

Digital Switchover

What is the Digital Switchover?



The UK is switching from the old telephone network to a new digital system that uses the internet. This change, called the "Digital Switchover," has already started and will be completed by January 31st, 2027. You might hear this new digital phone service called "Digital Voice" (BT), Sky Voice, TalkTalk Voice, or VoIP (Voice over Internet Protocol).



For vulnerable customers, we recommend signing up for this service as it will prioritise your needs. In case of an emergency, being registered ensures that you are given priority and that your specific needs are known. It's a good idea to register now as a vulnerable customer with your phone provider and utility suppliers.



Digital phone lines won't work if there's a power cut or internet interruption, so phone providers must have backup procedures for vulnerable customers. These solutions should be free and are for people who:

- Are aged 75 and over
- Have disclosed any additional needs
- Only have a landline (and not broadband)
- Have telecare alarms
- Have no mobile signal at home
- Anyone with disability



Since this service requires online registration, One Place East's Tech Assistance Project can support you with this. Contact Owais Niaz for more information on:

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