DIGITAL INFRASTRUCTURE
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Your landline is changing: Top 10 FAQs

What the move to digital telephone services means for you, your home phone and connected equipment.

1 What is happening to my landline?

The old telephone network is being replaced with a new digital phone service. **You will still be able to have a home phone and make and receive calls.**

2 Why is it happening?

The old telephone network has been around for many years and is becoming increasingly difficult and unreliable to maintain. It is being replaced by newer digital technology.

3 When is this happening?

The change is already happening, and over 95% of people have already moved to digital phone services. For landlines using the Openreach network, the old network is planned to be retired by **31 January 2027.**

4 Do I need to do anything?

Yes. Look out for letters or emails from the company that provides your telephone line. If you have not heard from them, or you are not sure what is happening to your phone, contact them directly using the contact details on your latest bill.

5 Will I lose my home phone?

No. You can still have a home phone. Your phone may need to be plugged into your internet router or another small piece of equipment instead of the old telephone socket. Your telephone provider will explain what you need to do and can offer further support if needed.

6 What if I don't have broadband or internet?

Don't panic! Contact your telephone provider and tell them that you do not have broadband or internet at home. They can explain what will happen to your telephone service and arrange any further support if needed.

7 What about care alarms, burglar alarms, and other equipment connected to my phone line?

You must tell your telephone provider about all connected devices before the switch-off. If you have a private security alarm, door-entry system or other device, such as a care or pendant alarm using your telephone line, contact the company that

looks after it and ask whether it will work after the PSTN switch-off. Some older equipment may need to be checked or changed before your telephone line changes. If you have a device supplied by Oxfordshire County Council, it has already been upgraded.

8 **Will my telephone work in a power cut?**

It might not, and this is an important difference. The new digital telephone service needs electricity to work. If you have a mobile phone, keep it charged for emergency use in a power cut. If you do not have a mobile phone and rely on your home phone in an emergency, tell your telephone provider and discuss backup solutions urgently before the switch-off. This is especially important if you have a poor mobile signal at home.

9 **What if I need help?**

Contact your telephone provider and tell them. Make them aware if you have a disability, find new technology difficult, have no mobile phone or poor signal at home, rely on your home phone for emergencies, or have other needs.
You can also ask a family member, friend, carer or someone you trust to contact your provider on your behalf.

10 **How do I know who to contact?**

Look at your latest telephone or broadband bill. The company you pay for your telephone service is usually the company you need to contact. If someone else manages or pays for your phone service, ask them to help.

REMEMBER

You do not need to understand the technology.
You just need to check that your telephone service and anything connected to it will continue to work after the switch-off. If you know a friend, relative, or neighbour who is vulnerable or may need help with their landline, please talk to them about the change too.

Don't delay - contact your telephone line provider today.