



Digital Voice – Getting it right for our customers

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BT Group



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Context



Introduction to Digital Voice

What is Digital Voice?

- BT's new digital home phone service¹
- Voice calls will be made over our broadband (IP) network, rather than the old analogue network (known as the PSTN)
- All communication providers are switching their customers in this once-in-a-generation infrastructure upgrade

When is this happening?

- In 2017 BT announced that the PSTN would be retired by December 2025, with customers migrated to IP-based products by this date
- Other analogue networks such as ISDN are also being retired as part of the move to digital landlines

Why is this happening?

- PSTN is a legacy platform reaching the end of its life (increasing fault rates, lack of available spare parts, retirement of specialist engineers)
- Unable to support the needs of modern digital communication
- An important enabler to UK Government's Project Gigabit ambitions

¹ Other communication providers have their own IP-voice product names

What it means for you

Landlines **aren't** going away, they're simply being upgraded to provide a service fit for the future

Retail Customers

Digital Voice will deliver improved service, crystal-clear calls and improve scam call screening

For most customers, it will be as simple as plugging a handset into a router rather than the phone socket on the wall

Customers with additional equipment plugged into their phone (e.g. burglar alarms or health pendants) will need to check with their provider to confirm that the equipment they have works with a digital phone line.

Business

As well as traditional phonelines, the PSTN supports everything from alarm systems, and traffic lights to ATMs. If you have devices connected to your telephone line, you will need to check with the manufacturer or service provider that they will still work on BT's IP Voice network.

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BT's migration programme





In brief

- BT Consumer has the majority of IP-Voice customers
- Paused bulk migrations in March 2022 for customers who don't want to Digital Voice straightaway (business migrations have continued)
- Some customers require additional support to migrate to Digital Voice successfully
- Pausing had enabled to listen to those customers and address their concerns

We are taking an inclusive collaborative approach to customer and stakeholder engagement...

Building Confidence

- Established the Digital Voice Advisory Group (incl. RSN, CLA, NFU)
- Engagement with MPs and other elected representatives
- Engagement with OFCOM and DCMS

Raising awareness

- Improving coordination across the industry
- Piloting local and regional engagement approaches
- Support from BT staff
- Parish council meetings / town hall 'drop ins

Supporting customers

- Mapping Digital Voice use cases
- Improving customer products and solutions
- Expanding rural 4G coverage
- Friends, family and carer support
- Engaging with related industries (e.g. telecare and alarms)

.... And plan to restart migrating customers in the spring

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How you can prepare for the switchover



How you can prepare for the switchover

1

As customers

Retail customers:

- We will contact you ahead of time before you're due to be switched over
- If you have additional equipment, check with your provider whether it will work with Digital Voice
- Contact customer services if you have questions or concerns

Business customers:

- Start planning for your migration now
- Audit your estate (BT can help)
- Contact your BT account manager

2

As conveners

Local authorities and public service providers:

- Check with your suppliers about their product migration plans
- Check whether your own procurement is future-proofed

3

As communicators

Local authorities, health orgs, charities etc.:

- Use your existing communicating channels to raise awareness
- Work with us to help identify customers with additional needs in your areas

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**Further
information and
support**



Further information and support with the migration

BT Consumer (retail customers)

Digital Voice website:

[Digital Voice](#) | [Digital Home Phone](#) | [BT](#)

BT customer services:

0800 800 150

BT Business (business customers)

BT Business 'All-IP' website:

[The UK's phone networks are going digital](#) | [BT Business](#)

Your BT Business account manager

Other resources

UK Government:

[UK transition from analogue to digital landlines - GOV.UK](#)

TechUK:

[Digital Phone Switchover](#)

Openreach:

[Digital Phone Lines](#) | [Openreach](#)

