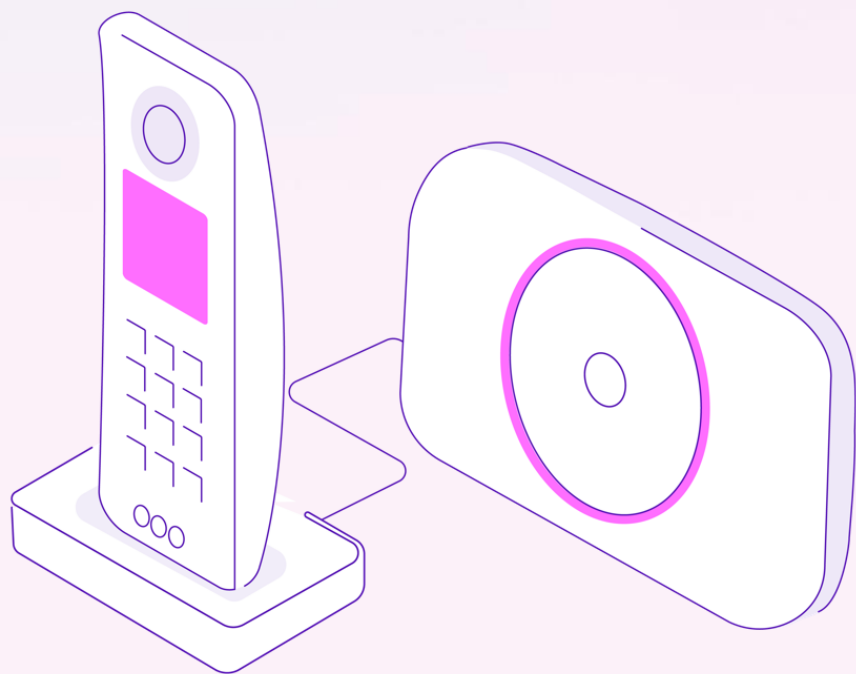


Digital Voice

The digital home phone upgrade

May 2024

The UK's landline telephone network is changing

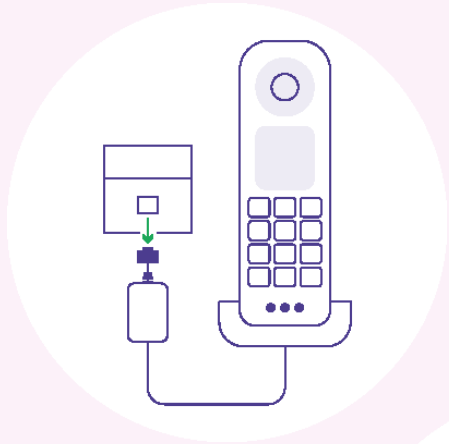


The whole of our industry (not just BT) is upgrading to digital phone lines. Calls will be made over our broadband network, rather than the old analogue technology. Some parts of the analogue network are over 100 years old, and as a result, the technical fault rate is increasing year on year.

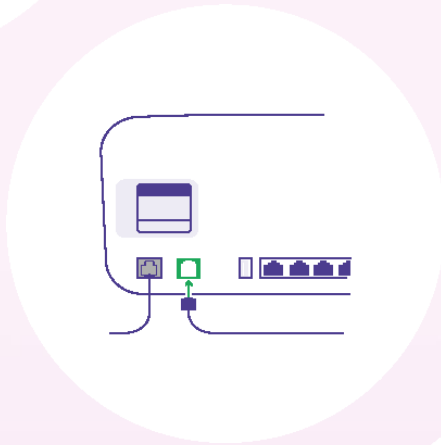
This is a once-in-a-generation upgrade, connecting everyone now and into the future with a more resilient, sustainable and energy-efficient digital phone service.

Following further improvements to our programme we have extended the deadline to switch all customers by January 2027.

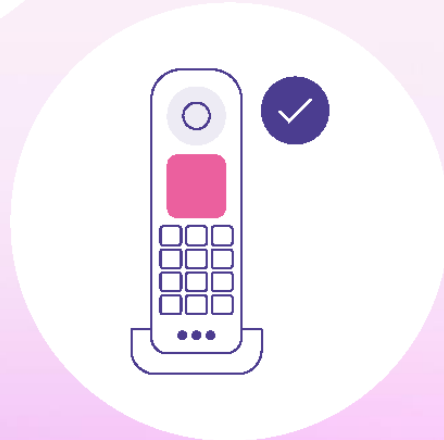
Step 1



Step 2



Step 3



The good news is, the landline isn't going away

It's just changing. For most customers, the upgrade will be as simple as connecting your home phone handset to a router rather than the phone socket on the wall.

BT's new service is called Digital Voice.

There are lots of benefits to Digital Voice



Keep the same number, minimising impact on the customer



Move to Digital Voice for the same price



99% of phones will work on the Digital Voice platform



Enhanced scam protect features, protecting customers from fraud



Crystal clear call quality, when talking to others on Digital Voice



3-way calling, connecting people with multiple family members or friends

A woman with blonde hair, wearing a brown turtleneck, is seated and talking on a black corded telephone. She is smiling and looking towards the right. In the background, there is a large window with a view of a landscape, a potted plant with green leaves and red flowers, and a smaller potted plant in the foreground. The text "How will the switchover happen?" is overlaid in white on the left side of the image.

**How will the
switchover happen?**



Department
for Culture
Media & Sport



Ensuring our customers are supported through this change is paramount.

So, we've set up the Digital Voice Advisory Group (DVAG).

Supporting customers with additional needs...



No mobile signal



Vulnerable
customers with
additional needs



Customers with
pendants or
care alarms



Elderly customers



Landline only

Landline only customers

Customers without broadband access will be offered a 'pre-digital landline' service, allowing customers to use their landline in the same way as they do today.

This service will be available from late 2024 until 2030 and will keep customers connected to their existing service until they're able to move over to Digital Voice or an alternative.



Works in a similar way to the analogue technology but still allows BT to switch off the PSTN



New equipment installed at the local telephone exchange means no engineering visit is required and no change at the customer premises



Keep customers without broadband connected until they're able to switch to Digital Voice

Prove Telecare



Openreach engineers will support customers through the switch from an analogue to a digital landline and will make sure that the telecare device is working before leaving the property.



If the telecare device isn't working, then the engineer will switch the customer back to an analogue landline.



We will not move customers who are known to be vulnerable or with additional needs until data-sharing agreements are in place and in-home support for telecare users is available.

Power Resilience



Resilience in the home, making back-up equipment available to customers who need it



Resilience in the network, with backup power in the event that power goes down



Working with the government and the power networks to help make the telecoms network more resilient in the event of any power outages

How we'll reach our customers



Come and explore the best of
BT Broadband and BT TV
AND GREAT OFFERS ON EE
THE UK'S NO.1 NETWORK.



Engagement programme

Our research shows that direct face-to-face discussion with the community has a positive impact. Customers leave our events feeling positive and more confident about the move to Digital Voice.

- Community stakeholder briefings
- Local charity partnerships
- Customer events enabling 1-2-1 conversations

Orkney Library: PM on July 23 and AM on July 24



Where you can find more information

- [UK Government website](#)
- [Ofcom website](#)
- [BT Digital Voice website](#)
- BT Digital Voice factsheet

