

Digital switch over



The telephone network that we have all grown up with is wearing out and rapidly approaching the end of its life. Whilst its physical infrastructure has virtually remained unchanged to when it was installed, our communication needs have changed immensely. To this end the old copper network that we use currently is being phased out by 2027 and being replaced by a digital connection (digital voice) using a broadband connection. Depending on where you live, the transition to digital voice is commencing now in Hampshire and some people may have already been switched. A consumer's landline provider will contact the user prior to this switch over giving notice period of a switching date.

To the vast majority of consumers this switch over will be seamless with the only action being required of them being to unplug their existing phone from the existing wall socket and plug back into the phone socket on the back of their broadband hub. This will take place when their phone no longer is able to make a call i.e. there is no ringing tone. Most current phones are digital compatible and will work immediately once plugged into the back of the broadband hub. However, if the customer's phone does not work, there is a slim chance the phone is not digital compatible and will need to be replaced. Occasionally, if a customer has an old broadband hub this may also need to be replaced by their internet provider.

A problem occurs when the customer does not use broadband. As their phone is switched, they will lose their connection altogether. In this circumstance the customer must contact their phone provider and tell them they are concerned as they do not use broadband and request to be provided with a special dedicated broadband connection which should not incur any additional cost.

Additionally, most careline telecare provider's equipment is not currently compatible with digital voice and will potentially cease to work upon switch over. Again, if this is the case the customer must again contact their phone provider requesting that they defer the switch to digital voice, allowing the customer time to confirm, or otherwise, that the device will continue to work.

Finally, in the event of a power cut, digital voice will cease to work. Whilst most people have a mobile phone, the temporary loss of digital voice will not be of much concern. BT will, however, supply vulnerable customers with a battery backup, providing up to 1hr worth of power.

www.which.co.uk/reviews/broadband/article/digital-voice-and-the-landline-phone-switch-off-what-it-means-for-you-aPSOH8k1i6Vv