

The Digital Phone Switchover

What you need to know

What is the digital phone switchover?

The UK's telephone network is changing.

Between now and January 2027 most telephone providers will be moving their customers from old analogue landlines over to new upgraded landline services using digital technology. This means services that rely on the old landline system such as home phones, telecare and health devices will need to be compatible.

How will it affect me/what do I need to do?

The good news is – your landline isn't going anywhere and for most consumers and businesses, this change will be straightforward. In fact, many customers are already making the switch when they upgrade to fibre broadband.

Your telecoms provider (for example, Vodafone or BT) **should contact you before the switchover** to check in and discuss what you need to do to make sure any reliant services you may have aren't affected. However, we're encouraging everyone to know what to expect.

The change may be as simple as plugging your phone into a broadband router rather than the phone socket on the wall, or you may be given a new router to do this.

Please note that your provider will move you to a digital service before January 2027. If you care for a vulnerable person, please keep an eye out for correspondence notifying of a switch over date.



If you have any concerns or questions, please contact your telecoms provider directly.



If you or a relative uses a Telecare alarm (can also be known as community alarm), please contact your provider to check that it is compatible.

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Other Devices

If you have other devices connected to your phone line that you may have purchased, such as alarm systems, you might need to upgrade your device to make sure it is compatible.

If you are unsure about how a device in your home or business might be affected, it is recommended you contact the equipment supplier or device manufacturer to find out whether it will remain functional on a digital phone line.

People who use health monitoring or telecare devices should check if the switchover will affect how they work.

KEY POINTS TO REMEMBER

- If you have any queries or have no means of making emergency calls contact your **communications provider**.
- If you have a telecare alarm (can also be known as community alarm), please contact your provider to check that it is compatible.
- Check with the appropriate equipment manufacturers if you have any other devices supported by your existing telephone line (such as intruder alarms) to check it will work digitally.
- Most telecare alarm providers will have upgrade plans, if your phone line has or is due to be upgraded by your communication provider let them know.

In a Power Outage

Digital landlines cannot carry an electrical power connection, so in the event of a power cut they will not work. If you have a mobile phone this can still be used, but if you've no other means of calling the emergency services your telecoms provider will offer a solution to allow calls to be made to emergency services.

You should tell your telecoms provider now if you have no other way of making emergency calls.

Scams

There have been incidents reported of scammers contacting vulnerable users in relation to digital migration. Communication providers or telecare services will never call you to ask for money.

Contact is usually by letter and charges are only applied to normal invoices. If you are in any doubt as to the authenticity of a caller, just hang up and call your communications or telecare provider to report the incident, using a trusted phone number, such as the one on the bill.

