



We're upgrading
our phone network



There are big changes afoot – and ones that will benefit you and your customers. If you use any special services that use our phone network, like fire alarms, security alarms and telecare pendants, you'll want to read on.

What's happening?

Like other major communications providers around the world, we're changing the way we deliver telephone services to our UK customers, moving from analogue services to digital broadband technology.

If your products and services rely on our analogue public switched telephone network (PSTN) these changes could affect how they work.

We plan to launch the first of our new services towards the end of this year – and we hope all our customers will be using fully digital telephone services by 2025.

What's changing?

We'll be making fundamental changes to the older parts of our network. The key difference for you is your telephone service will work over broadband.

Your phones will connect directly to your broadband router instead of being plugged into the phone socket on the wall. Exactly how they connect will depend on the type of phone you use.

It's worth noting that other UK communications providers will have their own IP transformation programmes running over different timescales and using different technologies.

Work with us

Any of our customers across the UK can choose to upgrade – and we want to take extra care of customers with special services. We'd like to work with you so that you're aware of how the changes to our network will affect your existing products and services, and so that you can take this opportunity to develop innovative new ones.

We're working with alarm receiving centres to identify the special service users on our network. We can then make sure that all our customers upgrade at the right time.

In the meantime, we'll build analogue adaptors into our Smart Hubs to help ease your transition to digital. You will need to carry out testing to make sure that your services are compatible.

To help make this easier, we've opened a digital services lab at Adastral Park near Ipswich, our research and development site. We'd like to offer you the opportunity to come and test your services on BT's fully digital telephone network, to make sure you're ready to help your customers make the move to digital.

Contact us

If we haven't been in touch directly yet – or if you'd like to book a visit to our digital services lab – please get in touch.

You can visit our website at btplc.com/digitalserviceslab
or email us at btdigitalvoice@bt.com