not have another way of calling the Emergency Services, please call our customer care team on **0800 0489415** and we will arrange for a Battery Backup Unit (BBU) to be provided to power your phone for at least an hour. Please note that for the BBU to work you will need a corded phone, as this solution will not work with cordless phones that require their own mains power.

What is a Battery Backup Unit?

In the event of a power failure, you won't be able to make calls (including to emergency services) either using Swish's telephone service or any other landline/fixed line telephone service that works over your Swish broadband connection. A Battery Backup Unit (BBU) is a device that, when correctly installed and connected to the ONT, can provide an additional supply of power to keep your Swish broadband connection active for at least one hour during a power failure, allowing you to use it to make landline/fixed line calls during this time.

To make these calls, however, you'll need to use a corded phone plugged into the Swish ONT. DECT cordless phones won't work during a power failure because they need their own power supply.

We offer BBUs free of charge for customers of our Swish Voice phone service if they do not have an alternative means of contacting the emergency services in the event of a power cut, such as a mobile phone with good coverage within their home, and/or they have a disability and/or accessibility requirements that make them more reliant on it. If you think that you need a BBU please contact our Customer Care team on **0800 0489415**.

Please note that we reserve the right to charge you for the BBU if we find out that, at the time you requested it, you did not meet the criteria outlined above.

How do I set up [and maintain] my Battery Backup Unit?

You can find instructions on how to set up and use your Battery Backup Unit on the Your BBU page **www.swishfibre.com/voice-BBU**

You should test and recharge your BBU every 6 months. When you test your BBU, if it no longer provides power to your ONT for at least one hour you will need to contact our Customer Care team on **0800 0489415** to get a replacement.

I have a mobile phone but I am a textphone/text relay user?

You will need to have downloaded the Next Generation Text app and/or have registered for emergency SMS.

What Calling features are available with my Swish Voice service?

- **Caller display**
  If your phone is compatible with the service then the Calling Line Identification (CLI) number of the caller will be displayed unless the caller has withheld their number.
- **1471 - Missed call CLI**
  Dial 1471 to hear the CLI of the last call to be received but unanswered. If the CLI is withheld on the incoming call a suitable message will be played.
- **141 – Set CLI restriction**
  Withhold your CLI for one call. E.g. to call 01234 123456 anonymously dial 14101234123456
- **21 – Call Forward Unconditional**
  To forward your calls to another number e.g. to 07898 123456 dial *21*07898123456# and to disable it dial #21#

If you wish to withhold your CLI for all your outbound calls please contact our Customer Care team on **0800 0489415** to arrange.

Please note that we make Calling Location Information available to the emergency services when you use emergency call number "**112**" and "**999**". This provides the emergency services with the location of your Swish Voice phone service.

What can I do to stop nuisance calls?

There are some things you can do to reduce and/or report unwanted calls:

- **To prevent sales and marketing calls** Sign up to the TPS (Telephone Preference Service). Register your phone number at:
  www.tpsonline.org.uk/register

- **Report scam calls to Action Fraud:**
  Tel: **0300 123 2040**
  Website: **www.actionfraud.police.uk**

- **You can use a Nuisance Call Blocker phone:**
  - Phone provides options to block calls by specific numbers or number ranges
  - Available from major suppliers.

Swish Voice

For more support get in touch:

E: support@swishfibre.com

T: 0800 0489415

@SwishFibre

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Swish Fibre Ltd, 13 Salisbury Place, London, W1H 1FJ (Reg. No: 11486930) registered in England and Wales

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