

Digital Voice: your landline switchover

What is Digital Voice?

Landline services in the UK are switching from the old copper network to a digital landline system. This means your landline telephone will use an internet connection to make and receive calls. BT is one of the telecom providers making this change. They have named their new system 'Voice over Internet Protocol' (VoIP), or 'Digital Voice'.

Your phone number will stay the same after the switch.

How will I switch to a digital landline?

Your network provider will contact you before any changes take place. They will explain what will happen and whether an engineer is needed to make changes to your network.

If you already have a broadband connection, you may be asked to plug your landline phone into your broadband router. If an adapter is needed, your provider will send you one.

I don't have internet in my home. What do I do?

Your network provider will advise you on this. They may supply the connection needed for your digital landline to work. You do not need to use the internet for anything else if you don't want to.



Will Digital Voice change how I make and receive calls?

To make a call, you will need to dial the full telephone number, including the area code, each time.

There should be no change when receiving calls.

Will Digital Voice affect my telecare or personal alarm system?

Some telecare and personal alarm (PA) systems may be affected by Digital Voice. If you rely on medical or safety equipment, your telecoms provider must ensure you stay connected.

Please contact your equipment provider to check if your devices need an upgrade or replacement.

What will happen in a power cut?

As digital landlines run on electricity, they will not work in a power cut. Telecom providers suggest keeping a charged mobile phone as a backup. If you don't have access to a mobile phone, or you live in an area with no or poor mobile signal, then your telephone provider must offer you a 'resilience solution' free of charge.

For more information about Digital Voice, please contact Deafblind UK:

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