

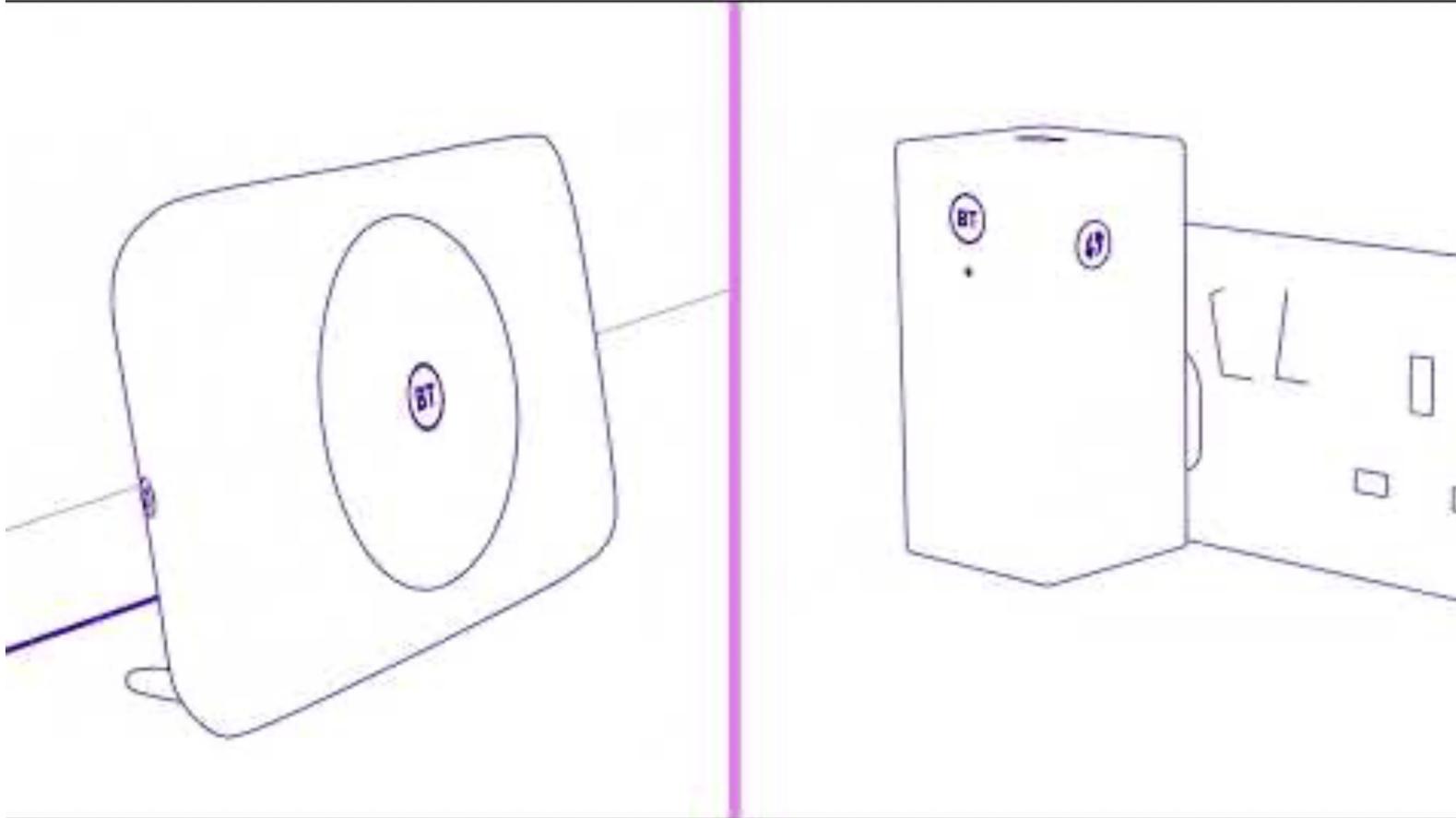
Digital telephone switchover aka Digital Voice

POTS & PANS

What and when

- The UK is moving away from the old copper telephone network (POTS) to a new digital telephone system that uses the internet (PANS).
- This change has already begun and is due to be complete by December 2025. Your phone provider will contact you to let you know your switchover date.
- This process is referred to as the 'Digital Switchover' and the new digital phone service as 'Digital Voice' (BT), 'Sky Voice', 'Talk Talk Voice' or 'VoIP' (Voice over Internet Protocol).
- If you already have broadband, the switchover will probably only require you to plug your existing phone cable into your broadband router.
- In most cases you will keep your existing number – check with your provider.
- If your phone isn't near the router, your provider MAY supply an extender free of charge.

BT Video



See https://www.youtube.com/watch?v=6f9UI00lv_E

What if I don't have broadband?

Like it or not, your analogue phone will stop working.
So you have the following options;

- Get a digital phone line without the internet (this **MUST** be supplied at no cost).
- Use a mobile phone as an alternative to a landline.
- Get connected to the internet.

Benefits of Digital Voice

- Better call quality
- Multi call – if you have multiple Digital Voice phones, they can each be on a different call
- Call diversion
- Call Waiting
- 3-way calling
- Voicemail – but most normal base stations already do this
- Caller Display – some base stations also do call filtering
- Caller Protect – some base stations also do this

What is the downside?

- Digital phone lines are unavailable if there is a power cut or when the internet is interrupted, so phone providers are required to put in place back-up procedures for vulnerable customers. These are people who don't have a mobile phone or who have services that rely on a phone line - these 'resilience solutions' should be free.
- Vulnerable customers include:
 - People aged 75 and over
 - People who have disclosed any additional needs
 - People who only have a landline (and not broadband)
 - People with telecare alarms
 - People with no mobile signal at home.
- Some home healthcare monitors and alarms rely on a phone line, these MAY need to be replaced.

Recommendations - 1

- Check with your alarm or health monitor company that it is compatible with Digital Voice as soon as possible as you may have to pay for an engineer to update it.
- Check with your provider BEFORE the change that you will retain your existing phone number.
- If you use more than one wired phone extension (e.g. sockets all over the house), it may be cheaper to buy a wireless phone pack, or multiple Wi-Fi Digital Voice phones, than getting an engineer to wire your phone network for digital voice.



Recommendations - 2

- If you don't have a mobile phone, get a simple one on a pay-as-you go tariff.
- Ensure your mobile is charged up at all times and is easily accessible.
- It may be a good idea to get a phone battery pack if you think power cuts will be longer than the life of your phone's battery and keep it with the rest of your emergency pack.



Power cuts

- It's a good idea to register with the Priority Services Register at UK Power Networks so that they will text you about power cuts and when to expect to be reconnected.
- How to use broadband during a power cut;
 - Use your mobile phone on the Cellular Mobile network (3G/4G/5G).
 - Set up your mobile phone as a Personal Hotspot, then you can use your Laptop.
 - Install an Uninterruptable Power Supply and/or a Generator.

Sent by Roland at 21:29 -
We're very sorry we've had
to switch off your electricity.

Our engineers have turned
off the power in the
Stowmarket IP14 area for
safety due to damage to an
electricity pole following a
road traffic collision which
has also grounded our
overhead cables. Our
estimated time to have your
power back on is between
01:30 and 02:30.

If you'd like more information
about why we sometimes
have to switch power off to
work; here's a short video
<https://bit.ly/3cYez0V>. We'll
keep you updated with
progress.

