

Learning Centre Feature – Digital Phones

BT is planning to switch off the analogue phone network in 2025. All telephone providers will have to have converted their customers to digital phones by that date.

The following is what will happen for BT customers, other providers will follow similar process and provide similar services.

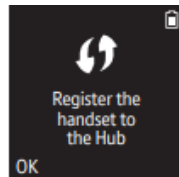
The advantages:

- Crystal Clear Calls
- More reliable service (except in a power cut)
- Members of a household can all make calls at the same time (obviously each with a digital phone but sharing the single phone line)
- Free services (that used to cost extra): Voicemail, Call Protect, Call Waiting, Caller Display, 3-Way Calling, Call Diversion, Withhold Number.

The process:

BT are offering conversion to digital to customers in rotation and when changing or renewing a contract. You can request conversion if the service is ready in your area. You get a letter with details about four weeks before the switch.

There is no cost to customers, a hub and one digital phone are provided and your contract stays the same. Digital phones talk to the hub wirelessly, they need to 'register' with the hub when first turned on, instructions come up on the phone's screen.

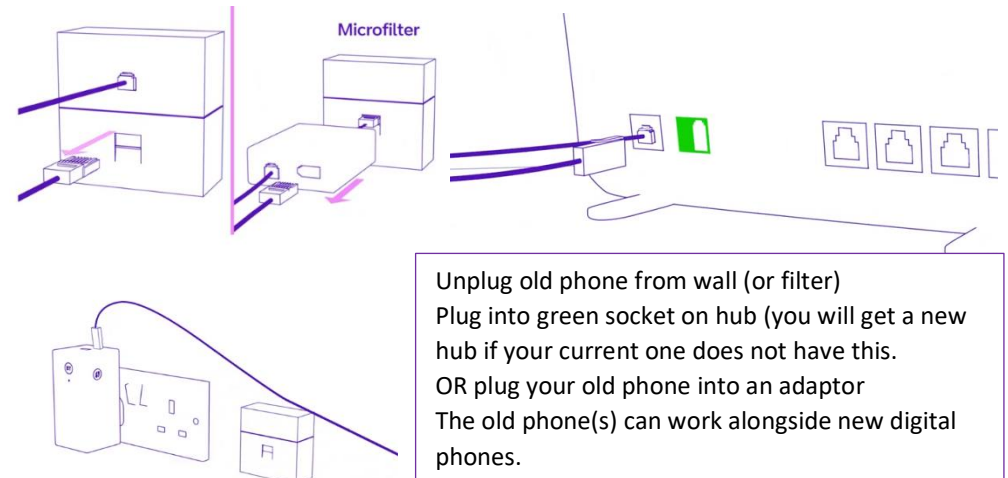


1 Press OK on your phone and follow the on-screen steps.

Your existing phone(s) can still be used in addition but the phone's base station must be plugged into the hub (Green socket, possibly covered by black tape) and not into the wall socket(s) – which are redundant.

If your old phone cannot be placed near the hub there is a simple adaptor that enables it to be placed anywhere there is a power point.

There is no change to the way you use your phone except that you cannot leave off the dial code for local numbers (01258 for most readers).



Full Fibre

Not to be confused with switching to digital phones. Full Fibre just increases the speed of your internet connection (and further increases reliability).

Again taking BT as an example: When full fibre is available BT Openreach will run a new fibre cable from the street to the entry point to your house and a new master socket is installed in the house. That socket requires mains power and for the hub to be plugged into that master socket. If you do not have power near the present master socket and/or cannot place the hub there, the engineer can create a new entry point to the house up to a reasonable distance.

There is no extra charge from many BT packages to switch to 120GB fibre. You can switch to even higher speeds at extra cost.

