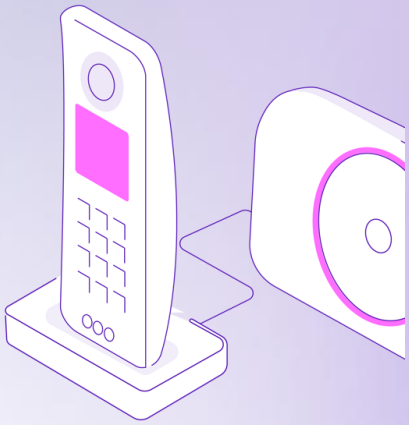
Don’t put off the switch

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



Millions of customers across the UK have made the move to more reliable, secure digital landlines.

We’re urging anyone who is yet to switch to engage with us promptly to avoid the risk of service disruption. Taking a few minutes to review these communications and respond when needed helps ensure customers have the right solution for their needs and the switch goes as smoothly and safely as possible.

- ✓ Over 99% of phone handsets are compatible with Digital Voice. And if yours isn't compatible, we have a range of handsets that you can add to your order.

FREE

- ✓ For most, it is a simple and completely free transition to Digital Voice.
- ✓ You’ll keep your existing phone number.
- ✓ You’ll need to add the area code to all outgoing calls.

- ✓ Customers are benefitting from new features like enhanced scam protection,, with more than 91 million scam and spam attempts blocked in the past year.

- ✓ You’ll be contacted in advance to help make the switch. Please book and confirm your appointment if requested.

Supporting 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 move their home phone to a dedicated landline service, allowing them to use their landline in the same way they do today. They’ll need to add the area code to all outgoing calls.

Staying Connected in a power cut

- If there is a power cut or their broadband stops working, they’ll not be able to make calls using Digital Voice, including 999 calls. They should keep a fully charged mobile phone as a backup where possible.
- Customers with additional needs, use health pendants or without mobile signal, can take advantage of free power backup support, on request.

For more information, visit www.bt.com/connected-together or call us on 0330 1234 150