

## What you need to know about the Landlines moving to Digital



The old UK landline network is being switched off in January 2027, all home phones will move to a new digital network called Digital Voice.



This new service uses a broadband connection to make calls.



Your phone company will manage the switch for you.

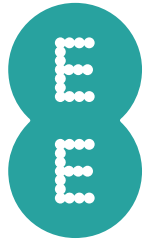


## BT Customers:

01632 960 999



- Your current phone number will stay the same.
- You will need to dial the area code for every call you make.
- BT will send you instructions four weeks before your switch date.
- The switch is free and your monthly plan cost will not change.
- If you do not have broadband, BT will provide a special landline-only service.
- Vulnerable customers get free support, and a home engineer visit if needed.



## EE Customers:



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



## Plusnet Customers:



- Plusnet is becoming a broadband-only provider.



- They are working with EE to help move your landline to a digital service.



- Plusnet will contact you directly to discuss your specific options.



## Power and Safety

Digital landlines will not work during a power cut.



Battery back-up units are available if you have no mobile signal, special hybrid phones can use mobile networks if the power goes out.



These safety tools are free for vulnerable customers.

## Extra Support



Tell your provider if you use a telecare device or a pendant alarm.



BT and EE customers can call 0800 077 8813 about telecare or pendant alarms. Plusnet customers can call 0800 079 0009.



If you have additional needs or are vulnerable BT customers should call 0330 124 150.

If you aren't with Plusnet, BT, or EE, contact your provider for more information.