



BT Digital Voice

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The UK's landline telephone network is being decommissioned

The whole of our industry (not just BT) is upgrading to digital phone lines, by December 2025.

Some parts of the network are over 100 years old. As a result, parts are now scarce and the network itself is very power hungry and no longer fit for purpose.



A landscape photograph featuring several white wind turbines in a rolling green field. The sun is low on the horizon to the left, creating a warm orange glow and long shadows. The sky is filled with soft, purple and pink clouds. A road or path winds through the lower right portion of the field. The right side of the image is overlaid with a semi-transparent purple gradient where the text is located.

This is a once-in-a-generation upgrade

It'll connect everyone now and into the future with a **more resilient, sustainable and energy-efficient** digital phone service.

There are lots of benefits to Digital Voice



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



Enhanced scam protect features, protecting customers from fraud



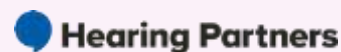
Crystal clear call quality, when talking to others on Digital Voice



3-way calling, connecting people with multiple family members or friends

A woman with blonde hair, wearing a brown turtleneck, is sitting in a chair and talking on a black corded telephone. She is smiling and looking towards the right. In the background, there is a large window with a view of a landscape, a potted plant with green leaves and red flowers, and a smaller potted plant in the foreground. The text "How will the switchover happen?" is overlaid on the left side of the image.

How will the
switchover happen?



Ensuring our customers are supported through this change is paramount.

So, we've set up the Digital Voice Advisory Group (DVAG)

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 one will be left disconnected



No mobile phone signal



Vulnerable customers
with additional needs



Customers with Telecare
pendants and alarms



Elderly customers



Landline-only customers

We're taking our time with these customers and they won't be switched just yet

We'll start with people who are definitely ready to switch

From April 2023 we expanded our trials and started the switch to Digital Voice with a small initial group of low-risk customers nationwide – those who use their landline very little or not at all, and who already have a broadband connection.





We've then worked
with customers who
can make
the switch easily

We started the full regional rollout this summer, we've prioritised customers who already have the right setup for a digital home phone, and shouldn't need an engineer visit.

We can't do this alone

- Support from local authority, community partners, charities & faith groups
- Raising awareness through your communication platforms and community groups
- Ensuring customers with telecare equipment and supported through data Data Sharing Agreements

A guide to Digital Voice



Digital Voice is BT's new home phone service, powered by your broadband connection

For most customers, the switch to Digital Voice will be as simple as connecting your home phone handset to a router rather than the phone socket on the wall.

From the Summer, BT will invite customers to switch to its digital home phone service on a region-by-region basis.



Over 99% of phone handsets are compatible with our digital home phone service. And if yours isn't compatible, we have a range of handsets that you can add to your order.

FREE

For most BT customers, it is a simple and completely free transition to Digital Voice, with no home installation work required. And you can keep your current phone number.



Digital Voice prevents the majority of scam calls, provides clearer call quality and allows users to easily divert calls to their mobile if they're out of the house.



Customers will be contacted four weeks before making the switch, to help ensure they're ready to make the move.

What about customers with additional needs?

Over the next 12 months, we won't switch over customers (where this information is available):

- with a healthcare pendant
- who only use landlines
- with no mobile signal
- who have disclosed any additional needs

BT will take extra time and will provide additional support to customers who are over 70 and are ready to make the switch. If customers want to make the switch to Digital Voice, they can contact BT at any time to do so.

What if there's a power cut?

We understand that for many, particularly those with additional needs, the landline is a lifeline. We want to be sure everyone remains connected. We've been working to make battery backup units available to those that need them. Customers with additional needs such as health pendants or without mobile signal, can take advantage of free additional support, on request. We're also working closely with the power companies to establish processes which help them to restore power as quickly as possible.



For more information, visit www.bt.com/digitalvoice

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