

PSTN switch off update

What is the current advice/guidance?



UK Government Guidance

- It is an upgrade to landline services to new digital technology using an internet connection (VoIP)
- It is expected to be complete by January 2027
- There will still be the option for a 'landline only' service
- They are NOT switching off copper broadband, only analogue switching gear will be removed (your Wi-Fi on copper cable will still work).
- Specific questions on how the programme may affect you should be directed to your service provider.



Internet Service Provider Charter

Communication providers must:

1. Not undertake any non-voluntary migration, until they have full confidence, they are taking all possible steps to protect vulnerable people through the migration process.
2. Not migrate Telecare Users without CP's, the customer, or the telecare company confirming that they have a compatible and functioning telecare solution in place.
3. Work to provide battery backup solutions that go beyond the Ofcom minimum of 1 hour of continued access to emergency services in the event of a power outage.
4. Collectively work with Ofcom and Government to create a shared definition of 'vulnerable' customer groups that require greater support, specific to the digital landline migration.
5. Conduct checks on customers who've already been migrated to ensure they don't have telecare devices we were unaware of, and if they do, ensure suitable support is provided.



Definition of vulnerable

There have been 4 groups categorised as vulnerable; these are:

- Visual Impairment
- Hearing Impairment
- Registered Disabled
- Telecare user

Should check with your manufacturer or provider of telecare devices if your devices will still work after the switch, or if you need to be sent an upgrade.



We've listened to what's important to keep the same.....



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 so you can keep the same phones you're used to

.....but that doesn't mean we can't offer an enhanced service



Enhanced scam protect features, protecting customers from fraud

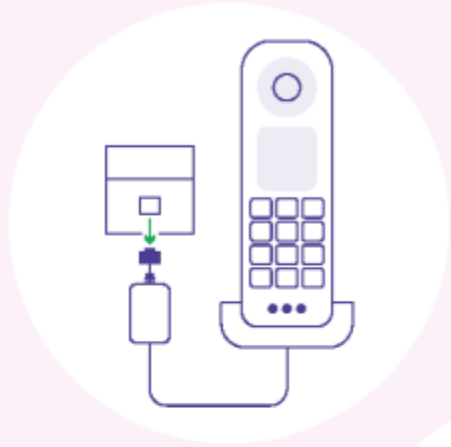


Crystal clear call quality, when talking to others on Digital Voice



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

Step 1



Step 2



Step 3



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

It's just being upgraded. 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.

Landline only customers

Customers who don't have or want broadband will be moved to our new 'dedicated landline service', allowing customers to continue using 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

Using the UK's best mobile network with 87% geographical & 99% population coverage



Hybrid phones with built-in batteries, which switch to mobile network connection when necessary.

or
For those in areas with no signal, keep the broadband service running at home



Battery back-up units (BBUs). Keep your hub/router on so you can still make Digital voice calls.

Both free for those with additional needs

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 January 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, telecare and health devices will need to be compatible.



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 fibre broadband.

Your telecoms provider (for example, Vodafone or BT) **should contact you before the switchover** to check in and discuss what you need to do to make sure any reliant services you may have aren't affected. However, we're encouraging everyone to know what to expect.

The change may be as simple as plugging your phone into a broadband router rather than the phone socket on the wall, or you may be given a new router to do this.

Please note that your provider will move you to a digital service before January 2027. If you care for a vulnerable person, please keep an eye out for correspondence notifying of a switch over date.

If you have any concerns or questions, please contact your telecoms provider directly.



If you or a relative uses a Telecare alarm (can also be known as community alarm), please contact your provider to check that it is compatible.



To be distributed

The Digital Phone Switchover

What you need to know

Other Devices

If you have other devices connected to your phone line that you may have purchased, such as alarm systems, you 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 remain functional on a digital phone line.

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

KEY POINTS TO REMEMBER

- If you have any queries or have no means of making emergency calls contact your **communications provider**.
- If you have a telecare alarm (can also be known as community alarm), please contact your provider to check that it is compatible.
- Check with the appropriate equipment manufacturers if you have any other devices supported by your existing telephone line (such as intruder alarms) to check it will work digitally.
- Most telecare alarm providers will have upgrade plans, if your phone line has or is due to an upgraded by your communication provider let them know.

In a Power Outage

Digital landlines cannot carry an electrical 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.

Scams

There have been incidents reported of scammers contacting vulnerable users in relation to digital migration. Communication providers or telecare services will never call you to ask for money.

Contact is usually by letter and charges are only applied to normal invoices. If you are in any doubt as to the authenticity of a caller, just hang up and call your communications or telecare provider to report the incident, using a trusted phone number, such as the one on the bill.



Any questions?

