

Digital Landline Switchover



MPs



How you can help

Your constituents may have some questions and concerns about the switch. You can help by:



Spreading the word about the switch.



Reassuring constituents and pointing them to more information



Encourage constituents to check their equipment.

The digital landline is coming. Are your constituents ready?

The UK's traditional landline is getting an upgrade, which will see most calls made over a broadband line.

The switchover will be simple. Nobody will have to lose their landline service because of this change. Your constituents' phone numbers will stay the same, and nearly all existing handsets are compatible.

Communication providers are working with Ofcom, the government, and charities to make the switch as easy as possible. They will continue to be bound by the same regulatory obligations as they are today.

But, change - no matter how small - can be unsettling. More so, for the elderly, vulnerable and those with additional needs, who may need to take extra steps to prepare.

What your constituents should know

What is happening?

Traditional phone networks are aging, and their equipment is no longer manufactured, becoming harder and more expensive to maintain, so it needs to be replaced.

This means that in the future, landline calls will be delivered over digital technology, called Voice over Internet Protocol (VoIP). You might also see this referred to as 'digital phone' or 'digital voice'.

The switchover is recognised as a key step towards the UK Government's Gigabit ambitions, which aim to deliver lightning-fast connectivity everywhere in the UK, including remote communities.

When is the switchover?

Many of your constituents will have already made the switch. Timescales will differ depending on their service provider.

Providers will contact their customers ahead of the switchover. This could be a letter, text, email, postcard, or leaflet.

What do customers need to do?

Providers will contact your constituents before they are due to switchover.

For most customers, they will need to plug their phone into the back of a broadband hub or router instead of their wall-mounted socket.



Who will be affected?



Individuals. If customers use devices like burglar alarms or health alerts connected to their phone line they might need new devices or adapters. They should contact their device manufacturer for advice and make their phone provider aware.



Businesses will need to check which equipment relies on their landline. This can include card payment machines, faxes, monitoring equipment, and more.

What if there's a power cut?

In the event of a power outage, a mobile phone can be used. For more vulnerable customers who rely on their landline, or customers who can't use a mobile, their provider should offer a free solution to ensure they can contact emergency services during a power cut.



What about customers who depend on their landline?

Vulnerable customers need to get in touch with their phone provider, so that they can make the switchover easier for them. Increased community awareness may help these customers as family, friends, and neighbours can provide valuable support.

Who isn't affected by this change?

People without a landline and mobile-only households don't have to make any changes.

What if someone doesn't have an internet connection?

Those who don't have access to broadband don't need to worry. Phone companies are working on solutions to keep all customers connected and will be in touch.

Let's help your constituents successfully switch to the digital landline.

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