

# BT: upgrading our phone network

If you're involved in the provision of special services that work using BT's phone network, like fire alarms, security alarms and telecare pendants, this important information is for you.

## What's happening?

Like other major communications providers around the world, BT is planning some exciting changes to the way it provides telephone services to its UK customers, moving from analogue (PSTN) and ISDN services to digital (IP) broadband technology.

If your products and services rely on BT's analogue PSTN and ISDN phone network, these changes could affect how they work.

We plan to launch the first of our new services towards the end of 2018, and intend for all BT customers to be using fully digital IP telephone services by 2025.

## What's changing?

We will be making fundamental changes to the older parts of BT's network. For our customers the key difference is that their telephone service will work over broadband.

Phones will connect to the broadband router instead of being plugged into the phone socket on the wall. Exactly how they connect will depend on the type of phone being used.

It's worth noting that other UK communications providers will have their own IP transformation programmes running over different timescales and using different technologies.

## Work with us

Any BT customer from across the UK will be able to choose to upgrade and we want to take extra care of customers with special services. We'd like you to work with us so that you're aware of how the changes to our network will affect your existing products and services, and so that you can take this opportunity to develop innovative new ones.

BT is asking all Alarm Receiving Centres for the telephone number(s) called by the monitoring devices installed at customers premises, to help us identify special service users on our network. Working together, we can make sure that they upgrade to digital services at the right time in the programme.

As an interim measure, an analogue telephony adapter will be built into BT's Smart Hub to help ease the transition to digital. But you will need to carry out testing to make sure that your services are compatible.



To help do that, we're opening a digital services lab at Adastral Park near Ipswich, our research and development site. We'd like to offer you the opportunity to come and test your services on BT's fully digital telephone network, to ensure you're ready to help your customers make the move to digital.

## Contact us

If we haven't been in touch directly yet - or if you'd like to book a visit to BT's digital services lab - please get in touch.

You can visit our website at [www.btplc.com/DigitalServicesLab](http://www.btplc.com/DigitalServicesLab) or email us at [btdigitalvoice@bt.com](mailto:btdigitalvoice@bt.com)

## Offices worldwide

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