

Your Landline Is Changing

A checklist to help you prepare for the switch to digital telephone

What is happening? The UK's old copper telephone network — the system that has carried landline calls for over a century — is being permanently switched off by the end of 2027, area by area. Every home and business with a landline will be moved to a new digital system. Action is needed now. Some residents, especially older or more vulnerable people, may need extra help to prepare.

RESIDENT CHECKLIST



STEP 1

Don't wait — act now

Contact your provider before you receive a letter. Some households are switched with little or no warning. Acting early gives you more choice.



STEP 2

Ask when your area is affected

Call your landline provider and ask directly when your area is scheduled. Knowing your date lets you plan ahead.



STEP 3

Check your home phone

Older corded phones that plug straight into the wall may not work on the new system. Ask your provider — many will supply an adapter or a new handset free of charge.



STEP 4 · PRIORITY

Check any personal or medical alarm

This is urgent. Lifeline pendants, fall detectors, and emergency call buttons often use the phone line. Contact the alarm provider before anything changes — the device may need replacing.



STEP 5 · PRIORITY

Check any burglar alarm

Many home alarm systems dial a monitoring centre over the phone line. **Contact your alarm company** to check if it is ready for the switchover.



STEP 6

Know what happens in a power cut

Unlike the old landline, the new digital phone needs your broadband router switched on. If power goes out, it will stop working. Have a plan — a mobile phone or a neighbour who can help.



STEP 7

Ask about emergency backup

Ofcom requires providers to offer a way to call 999 during a power cut — usually a free battery backup unit. Ask your broadband provider if you rely on a landline and don't have a mobile.



STEP 8

Write down key phone numbers

Keep important numbers written down: your GP surgery, a family member, and your provider's helpline — in case of any disruption during the switch.



STEP 9

Ask for help sooner rather than later

Your provider must offer assisted migration support — they are required to help you. Charities including **Age Cymru** and **Citizens Advice** can also help. Your community or town council may be able to signpost support too. The earlier you ask, the smoother the move.

Need help?

Contact Age Cymru or Citizens Advice Wales for free, impartial support. · [ofcom.org.uk](https://www.ofcom.org.uk)