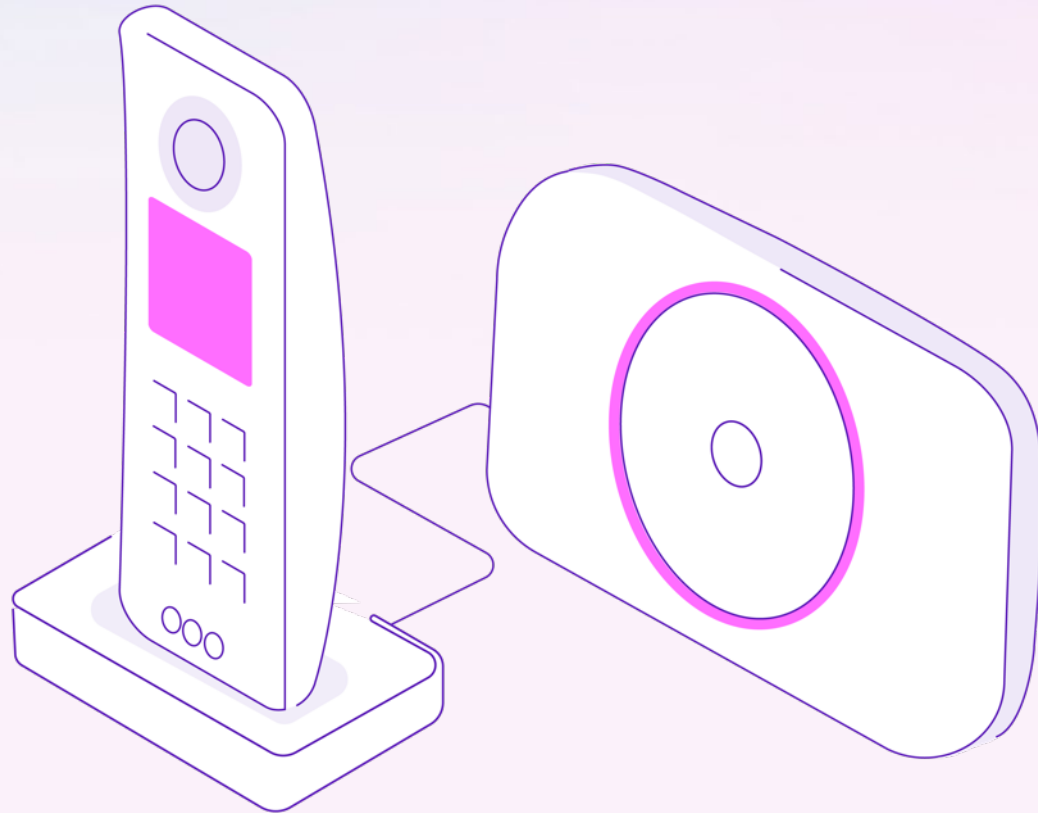




Digital Voice

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.

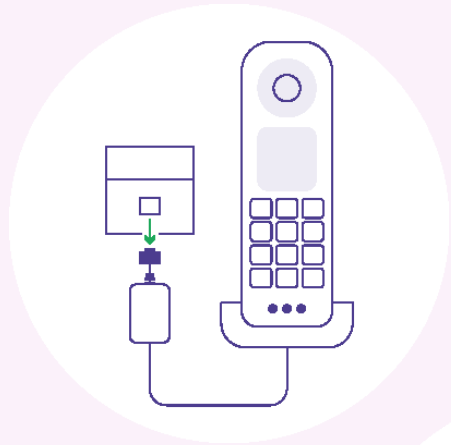
We have until the end of **January 2027** to move all of our customers to a digital service

The analogue network is fast becoming obsolete

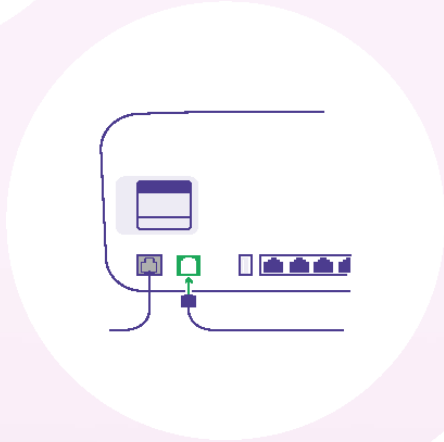
It's increasingly unreliable, energy hungry and can't give our customers the world-class service we want to provide. Switching to Digital Voice will give them clearer call quality, and help prevent the vast majority of scam calls.



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.

BT also has a Digital Voice Adapter that enables customers to keep multiple phones connected wherever they'd like them.



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

Enhanced scam protection powered by AI

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

Since launch we've blocked an average of 15k scam calls per 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...

Using the UK's best mobile network with 87% geographical & 99% population coverage

or

For those in areas with no signal, 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. They intend to keep building after that - to as many as 30 million premises by the end of the decade



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 late 2024 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



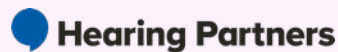
New equipment installed at the local telephone exchange means no engineering visit is required and no change at the customer premises



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



How is the
switchover happening?



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

When are customers being moved?

New BT customers sold Digital Voice & started migrating customers in regions we engaged with

Customers who have not used their landline for 12 months & have no additional needs or telecare

Customers who have used their landline & have no additional needs or telecare

Customers without Broadband

Customers considered Vulnerable or with additional needs / disabilities



April
2023

April
2024

Summer
2024

Autumn
2024

Spring
2025

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



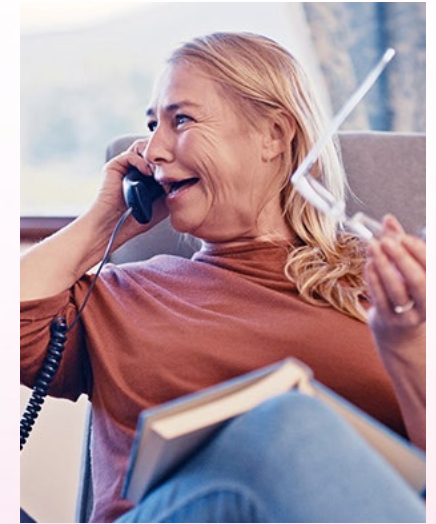
Vulnerable customers with additional needs



Customers with Healthcare pendants or alarms



Elderly customers



Landline-only customers

We're taking our time with these customers and ensuring they have the support needed before moving them

The charter of commitments for customers with Telecare

Communications Providers must:

1. Not undertake any non-voluntary migrations, until they have **full confidence they are taking all possible steps to protect vulnerable people** through the migration process.
2. Not migrate Telecare users without CP's, the customer, or the telecare company **confirming they have a compatible and functioning telecare** solution in place.
3. Work to provide battery backup solutions **that go beyond the Ofcom minimum of 1 hour of continued** access to emergency services in the event of a power outage.
4. Collectively work with Ofcom and Government to create a **shared definition of 'vulnerable' customer** groups that require greater support, specific to the digital landline migration.
5. Conduct checks on customers who've already been migrated to **ensure they don't have telecare devices we were unaware of**, and if they do, ensure suitable support is provided.

Data Sharing Agreements are essential to ensure CP's know which customers have Telecare devices. BT are working with private Telecare Providers and Local Authorities to get these agreements in place.

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.



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



We will not move customers who are known to be vulnerable or with additional needs until data-sharing agreements are in place and in-home support for telecare users is available.

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

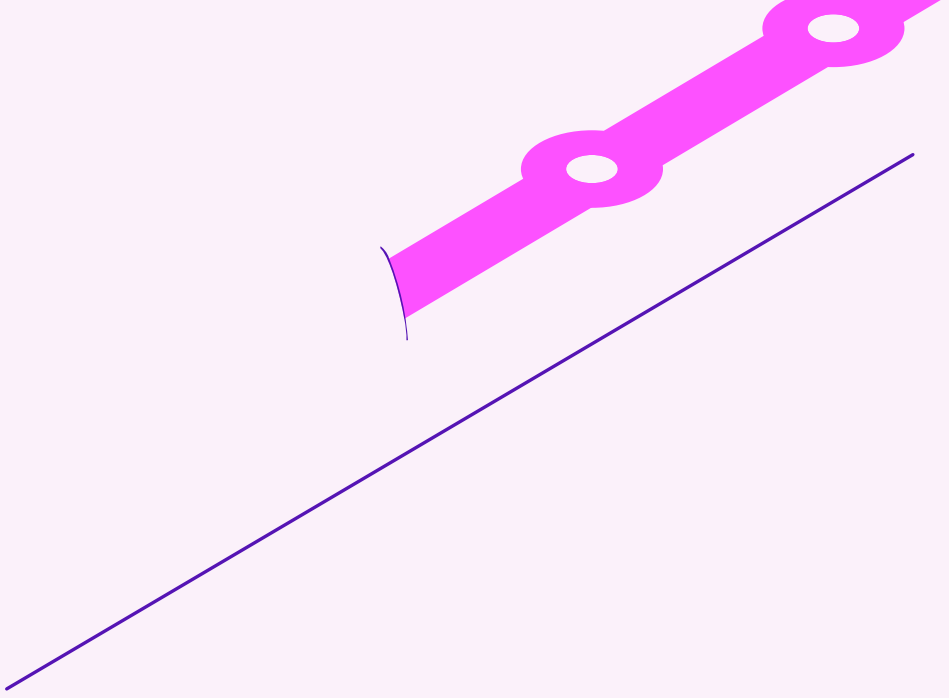
Day 3 – Customer receives equipment check notification

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

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

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





We're raising awareness,
regionally as personally
as possible

We've visited every area of the UK...

- 300 events
- Over 20,000 face to face conversations
- Radio & Press adverts in every region

...and we're not done yet

- We'll be running an additional 800 events focusing on more rural areas
- Working in partnerships with charities & local organisations



Customers have loved our events so far...



...And the feedback speaks for itself

Very patient lady looked after me. Everyone is so helpful and understanding. Thank you

Brilliant venue, a personal touch - very nice to be able to speak to someone

Excellent really helped as was worried about loosing the landline, not now as got all the help and support and feel confident for the switch over

Very welcoming , liked the 1:1 experience. Had lots of questions which feel have been answered and will feel more confident when the information is sent after today

Very informative, advisor was really helpful, great event

Extremely helpful, showed where to go. Really clear and informative

Whole event very impressive so organised and friendly.

- Customers rate their knowledge of the change after speaking to us **8.7 out of 10**
- Their confidence to make the switch when the times comes out at **8.2 out of 10**

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**), text or online.

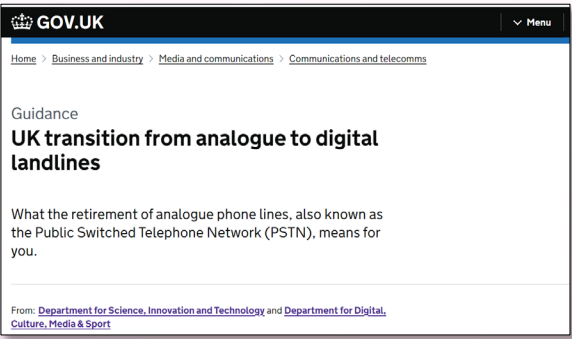
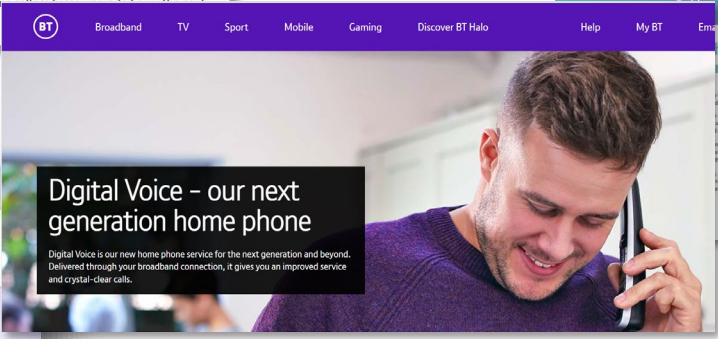
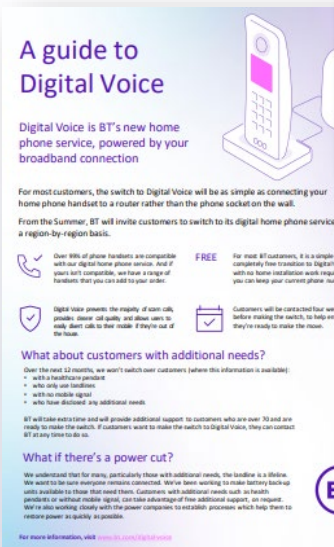
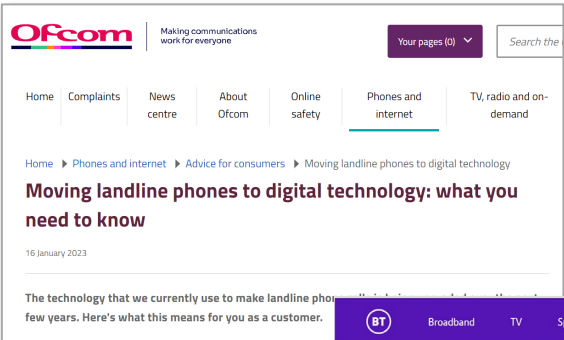


Telecare data-sharing

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](#)
- [BT Digital Voice website](#)
- [BT's latest DV press release](#)





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

At Plusnet, we're making things straightforward by providing simple, reliable broadband without a landline

You won't have a home phone line so won't be able to make or receive landline calls

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

