

Incompatible products for ADSL provisioning

Please find below a list of incompatible products:

- Alarm lines
- Multi auxiliary working lines
- Caller redirect
- Meter pulse facility
- Analogues Direct Dialing In (DDI)
- Feature net
- Internet callers
- ISDN2e / ISDN30e
- Line concentrators
- Lines served via TPON
- Low loss lines
- Low user scheme lines (only BT Retail)
- Night busying
- Out of area lines
- Payphone lines
- PBX
- Privacy sets
- Temporary lines

If you are unsure of what your incompatible product is, or want to discuss having it removed please advise your customer to contact BT150 (residential) or BT152 (Business). Alternatively you can contact BT's TAGS Online team on 0800 169 9576 this Line is open from 9am to 6pm.

Should this fail please advise the customer to provide you with a new number that is a standard analogue PSTN phone line.