

Landlines in the UK are going Digital. Are you ready?

Digital Cheshire are working together with BT to help raise awareness of the landline switchover.

Why is the landline switchover being introduced?

The analogue network, that most home phones work on today, is no longer fit for purpose and can't keep up with the demands of modern life. The outdated network will be completely switched off for all landline providers in January 2027. This is a once in a generation upgrade to ensure that everyone stays connected now and into the future.

The new home phone service runs on the broadband network and is known as Digital Voice.

Nobody will have to lose their landline service because of this change, as there will still be the option for a 'landline only' service should you not wish to purchase a general broadband connection.

What does this mean for you?

For most, this change will be straightforward, and will be managed by your landline provider.

For BT customers:

- Your landline number stays the same, and over 99% of handsets are compatible with BT's Digital Voice service.
- Switching to Digital Voice is free and won't cost more than your current phone plan, unless you move to Digital Voice alongside a broadband re-contract.
- BT will share simple instructions with you 4 weeks before it's time to switch.
- Vulnerable customers, receive free switchover support, including an in-home engineer visit and a powered back-up solution for power cuts.
- When making any calls (local or national), you'll need to include the area dialling code.
- If you don't have broadband, BT will provide a dedicated landline service allowing you to use your landline in the same way you do today.



For EE customers:

- EE offers the same services, products and support as BT.



For Plusnet customers:

- Plusnet are becoming a Broadband only provider, they are however part of the BT/EE family. They have joined forces with their friendly teams in EE to ensure the customers can stay connected and supported by upgrading their customers landline to a digital phone service. Customers will be contacted to discuss their options.

What if there's a power cut or if you don't have good signal?

After the switch, landlines won't work without power. BT have produced the following solutions to help combat this:

- A hybrid home phone with built-in batteries, which switches to mobile network connection when necessary.
- For those who don't have signal, there are battery back-up units available.

Both of these solutions are free for those who are vulnerable or have additional needs.

Do you have additional needs or are you vulnerable? Here's what you need to know:

If you have a telecare device or pendant alarm, you should notify your landline provider.

- BT and EE customers should call: **0800 077 8813**
- Plusnet customers should call: **0800 079 0009**

If you have additional needs or are vulnerable, please contact your provider so they can provide further assistance.

- If you are a BT customer you can register for support here:
Visit: www.bt.com/connected-together
Or call: 0330 124 150

What if you have another provider?

If you are with another landline provider, you should check whether they have any information available or contact them directly.

Digital inclusion events:

Visit our website to find out more about our upcoming digital inclusion drop-in sessions in your area to get your questions answered and become more confident online.

