



## The digital switch over is happening - are you ready?

Did you know that the UK's telephone network is changing?

Between now and 2025 most telephone providers will be moving their customers from traditional landlines to services using digital technology.

Your telecoms provider should contact you before the switchover to discuss what you need to do to.

If you have an internet connection, the change may be as simple as plugging your phone into your broadband router.

However, if you have other devices connected to your phone line, such as alarm systems, your provider might need to upgrade your device to make it compatible.

If you are unsure how a device in your home might be affected, contact the equipment supplier for help.

**And if you, or someone you know, depend on their landline or use a telecare device connected to a phone line – contact the service provider now for more advice.**

### **In an emergency**

Digital landlines cannot carry a power connection and will not work if there is a power cut. If you have no other means of calling the emergency services, such as a mobile phone, your telecoms provider should offer a solution.

For more information go to [Digital phone lines | Openreach](#)