

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 2025 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 and healthcare devices will be switched over.

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 full fibre broadband.

Your telecoms provider (Virgin Media O2 or BT) should contact you before the switchover to check in and discuss what you need to do to make sure your service isn't affected. However, we're encouraging everyone to know what to expect.

If you have an internet connection, the change may be as simple as plugging your phone into your broadband router rather than the socket on the wall.

Do you or someone you know depend on their landline and/or use a telecare device connected to a phone line such as a fall monitor, lifeline or personal alarm?

If yes, then please notify the communications provider now (the provider of this service) so that they can advise on how the switch might affect the service of the devices or home phone.

If you have other devices connected to your phone line, such as alarm systems, your alarm service provider 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 still work on a digital phone line.

In an emergency

Digital landlines cannot carry a 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.