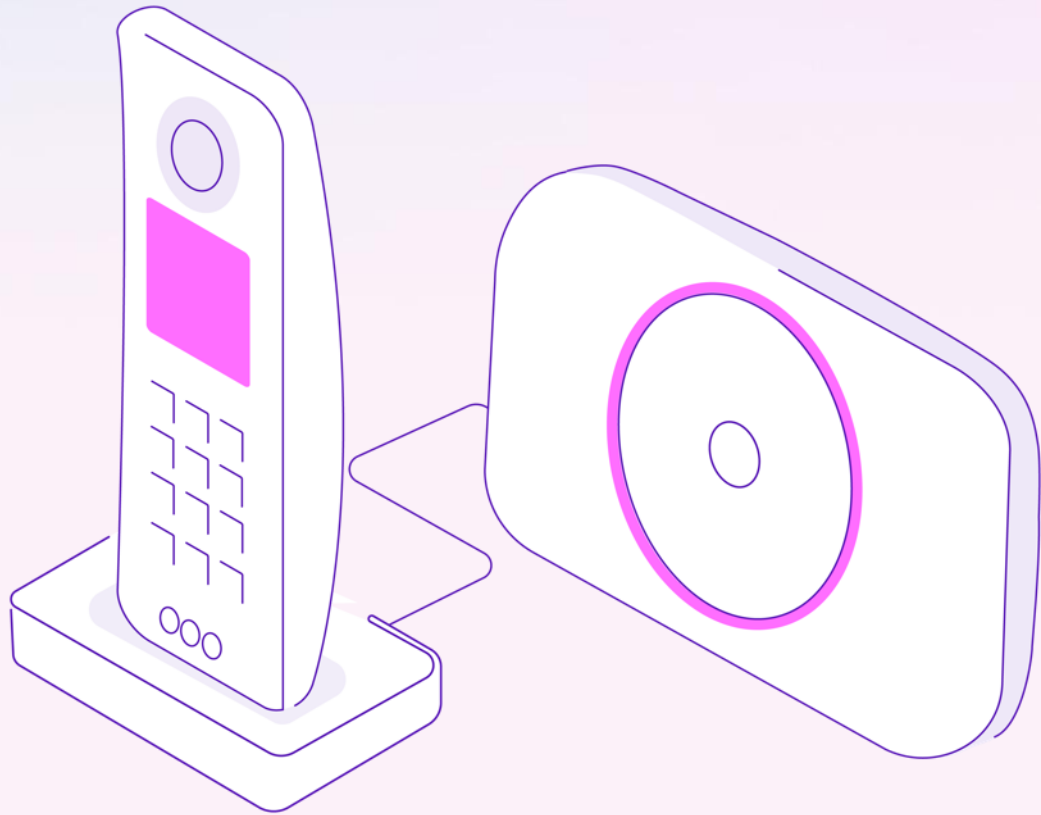




Digital Voice

The digital home phone
switch over



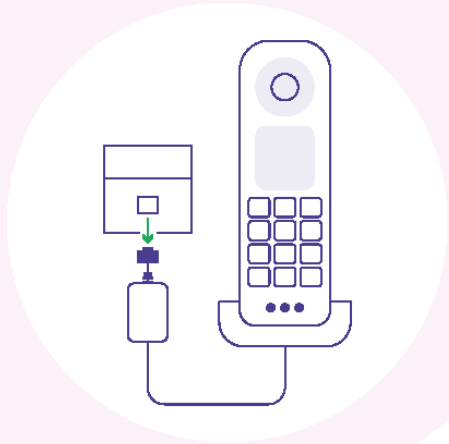
The UK's landlines are going digital

Digital Voice is the name of our new home phone service.

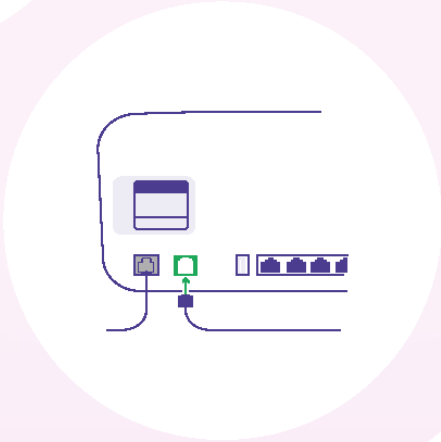
Digital calls are made over our broadband network, rather than the old analogue network, which has been around for more than 40 years.

We have until the end of **January 2027** to move all of our customers to a digital service

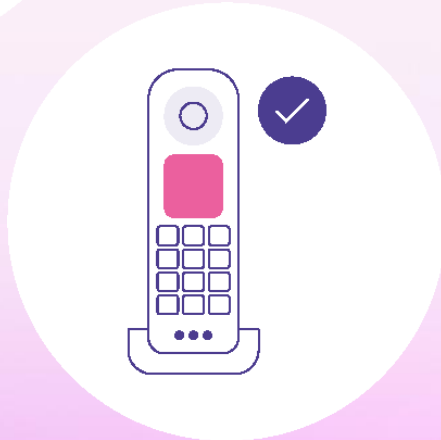
Step 1



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.

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



What happens if there's a power cut?

Digital Voice won't work without power.

We've got a number of options to ensure that if there's a blackout or a customer's broadband fails, they will still be able to make calls, including 999 in an emergency

Here's how we're tackling this issue...

A hybrid home phone using
the UK's best mobile network
with 87% geographical & 99%
population coverage

or

For those in areas with no
signal, a battery back up to
keep the broadband service
running at home



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



**Both free for
those with
additional needs**

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

Our New BBU+ has been designed in collaboration with other providers to deliver a best-in-class solution



- 75% smaller than the existing BBU
- For Full Fibre customers one device will power both your Hub & Modem
- Automatically reserves 25% battery charge by powering down and switching to hibernation mode when in use
- Reserved charge can be manually activated in extended power cuts to allow customers to make an emergency call
- Long life – battery will last 6-10yrs before needing to be replaced

Expanding our mobile & broadband coverage



- We've built more than 500 brand new 4G sites in rural areas in the last 12 months, and we'll build hundreds more in the next 12 months

- Openreach plan to deliver Ultrafast Full Fibre Broadband to 25 million homes and businesses by 2026.
- As of January 2025, 50% of all UK homes & businesses now have access to fibre to the home



The landline is a lifeline for some customers

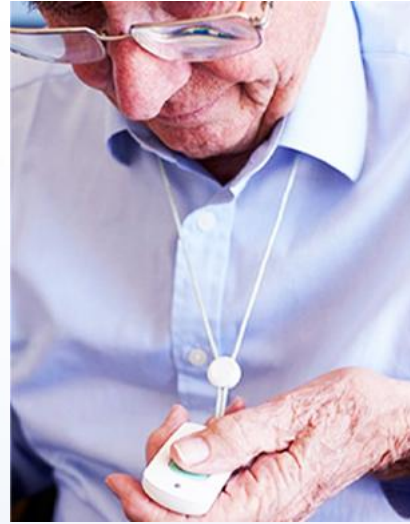
Around two million of our customers are more dependent on their home phone line and may feel more anxious about making the switch.



No mobile phone
signal



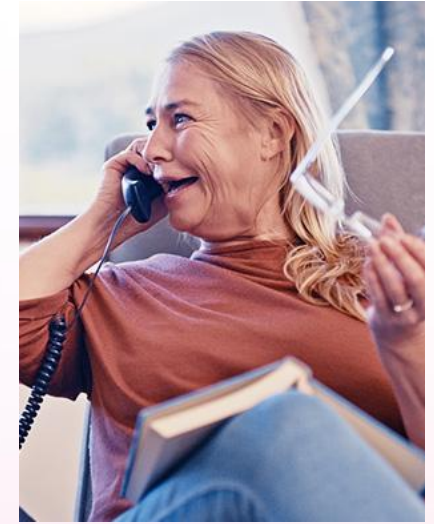
Vulnerable customers
with additional needs



Customers with
Healthcare pendants
or alarms



Elderly customers



Landline-only
customers

We're providing additional support to these customers as part of their move to Digital Voice

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.

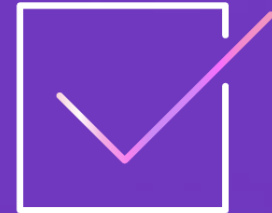
This service will be available from 2025 and will keep customers connected to their existing service until they're able to move over to Digital Voice or an alternative.



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

Raising awareness for telecare customers with a national campaign

We've launched a national industry-wide campaign in June 2025, supported by government aiming to reach all telecare users and their loved ones.



Call to Action:

If you have a telecare alarm, you must let your home phone provider know



Launch Date:

2nd June 2025
Across multiple media channels including TV, newspapers, social media, GPs & hospitals



Support:

The campaign will be amplified by many stakeholders including charities, local authorities and community groups using the [Partner Toolkit](#)

[Government Press Release](#)



Landline phones are switching to digital, which could stop telecare alarms working.

If you or someone you know has a telecare alarm, you must call the landline provider.

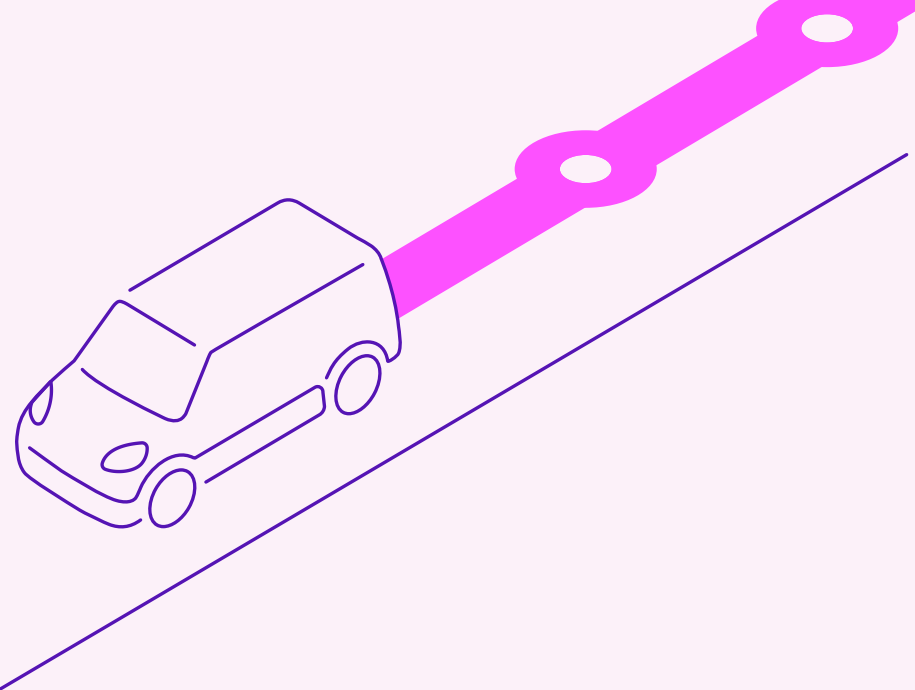
They will help make sure your alarm keeps working through the switchover.

To find out more visit,
www.digitalphoneswitchover.com

BT | Virgin Media | Supported by UK Government

Scan for more information





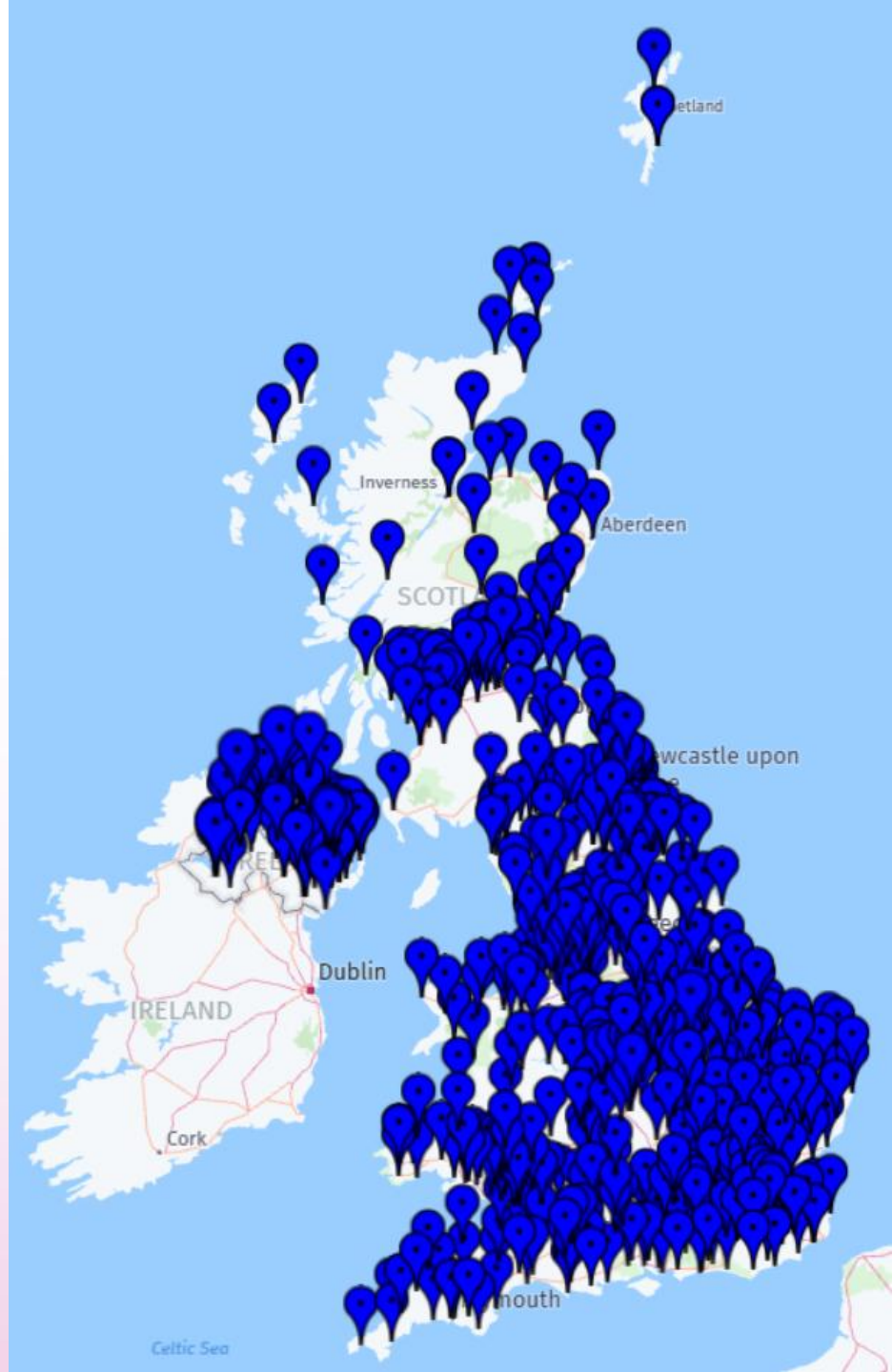
**We're raising
awareness regionally -
as personally as
possible**

We visited every area of the UK in 2024

- 600 events
- Over 45,000 face to face conversations
- Radio & Press adverts in every region

...and we're not stopping

- We are revisiting every area of the UK again, running an additional 800 events focusing on more rural areas
- Working in partnerships with charities & local organisations
- 250 Events Run by Neighbourhood Watch
- 100 Events in NI by Supporting Communities
- 51 Events in Scotland by NHW Scotland & AbilityNet



Engaging with the support network of vulnerable customers – Connected Together

We're targeting the adult children & grandchildren of our vulnerable customers, with information on how they can support their loved ones through the switch using trusted Influencers to help us amplify and engage new audiences

[Webform available to register for extra support](#)



[The Green Family](#)



[Beau the Beard & Grime Gran](#)



Customers with additional needs

If you need extra support making the switch to Digital Voice, please register via our webform. You'll be asked to log in to your MyBT account and can tell us about your additional needs.

If you have Telecare, and are a BT or EE customer, please call **0800 077 8813** to let us know, so we can ensure you have all the support you need through the digital switchover. If you are a Plusnet customer, please call **0800 079 0009**.

If you are not a BT customer, please contact your landline provider for support.

[Register for support >](#)



www.BT.com/connected-together

Working with Moira Stuart to help the nation make the digital switch



- Mr and Mrs Mitchell, elderly BT customers are our case study focus.
- 26 Live and Pre-recorded TV and Radio interviews, supported by Age UK on some occasions.
- 167 pieces of national and regional coverage as a result of our Press Release
- Reaching a total estimated audience of 744m
- BBC Morning Live - May 2025

[Watch the interview here](#)
[BT Press Office](#)

How you can help us



Raising awareness

Recommend venues and locations for us to connect with local authorities, community partners, charities and faith groups. Help us to raise awareness of Digital Voice by posting on your social media channels.



Telecare data-sharing

Engage with local authorities in your area and encourage them to complete and return our data-sharing agreement for telecare customers



Identifying customers with additional needs

Encourage your constituents who need additional help to contact our customer services team. They can do this by phone (**0800 1234 150**) or online via webform ([Connected Together - All-IP - About BT | BT Plc](#))



Download our one-page Digital Voice guide & Assets

Share with your constituents and communities, to help our customers feel better supported and knowledgeable about the Digital Switchover and reassure them that support is available for them. <https://www.bt.com/about/all-ip>

