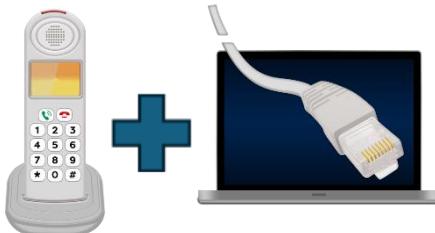


Digital Switchover



Why is it happening?

- The UK's phone network is changing
- It is changing because the network is old and doesn't always work. Digital is faster and works better.



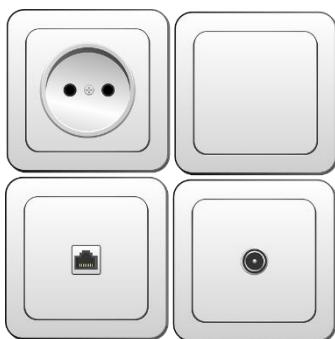
What is replacing the old network?

- Calls on house phones will use the same digital network used for broadband.
- Most calls are already made in that way.
- The change should be finished by January 2027.
- You can speak to your phone provider to find out when your line will be switching.



What will it be like and what do I need to do?

- Your phone provider will tell you when you will switch and make sure your service stays the same.
- If you have broadband, you will change network by plugging your house phone into the router instead of the wall socket.
- Some people with only a house phone might be given a router to use to power the phone.



You can find out more about what to expect here [Digital switchover hub | Local Government Association](#)



Who are vulnerable people?

People are vulnerable if they:

- Are over 75 or have extra needs.
- Use a personal alarm or healthcare device.
- Do not use broadband at home.
- Live where there is no mobile signal or do not have a mobile phone.



Why might vulnerable people need to take action?



- Digital lines do not carry a power source like the old lines. This means the new network will not work if there is a power cut.
- If you or someone you know needs a landline or uses Telecare for a fall monitor, lifeline or personal alarm, you need to tell your phone provider.
- Phone providers must make sure vulnerable people are able to make emergency calls in a power cut.



Contact your phone provider if you or someone you know:

- Is vulnerable or
- is worried or has questions about making sure the phone isn't going to be affected.

Call 150 to speak to your phone provider

or

Call the number on your phone bill.

- Tell them you or someone you know is vulnerable and needs extra support.



What help do vulnerable people get from the phone provider?



- They can have a free battery and phone for emergency use.
- A friend or family member can be chosen to help with the switch.
- They can have Telecare support from Spring 2025 with help from an expert to make sure it works after the switch.

For people who do not use broadband



- BT has a service to help while the switch is happening. This will work until 2030.
- Other phone providers have other ways to keep phones working.

Where can I get more information?



- **The UK Government** - [guide to change to digital landlines](#)
- **Age UK** has useful information about Digital Switchover - [Changes to landline telephones](#)
- **Which?** - [guide to landline switchover](#)
- **Openreach** - [Fact sheets, questions and information](#)
- **Broadband Genie** - has an easy-to-understand guide - [Top Tips to get ready for Digital Voice](#)