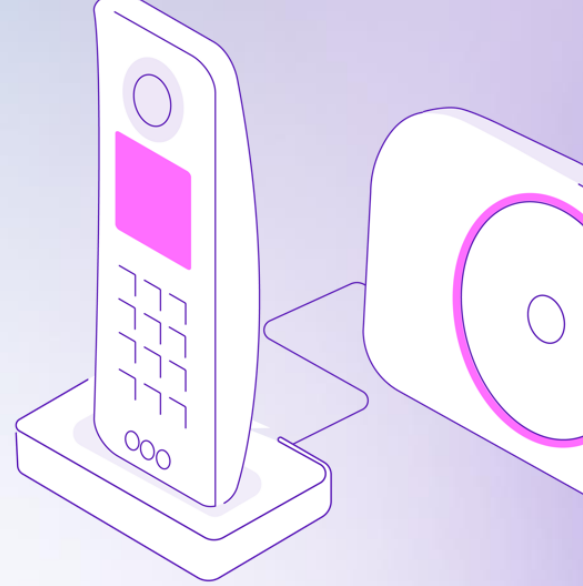


Don't put off the switch

The UK's analogue landline network will be switched over to digital in January 2027



The vast majority of the UK are already benefitting from a digital phone service. For those that remain on the analogue network, it's vital they act when BT contacts them to avoid disruption to phone or broadband services.

Digital landlines are a major upgrade to safer, more reliable service, with enhanced protections and scam-call blocking.



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. 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?

Protecting customers with additional needs remains BT's top priority, and it continues to strengthen safeguards, including working closely with local authorities, telecare providers, charities and government to ensure those with additional needs are identified and supported safely through the transition.

Free in-home engineer visits are available for those who need extra help, and the provision of backup power solutions to help customers make calls during power cuts.

For customers without broadband, BT will be offering a dedicated landline service, allowing them to use their landline in the same way they do today.

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.

Customers with additional needs such as health pendants or without mobile signal, can take advantage of free power backup 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/connected-together

