

## CUSTOMER SERVICE NUMBERS

The numbers shown below will put you in touch with the Customer Service Teams of the main broadband service providers:

<b>BT</b>	<b>0330 123 4150</b>
<b>Vodafone</b>	<b>0333 304 0191</b>
<b>Sky</b>	<b>0333 7591 310</b>
<b>Virgin Media</b>	<b>0345 454 1111</b>
<b>EE</b>	<b>0800 956 6000</b>
<b>Plusnet</b>	<b>0800 432 0200</b>
<b>Talk Talk</b>	<b>0345 172 0088</b>
<b>O2</b>	<b>0344 809 0202</b>

Burgess Hill Town Council does not give advice on which service provider to use, nor do we endorse any company mentioned in this booklet.

With thanks to MCL Telecom for their assistance with checking the technical content.

# A simple guide to 'The Telephone Switch-over'

## 2025 - 2027



**BurgessHill**  
Town Council

Helping our residents to make choices

## MAJOR TELEPHONE CHANGES

**2025 - 2027**

The next two years will see the way our telephones work change completely, as the UK telephone network goes digital.

It is known as the 'Telephone Switch-over'.

The old system of using copper wires, now known as PSTN (Public Switched Telephone Network), has been around for more than a century but will gradually be switched-off, the last ones in January 2027\*.



Telephones will then need to use the digital internet system, commonly known as 'broadband'.

The way it all works is called VOIP 'Voice Over Internet Protocol'.

That's enough of the technical stuff; let's look at how it will affect you, the telephone user.

## WHAT IF THERE IS A POWER CUT?

Whilst some of the older analogue phones will work in a power cut (they take their power from the telephone exchange battery system), that is not the case for a digital phone unless it has a battery back-up.

If you do not have a mobile phone, or there is no mobile reception in your area, your service provider should give you a battery back-up pack, so you are not cut off when the power goes.

## HOW DO I AVOID BEING SCAMMED?

Unfortunately, there will be some unscrupulous persons out there that may try to convince you that you have to pay for the new service. **YOU DO NOT!** The moment any money is mentioned you should **END THE CALL. PLEASE DO NOT GIVE THEM YOUR CREDIT OR DEBIT CARD DETAILS.**

On the back of this booklet you will find all the telephone numbers of the main broadband service providers. They are committed to helping you with the 'Telephone Switch-over'.

in their bills'. BT also will not be lowering its prices after the switch 'You will still have the same service and your price plan and bills will stay the same' a spokesperson said.

### **WHEN IS THE CHANGEOVER HAPPENING?**

Originally this was going to happen in December 2025, when the entire PSTN system was due to be switched off. Delays in providing the new infrastructure mean that this deadline has been moved to January 2027. Many providers have already started moving customers over. \*This date may change again.

### **WHAT ABOUT OTHER DEVICES THAT USE A LANDLINE?**

Other devices including telecare services, personal alarms and security alarms use the telephone network. Some existing devices will continue to work using the digital system **BUT** others will need to be replaced.

If you use **TELECARE** services, you may want to let your phone provider know in advance of the switchover. They will check your devices.

### **I HAVE BROADBAND AT HOME, DOES THAT MAKE THINGS EASIER?**

If you already have a broadband connection, the switch should be very straightforward. Your phone will be plugged into a router or a new socket, which in some cases will need an adaptor supplied by your service provider.

A broadband provider has a statutory duty to ensure that its customers have uninterrupted use of their telephones.

Existing broadband services that are using copper wires (usually very slow connections) will be upgraded to the new digital system, probably using fibre-optic cables. The service provider will do this at no cost to the customer.

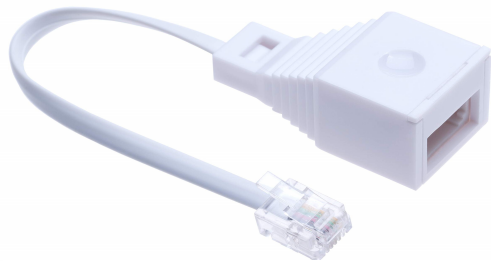
### **WHAT IF I DON'T HAVE A BROADBAND CONNECTION AT HOME?**

For those without a broadband connection at home, your supplier will install one. If you only want to use broadband so you can keep your landline, that's fine. Where broadband is being used just to power the telephone, your supplier

should not charge you extra. Both BT and Virgin have committed to not charging customers for landline-only broadband connections.

### **WHERE DO I PLUG INTO THE ROUTER?**

Your phone will be plugged into your new router or a new socket, which in some cases will need an adaptor supplied by your service provider.



The adaptor will allow you to plug the existing phone into the grey sockets on the back of your router.



### **WILL I NEED TO GET A NEW LANDLINE PHONE?**

You should be able to keep your current phone but if it's very old, you might want to renew it.

### **CAN I KEEP MY CURRENT NUMBER?**

Yes, you can keep the same number, including the area code. So if your current number is 01444 123456 then it will remain as 01444 123456.

### **ONCE I HAVE GONE DIGITAL, WILL MY LANDLINE WORK ANY DIFFERENTLY?**

Your landline will still feel like your old landline after the switch – including a dial tone.

Digital lines have better sound (audio) quality and clearer calls.

### **IF I AM NOT PAYING LINE RENTAL FOR A LANDLINE, WILL MY BILLS GET ANY CHEAPER?**

Unfortunately, it seems that they will not be cheaper. In the eyes of the service providers, you are still getting the same service – it is only the technology that has changed.

Here's what a Virgin Media spokesperson said: 'As customers will still be able to use their landline services, they will not see any reduction