



Frequently Asked Questions



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.

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. It will be completely separate to telephone sockets.

Voice 1 port



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.

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.

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 means you could lose your current number.

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 around 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.

Why does my phone not ring when receiving calls?

If your phone isn't ringing, try these:

- 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. Cordless DECT 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, like a mobile phone with good coverage within their home, a disability, or accessibility requirements that make them more reliant on a connection. 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 Swish Voice page: www.swishfibre.com/voice

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, 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 message will be displayed.

- **141 – Withholding your number**

To withhold your number for one call, dial 141 before the number you want to call.

- **21 – Forwarding your calls**

To forward your calls to another number, dial *21* before the number you want to call. 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 numbers “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 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
- **Use a nuisance call blocker phone**
This provides options to block calls by specific numbers or number ranges.

Can I still get a traditional printed BT phone book?

Good news. In a world that's increasingly digital, printed telephone directories are still available. To find the right one for your town or region, go to www.shop.BT.com. As of April 2023, the cost was around £10 plus postage.

What happens if Swish doesn't port my existing number on the agreed date?

We'll tell you the date your existing number will be transferred to your new Swish Voice service. If we miss this date through our own fault, we'll give you £5 of service credit for every extra day you wait, up to a maximum of 20 days. You'll also be entitled to this service credit if we fail to get your Swish Voice up and running by the agreed date. Again, it will be £5 per day, up to a maximum of 20 days.

Please see our guidance on billing, compensation, refunds, and debt collection in the legal section of our website ([swishfibre.com/legal](http://www.swishfibre.com/legal)) for more information.

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.

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?

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.

For more support get in touch:

E: support@swishfibre.com

T: 0800 0489415

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