

## **Move from traditional, analogue landline services to digital phone lines over a broadband connection (known as 'Voice over Internet Protocol').**

At the end of 2025, the analogue phone network will be switched off and replaced by a digital service. All lines that rely on copper from the exchange to the cabinet will be disconnected from the exchange equipment.

### **What will this mean to customers?**

This will remove power from the line and the ability to make voice calls. Instead phones will connect to the broadband router instead of the phone socket.

Migration to a digital phone line will be carried out by service providers such as Sky, TalkTalk, BT and Vodafone according to their own time scales. Once a service provider decides that its customers will be migrated from analogue to digital, they will contact their customers to let them know.

Once a service provider migrates their customers from the current setup, to a digital phone line, the master wall socket will only provide access to the internet and not the more traditional voice calls that currently use a landline. Extensions will cease to work. In practice, once a customer has been moved to a digital phone line anything else plugged into the telephone wall socket may stop working, or need additional equipment to be purchased and plugged in to enable it to work. For example, telecare devices such as personal alarms and home monitoring systems will need to connect to the router.

### **What will happen if there is a power outage or if the internet goes down?**

It is suggested that households have a battery back-up unit for their routers. This can be requested from service providers.

Ofcom has provided guidance to service providers stating that they should ensure that customers 'at risk' such as people with a disability and those with no reliable mobile phone coverage have an alternative means of communication if there is a power cut. For example, in the event that they need to contact the emergency services.

The guidance provided by Ofcom is available here:

[https://www.ofcom.org.uk/data/assets/pdf\\_file/0016/123118/guidance-emergency-access-power-cut.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0016/123118/guidance-emergency-access-power-cut.pdf)

Customers should tell their service provider if they have no mobile phone coverage or poor coverage so that their provider is made aware that they will need a battery back-up unit. Customers should also inform their service provider of any specialist equipment that they have.

### **Where can customers find out more?**

Further information is available from the links below:

<https://www.openreach.com/upgrading-the-UK-to-digital-phone-lines>

<https://www.openreach.co.uk/cportal/products/the-all-ip-programme>

<https://www.openreach.co.uk/cportal/products/the-all-ip-programme/services-industry-and-business>