

# Secure voice communications

DFTS Voice services

Communications from  
UNCLASSIFIED up to  
SECRET levels



Quickly liaise with colleagues  
in different locations



DFTS delivers proven value for  
money and is MOD's preferred  
supplier



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## DFTS Voice services

DFTS voice services facilitate conversations at levels of classification appropriate to the topic under discussion.



**Circuit Switched Service (CSS)** is the primary voice service for MOD. Connecting all MOD sites, it carries about 750,000 calls at RESTRICTED every working day and is usually the default service for a normal telephone extension on an MOD desk. Numbers can be published in the MOD's internal directory to help others locate you. As well as being able to dial other MOD users directly, you can also call numbers on the Public Switched Telephony Network (PSTN) although, once on that public network, conversations must be conducted at an unclassified level.

The **Secure Speech Service (SSS)** enables conversations between users to take place at up to SECRET. The service can access other secure voice users on MOD, Other Government departments, allied forces and into operational theatre networks. Although separated from the Circuit Switched Service for security reasons a simple dialling scheme based on the existing DFTS CSS dial codes means users don't need to remember two disparate numbers when calling either the 'Restricted' CSS or 'secure' SSS networks.

We're helping you control costs as on net calls on CSS and SSS are free. Calls across the Public Switched telephony Network (PSTN) are necessarily UNCLASSIFIED. They still make up a large proportion of all calls made by MOD in carrying out their daily business. DFTS provides very competitive rates for UK local and national calls, calls to mobile operators and international PSTN calls made via the site telephony switch by offering an economy of scale to MOD under our **Managed PSTN service**.

**Voicemail** is a valuable means of staying in touch. If you are busy or away from your desk callers can leave a message that you can pick up either remotely or from your desk phone. Voicemail is available with SmartNumbers or Meridian Mail and we can advise the most appropriate service for you.



Ordering is simple. Your Authorised Telecommunications Officer (ATO) can place an order on your behalf using the online DFTS Catalogue of Services, and the codes below.

### Service codes

All DFTS services codes begin with two letters which are standard to that specific service. They are followed by four letters/numbers which identify the variant of service you wish to order. Exact service codes can be found in the DFTS Catalogue of Services.

eVTC codes are: VT followed by XXXX

CSS codes are: CS followed by XXXX

Managed PSTN codes are: XV followed by XXXX

Voicemail codes are: CS followed by XXXX

Contact the Customer Assured Service Centre (CASC) to find out what we can do for you

0800 389 2272 (Option 8)

or email [dfts.comms@bt.com](mailto:dfts.comms@bt.com)

[www.dfts.r.mil.uk](http://www.dfts.r.mil.uk)



The Defence Fixed Telecommunications Service (DFTS) is delivered by BT on behalf of MOD and delivers proven value for money under a single supplier agreement. BT, as an established supplier and innovative provider of ICT infrastructure, works with ISS Networks to deliver flexible, secure and seamless communications to the UK Armed Forces. Other Government Departments (OGDs) and Defence industry partners can sign up to DFTS services through a DFTS Catalogue Access Agreement (CAA) or Memorandum of Agreement (MoA).

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