

# Help your family and friends make the switch to Digital Voice

## What's happening?

By January 2027, the old analogue landline network will be completely switched off, and replaced by new digital landlines which work using broadband. For BT customers, the new home phone service is called Digital Voice.

This information aims to help you support your loved ones through the switch. For most people, the switch will be simple – but some older customers or those with additional needs might need your support in preparing for the change.



Phone numbers won't change.



Over 99% of existing phone handsets work with Digital Voice – and set-up is easy.



The switch won't cost you a penny.



There's extra support if you need it

Free engineer visits, back-up solutions to use in power outages, and our customer support team is always on hand.

## Start the conversation today

### Will my landline still work in a power cut?

BT provides power backup devices for free to those who need them most, and they're available to buy for others.

### Is there anything better about Digital Voice?

Plenty. Clearer calls and enhanced features like scam call protection, voicemail and 3 Way Calling.

### Is it hard to switch?

For most people, it's simply a case of unplugging your phone from the socket on the wall and plugging it into the broadband hub.

### Do I really need an engineer visit?

BT offers free engineer visits for anyone needing extra support. You just need to book or confirm the appointment.

### Do I need broadband to keep my phone?

No. BT will offer a dedicated landline service. You'll continue to use it in the same way you do today.



For more information, visit  
[bt.com/connected-together](https://bt.com/connected-together)

