

The BT Landline Switchover

Everything you need to know in 2026

WHAT IS DIGITAL VOICE?

This is BT's new home phone service, powered by your broadband connection. It comes with lots of features included like Call Protect and Voicemail.

WHY IS IT BEING INTRODUCED?

BT is making the switch because the analogue network that most home phones work on at present is no longer fit for purpose. The outdated network will be switched off for all phone providers by 2027. This is a once-in-a-generation upgrade to ensure that everyone stays connected now and into the future.

The new home phone service runs on the broadband network. It offers many benefits and improved features over the existing system, including advanced spam call blocking.

WHAT DOES THIS MEAN FOR YOU?

For most people, Digital Phone lines will have no impact on how they use their home phone. You'll still have the same service, and your price plan and bills will remain the same. BT will be in contact when it's time to switch over, providing simple instructions on what to do when it's your turn to make the switch.

If you're a new BT customer or have chosen to move to Digital Voice by upgrading or changing your broadband package, you'll receive emails/letters and postcards letting you know how to switch over.

HOW MUCH DOES DIGITAL VOICE COST?

Switching to Digital Voice won't cost anything and you won't pay more than your current home phone plan, unless you've chosen to upgrade to Digital Voice while re-contracting your home broadband plan.

THE SWITCHOVER PROCESS



BT will contact you with details of your Switch Over Day (this is the day they activate Digital Voice in your home). BT will also send you emails/letters and postcards along the way. These will provide you all the information you need to make your switch as easy as possible.



If you have any questions or concerns when BT contact you, or are a customer with additional needs, give them a call on **0800 800 150**. You will also have the option of nominating a friend or family member to help you switch.



THE FINAL YEAR BEFORE THE SWITCH-OFF

We have now entered the final year before the analogue network switch-off in **January 2027**. This is the last opportunity to ensure all customers transition seamlessly to Digital Voice.

To keep customers fully informed across the year, BT will provide:



National Stakeholder Webinars (monthly)

Bringing together organisations, charities, and local authorities for us to share essential programme updates.



Monthly Newsletters

Continuing throughout the year with progress updates, resources, and practical guidance.

LLA will be represented at these sessions, ensuring accurate and up-to-date information is being passed onto members throughout this critical phase of the switchover.