

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 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 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 such as 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.



Your telecoms provider should contact you before the switchover to let you know if you'll be affected.





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



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

If yes, then please notify your communications provider (the people you pay for your landline) and check with your monitor/alarm provider whether your device is digitally enabled so that they can advise on how the switch might affect the service of the devices.

If you have other devices connected to your phone line, such as burglar 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.

Concerned about the switchover?

If you're worried about your devices, please contact the supplier, provider or company who provide them. They will be able to give you more information.