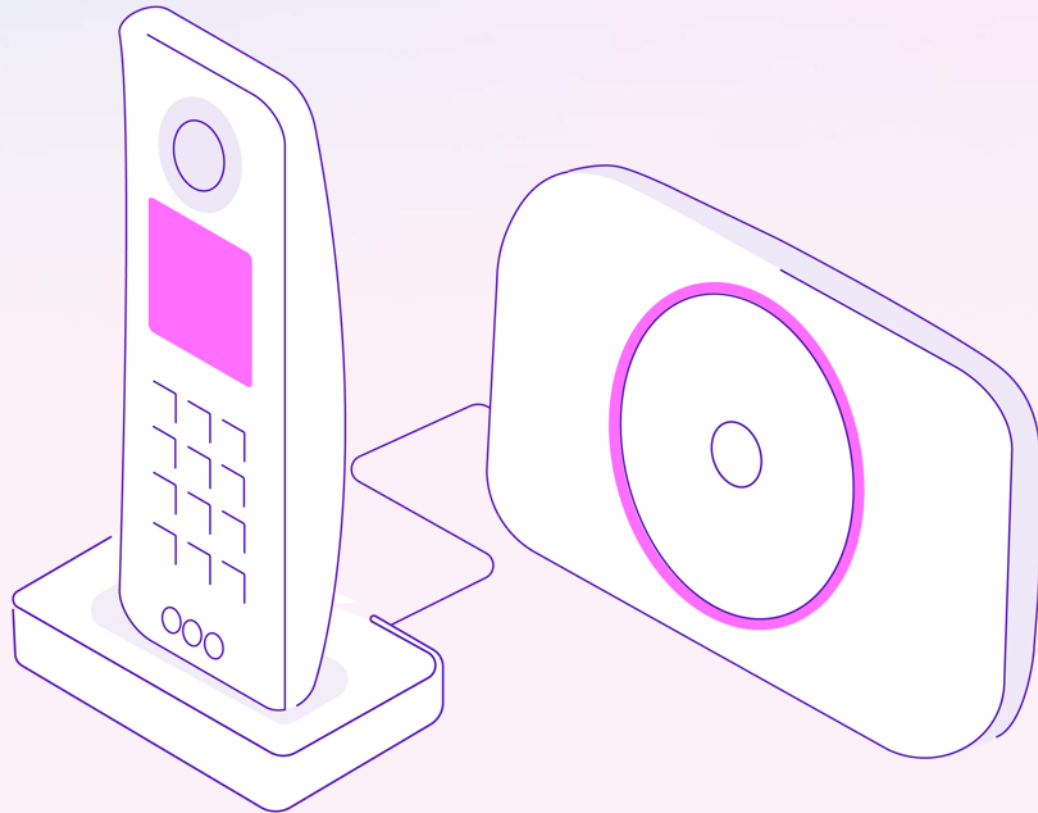




Digital Voice

The digital home phone
switch over



The UK's landlines are going digital

Digital Voice is the name of our new home phone service.

Digital calls are made over our broadband network, rather than the old analogue network, which has been around for more than 40 years.

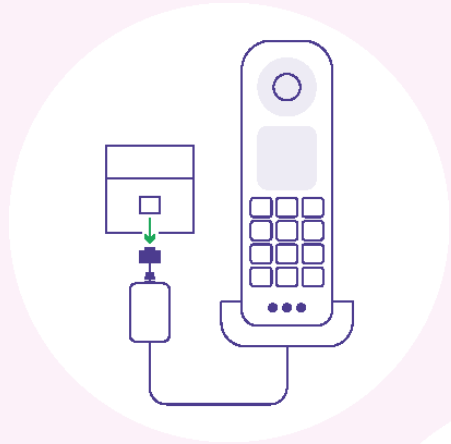
We have until the end of **January 2027** to move all of our customers to a digital service

The analogue network is fast becoming obsolete

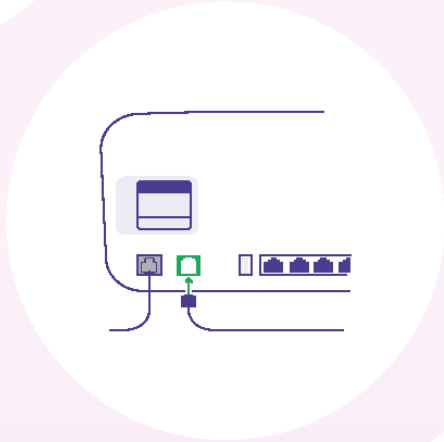
It's increasingly unreliable, energy hungry and can't give our customers the world-class service we want to provide. Switching to Digital Voice will give them clearer call quality, and help prevent the vast majority of scam calls.



Step 1



Step 2



Step 3



The good news is, the landline isn't going away.

It's just being upgraded. For most customers, the upgrade will be as simple as connecting your home phone handset to a router rather than the phone socket on the wall.

We've listened to what's important to keep the same.....

.....but that doesn't mean we can't offer an enhanced service



Keep the same number, minimising impact on the customer



Enhanced scam protect features, protecting customers from fraud



Move to Digital Voice for the same price



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



99% of phones will work on the Digital Voice platform so you can keep the same phones you're used to



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

We give you more options with your home phone than any other network



If it's time for a new phone we've got you covered with our Digital Home Phone



Corded or cordless...BT or any other brand, your phone will do all it does today...and more



If you want phones around the house, our DV adapters let you still have phones where it works for you

Enhanced scam protection powered by AI

Enhanced Call Protect is provided at no cost to Digital Voice customers

It uses AI to help with detecting and blocking spam and fraud calls, without blocking your important calls

You'll be warned if a call has been reported as a scam or potential fraud before picking up the phone

We're blocking over 20,000 scam calls & identifying 160,000 spam calls every day





What happens if there's a power cut?

Digital Voice won't work without power.

We've got a number of options to ensure that if there's a blackout or a customer's broadband fails, they will still be able to make calls, including 999 in an emergency

Here's how we're tackling this issue...

A hybrid home phone using the UK's best mobile network with 87% geographical & 99% population coverage

or

For those in areas with no signal, a battery back up to keep the broadband service running at home



Hybrid phones with built-in batteries, which switch to mobile network connection when necessary.



Both free for those with additional needs

Battery back-up units (BBUs). Keep your hub/router on so you can still make Digital voice calls

Expanding our mobile & broadband coverage



We've built more than 500 brand new 4G sites in rural areas in the last 12 months, and we'll build hundreds more in the next 12 months

Openreach plan to deliver Ultrafast Full Fibre Broadband to 25 million homes and businesses by 2026.

As of January 2025, 50% of all UK homes & businesses now have access to fibre to the home



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



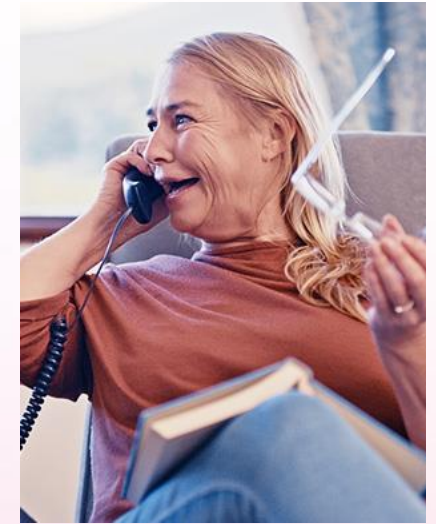
Vulnerable customers with additional needs



Customers with Healthcare pendants or alarms



Elderly customers



Landline-only customers

We're providing additional support to these customers as part of their move to Digital Voice

Landline only customers

Customers who don't have or want broadband will be moved to our new 'dedicated landline service', allowing customers to continue using their landline in the same way as they do today.

This service will be available from 2025 until 2030 and will keep customers connected to their existing service until they're able to move over to Digital Voice or an alternative.



Works in a similar way to the analogue technology but still allows BT to switch off the PSTN



New equipment installed at the local telephone exchange means no engineering visit is required and no change at the customer premises

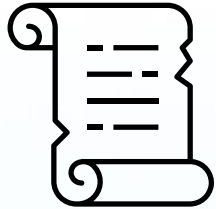


Keep customers without broadband connected until they're able to switch to Digital Voice



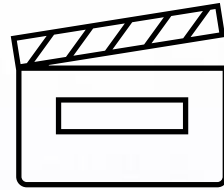
How is the
switchover
happening?

Cross industry & Government engagement & support



Telecare Charter of Commitments

Specific guidance created by Government on how all providers should support those with telecare



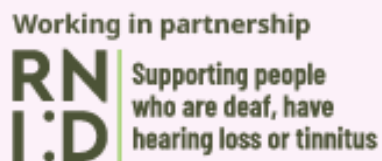
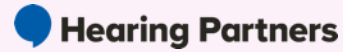
Telecare Action Board (TAB)

Attended by Central Gov, Local Gov, Telecare & Telecoms industries, working together to ensure a consistent response to the Charter



Readiness Checklist

Set of conditions that all Communications Providers must meet before they're allowed to migrate customers "non-voluntarily"



Ensuring our customers are supported through this change is paramount.

We've set up the Digital Voice Advisory Group (DVAG) who guide us on how best to support customers through the transition.

Supporting those with Telecare



Openreach engineers will support customers through the switch from an analogue to a digital landline and will make sure that the telecare device is working before leaving the property, completely free of charge (including free power backups)



If the telecare device isn't working, then the engineer will switch the customer back to an analogue landline.



We're relying on local authorities and telecare providers to share their telecare data, to ensure the most vulnerable customers are safeguarded through this change.

Local authority data sharing status:

Not Signed / in progress		Signed
Aberdeen City	Aberdeenshire	Moray
Dumfries and Galloway	Angus	North Lanarkshire
Dundee	Argyll & Bute	Orkney
East Ayrshire	Comhairle nan Eilean Siar	Perth & Kinross
East Lothian	East Dunbartonshire	Renfrewshire
Edinburgh	East Renfrewshire	Scottish Borders
Fife	Falkirk	Shetland Council
North Ayrshire	Glasgow City	South Ayrshire
South Lanarkshire	Highland Council	Stirling and Clackmannan
West Lothian	Inverclyde	West Dunbartonshire
	Midlothian	

We are urging local authorities, housing associations and private telecare providers to engage with us in establishing a data sharing agreement, to ensure the safety of our most vulnerable residents.

When are we moving customers to digital voice?

Throughout 2024

Zero usage customers

Customers who have not used their landlines (outgoing) for 12 months



From January 2025

Voice engaged, non-vulnerable Customers

These customers will be moved nationally



From Spring 2025

Vulnerable Customers

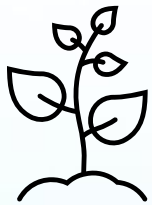
We will start to move all other customer groups including those with additional needs regionally



Approved by UK Government

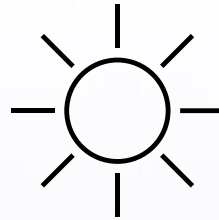
Vulnerable customers will be moved regionally

Moving all customers with additional needs regionally, allows for greater focus and engagement from us, local authorities, charities and community groups in the area



From Spring 2025

East of England
Northern Ireland
Wales
Yorkshire & Humber



From Summer 2025

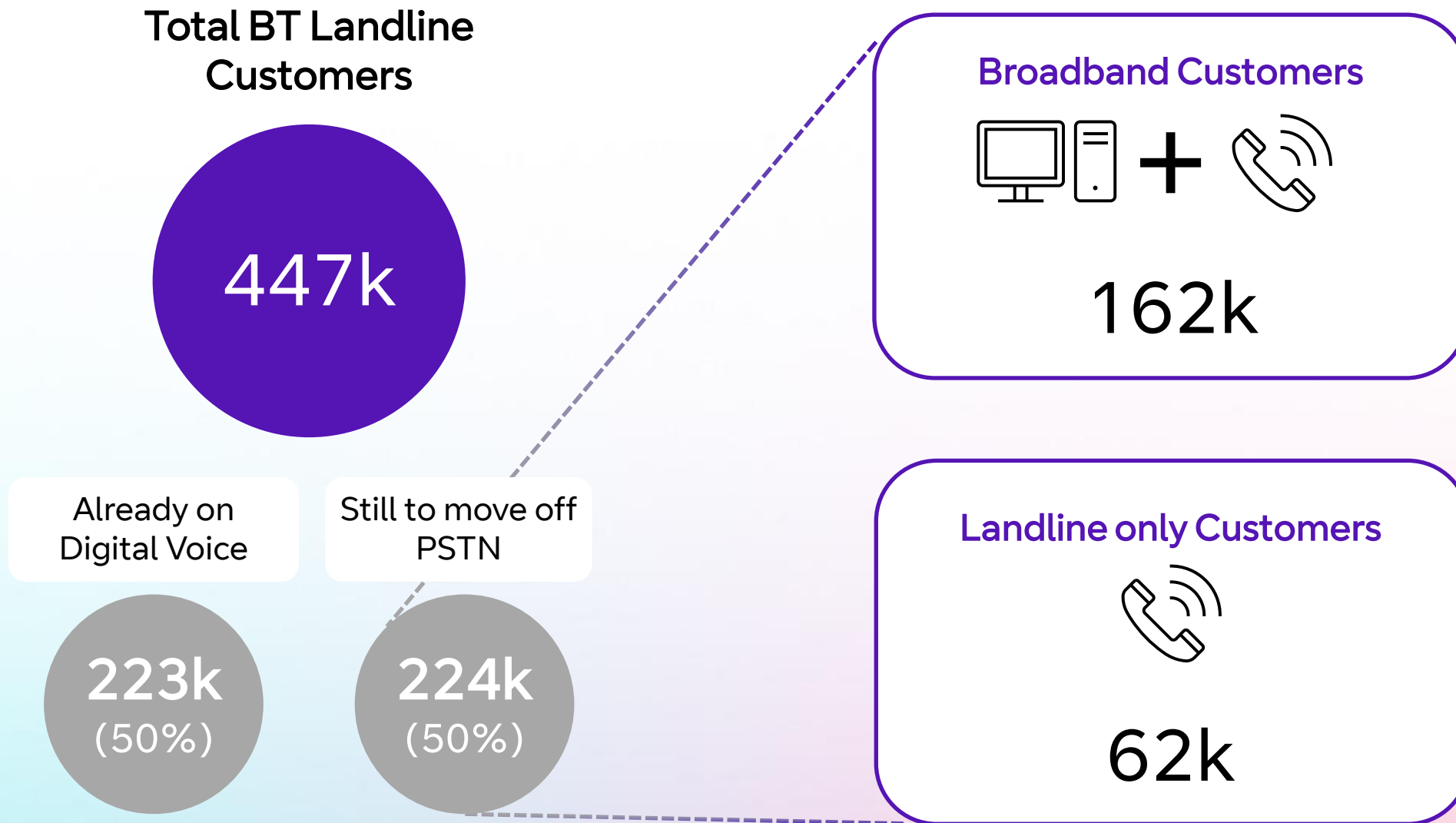
East Midlands
London
Northeast England
Scotland



From Autumn 2025

Northwest England
Southeast England
Southwest England
West Midlands

Scotland



The customer's journey when we select them to move

Customers will receive at least 4 weeks' notice before being moved and all communication is physical (letters/postcards)

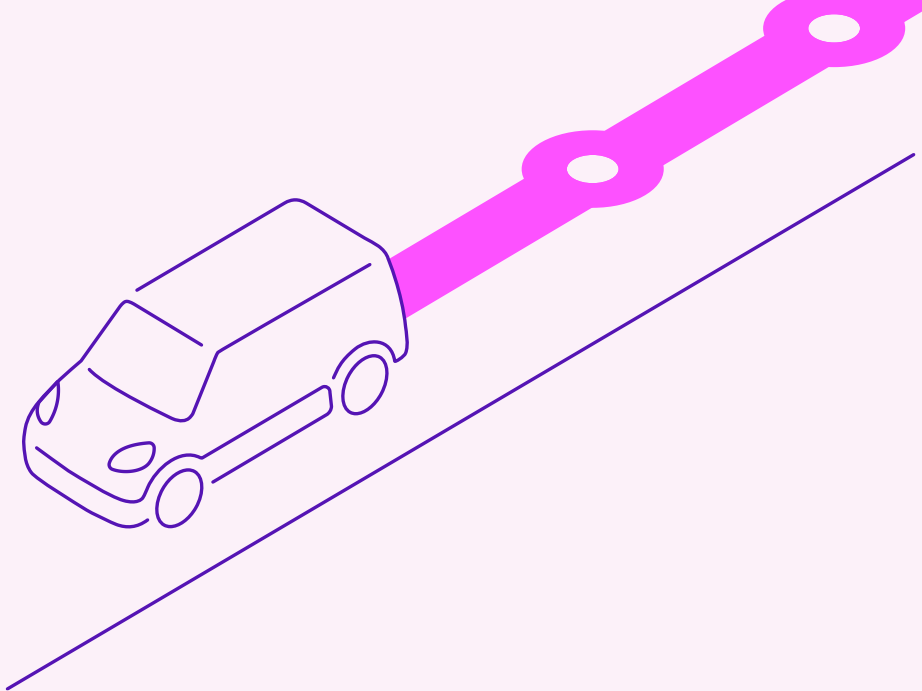
Day 1 – Customer receives notification of switch to DV

Day 28 – We place the order for the customer's switchover and send an activation email

Day 35 – Customer's service switched to DV and confirmation email sent.

Day 3 – Customer receives equipment check notification

Day 33 – Customer receives set-up information postcard and automated phone confirmation.



We're raising awareness regionally - as personally as possible

We visited every area of the UK in 2024

- 600 events
- Over 35,000 face to face conversations
- Radio & Press adverts in every region

...and we're not stopping

- We are revisiting every area of the UK again, running an additional 800 events focusing on more rural areas
- Ensuring more presence on Social Media to reach the supporting family members of vulnerable people
- Nationwide awareness raising campaigns working with a well-known face to increase engagement
- Working in partnerships with charities & local organisations



Reaching our customers via trusted voices

We know our vulnerable customer base will gain greater reassurance if they hear more about Digital Voice from more trusted sources

Partnerships

Hearing



Visual



Cognitive



Support network



England
Wales



Disability



Scotland



N.I.



Media and publications



Engaging with the support network of vulnerable customers

We're going to trial targeting the adult children & grandchildren of our vulnerable customers, with information on how they can support their loved ones through the switch using trusted Influencers to help us amplify and engage new audiences



The Green family



Giuseppe Federici
& Nonna



Instagram



X (formerly Twitter)



Facebook



LinkedIn

Customers have loved our face-to-face events



How you can help us



Raising awareness

Recommend venues and locations for us to connect with local authorities, community partners, charities and faith groups. Help us to raise awareness of Digital Voice by posting on your social media channels.



Identifying customers with additional needs

Encourage your constituents who need additional help to contact our customer services team. They can do this by phone (**0800 800 150**) or online (<https://www.bt.com/help/here-for-you>).

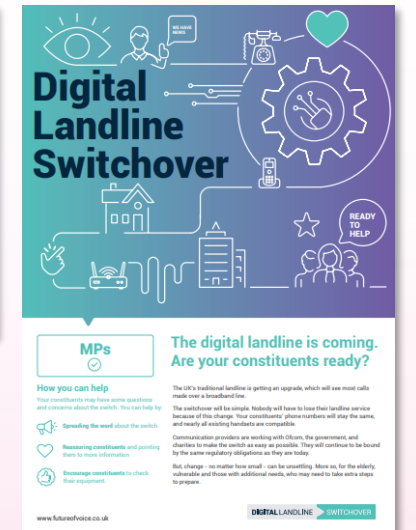
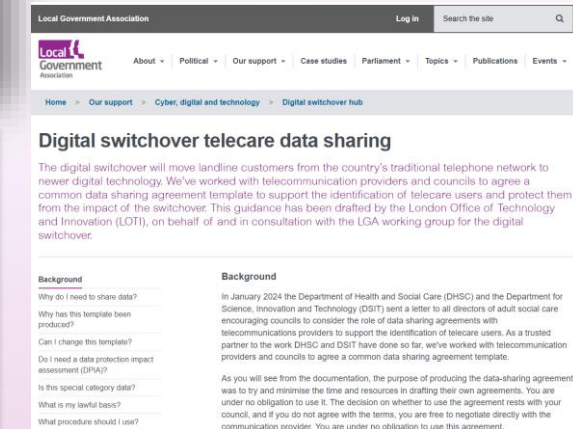
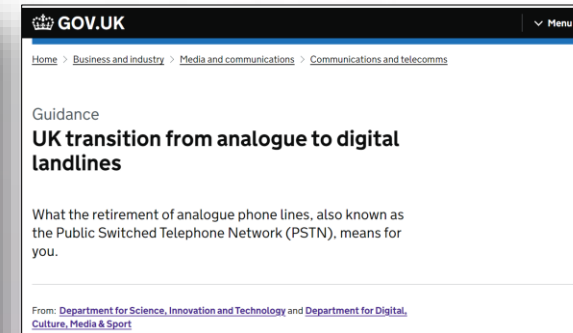
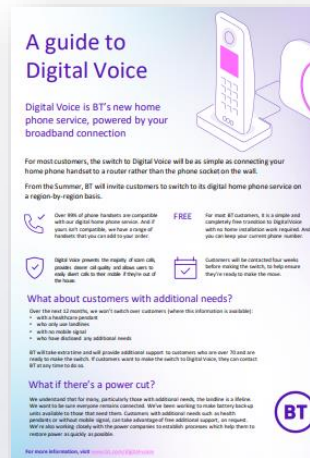
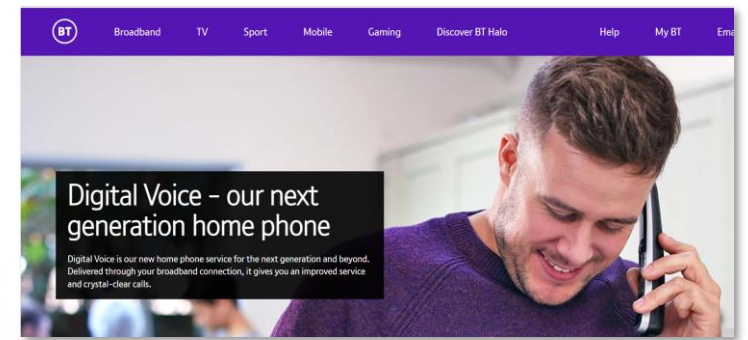
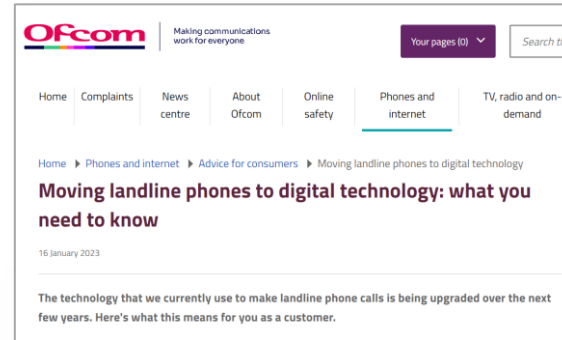


Telecare data-sharing

Engage with local authorities in your area and encourage them to complete and return our data-sharing agreement for telecare customers

Where you can find more information

- [UK Government website](#)
- [Ofcom website](#)
- [Charter of commitments](#)
- [Tech UK](#)
- [Local Government Association \(LGA\) Hub](#)
- [BT Digital Voice website](#)





What about our other brands?



EE Digital Home Phone

EE will offer the same services, products & support that BT offers with the added benefits of our new EE Hubs offering Full Fibre speeds up to 1GB+

New & regrading broadband customers will be offered New EE over BT

PlusNet Broadband only

At PlusNet, we're making things straightforward by providing simple, reliable broadband and will no longer offer a landline service

If you want to keep your phone, you'll be offered a deal with EE/BT or will be free to move to another supplier

