



Digital Landline Switchover

Home users



How can you help



Spread the word with your family, friends, and neighbours.

The digital landline is coming. Are you ready?

The UK's home phone (landline) service is getting an upgrade. The transition has already started and will continue over the next few years. Soon, most landline calls will be made over a broadband line.

The switchover should be straightforward. Your phone number will remain the same, and most handsets work fine with the new system.

However, there are some steps you need to take to make sure your landline services continue to work. Your phone company will inform you ahead of the migration, but preparing now can make the transition smoother for you.

Nothing changes for you if

- You already have **Digital Voice** or Internet calls service from your provider.
- You are a **mobile-only household**.

If your landline is migrating

- Check if other devices are connected to your landline (e.g. telecare, burglar alarms, etc.).
- Ask the device manufacturers if those connected devices are digital-ready.
- Inform your phone company about your devices.
- Let your phone company know if you are a vulnerable customer.
- Share this leaflet with your family, friends, and neighbours.

What you need to do

If you already have broadband, the switchover could be as simple as unplugging your phone line from the wall-mounted socket and plugging it into the back of your broadband router. If you don't have access to broadband you don't need to worry. Phone companies are working on solutions to keep all customers connected and will be in touch.

Some households may have other devices connected to the phone line (burglar alarms, telecare devices, fax machines, etc.). If you use such connected devices, check with the equipment providers whether your kit needs upgrading. And, let your phone company know.



Beware of scams

Criminals may use the switchover as an opportunity to scam others. If someone contacts you, follow this advice:



STOP – Take a moment to stop and think before sharing personal information.



CHALLENGE – Never feel rushed or pressured into making a decision. If you're suspicious, hang up and call the official company number.



PROTECT – If you think you've been a victim of a scam report it to your communications provider and to Action Fraud by calling 0300 123 2040.

Power outages

In the event of a power outage, digital landlines won't function until power is restored. We strongly recommend you have a mobile phone available for emergencies. Device providers and phone companies have different support on offer for those who need it.



Vulnerable people

Vulnerable customers, like telecare users, should inform their phone company about their needs and check if their equipment is "digital-ready." Telcos are working with local authorities and telecare providers to assist vulnerable customers. Encourage those relying on landlines to contact their phone company and social care provider.



Checklist

Before the switch

- Make a note of connected devices (alarms, telecare, security systems) that use the landline.
- Contact the device manufacturers for guidance.
- Inform the phone company about connected devices and additional communications needs.
- If you are a vulnerable customer (such as a telecare user), let your phone company know.

On the day of the switch

- Follow the guidance of your phone company and device providers.
- Run tests to ensure everything works.

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Let's make the
switchover
smoother for
everyone.