



**British
Antarctic Survey**

NATURAL ENVIRONMENT RESEARCH COUNCIL

BT ODYSSEY – GUIDANCE NOTES

Introduction

The British Antarctic Survey is introducing a new way of accounting and charging for personal telephone calls from Antarctica. The system is run by **British Telecom (BT)** and is called “**Odyssey**”. It is based on the principle of using account numbers and security PINs, with the call costs charged directly to the individual every month, either to a credit card or directly to a bank account using direct debit facilities.

The Odyssey system is very similar to the standard BT Chargecard but with two important differences:

- Odyssey call costs are significantly cheaper than standard BT Chargecard costs.
- You do not require a BT home phone to use Odyssey.

These guidance notes will, hopefully, address any issues that you may have and will assist you in completing the application form.

How does the system operate?

The system is menu driven and can be used anywhere that has access to the Public Service Telephone Network (PSTN). In the case of the Antarctic, this means any base or ship that is connected back to Cambridge via a VSAT system. To use the system:

- Firstly obtain an outside line. This is usually achieved by dialling **9**.
- Then dial **144** to access the BT Odyssey system.
- Using the keypad on the phone, enter your account number and security PIN when prompted to do so, and then follow the instructions for making a call or accessing other features.

How much will it cost?

There is no monthly fee or set up fee for using Odyssey. All UK calls are charged on a “per second” basis with a 1 minute minimum charge, and all non-UK calls are charged on a “per minute” basis according to the current tariff which you will receive from BT with your account details. All UK calls will be charged at **12 pence per minute** (plus VAT).

Can I use my own BT Chargecard or other network chargecard?

Yes! Any chargecard issued by a telecoms company (e.g. BT, ATT, C&W, etc) that will work on the PSTN will also work in Antarctica and you are free to use it. Please note, however, that the tariff of charges for BT Odyssey is likely to be significantly cheaper than the tariff for standard telecoms chargecards.

Will there be any other way to make personal phone calls?

BAS, as an organisation, will no longer be accounting or charging for personal calls in Antarctica. It is each individual’s responsibility to set up a BT Odyssey account or to acquire a personal chargecard for making personal calls.

A separate system exists for using Iridium phones to make personal calls whilst “in the field”. BT Odyssey does not cover this.

What do I do if my bank doesn’t operate the Direct Debit scheme?

If your bank does not operate a Direct Debit scheme (this may apply to some non-UK banks), then you will need to set up your Odyssey account to charge directly to a credit card.



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Can I check my BT Odyssey account “on-line”?

Not yet, but BT plan to introduce this feature within the next 6 months.

How do I obtain a BT Odyssey account number and security PIN?

Simply fill out the attached application form, sign it and **FAX** it to BT on **0800 671192**.

BT will then set up your account and e-mail you the account number and your chosen security PIN, usually within 24 hours. You can then start using the system immediately.

If you have any queries setting up an account, please contact the corporate helpdesk on:

zzbtcorp@bt.com

(The form will need to be faxed, rather than e-mailed, as the signature is required to set up the Direct Debit or credit card charging.)

Application Form – Helpful Notes

Section 1 – Personal Details

Please enter your personal details.

- Your contact address and phone number needs to be a UK contact (e.g. next of kin, etc). This is only for reference. All correspondence concerning your Odyssey account will be undertaken by e-mail.
- Your e-mail address needs to be accessible by you as this is where your account number and security PIN will be e-mailed. Your monthly statements will also be e-mailed to this address. This can be changed, i.e. you can set up your account using your BAS Cambridge e-mail address, then, once you leave for Antarctica, you can inform BT of your BAS Antarctic e-mail address and all your statements and correspondence will then be directed to your Antarctic e-mail address.
- Your job title / description in BAS and the likely end date of your contract, if applicable. This gives BT a cut off date for your Odyssey account, however, this can easily be changed if your contract changes by simply e-mailing the BT corporate helpdesk.

Section 2 – Bank Details for Direct Debit OR Credit Card Details

Please note, your personal call costs will be charged directly to a credit card OR directly to a bank account using Direct Debit. In this section, please fill out details for one or the other, NOT both.

- For Direct Debit from a bank account, you will need to supply bank account name, branch address, account number and sort code.
- For credit card charging, you will need to supply the credit card account name, card supplier and type (e.g. Barclaycard VISA), card account number and card expiry date.

Section 3 – BT Odyssey Account Details

Please supply an account name, as you would like it to appear on your statements, and a security PIN (4 digits). Your security PIN can be changed at any time once your account has been activated.

Section 4 – Declaration

This section must be signed and dated otherwise it will not be possible to set up Direct Debit or credit card billing.