

BT or EE

BT calls their new system Digital Voice.

BT's website is at <https://tinyurl.com/BT-digital> or www.bt.com/digitalvoice

BT has introduced digital handsets that link directly with the router. These are VOIP (Voice Over Internet Protocol) handsets. BT initially provided these free but now they are a paid-for option.

For those not wanting to take out a mobile contract, primarily just to have a working telephone when there is a power-cut, BT offers a unit that normally works via the landline internet but will switch automatically to the mobile network – a hybrid telephone – that will provide a connection for a couple of hours. See the FW500 unit below.

The Motorola FW500 is at www.bt.com/help/landline/digital-voice-phones/hybrid-phone

BT's general solution to the change is to get you to plug (one of) your existing phone(s) into a (green) socket in the back of the router. If this is not possible, or awkward for some reason, BT will provide, free-of-charge, an ATA (Analogue Telephone Adapter) that connects direct to the router and will allow you to plug in a standard telephone to become effectively a VOIP unit.

If you really don't want anything to change in your premises, you can opt-out until 2030 by requesting your line to be converted to a DHPS (Dedicated Home Phone Service) line where the Openreach change is done within the exchange.

Your existing extension wiring can be re-connected, with a bit of work but BT don't guarantee that it will work, in part due to the number of phones the hub socket will support – the REN (Ringer Equivalent Number) number. For possible ways to do this, with a disclaimer as to the methods, see below.

Plusnet

Plusnet are only offering a 'broadband-only' service after the changeover. If you want to retain a landline phone service it will need to come as a VOIP service from a 3rd Party. Suggested suppliers appear in the YouTube video below. There is also a chance of losing your existing phone number if you don't get it ported across to the new VOIP service. Again watch the video to see what's involved and how to do it.

<https://community.plus.net/t5/Everything-else/Full-Fibre-digital-voice/td-p/1945912>

<https://www.plus.net/help/my-account/changes-to-broadband-and-phone-faqs/>

Setting up an alternative VOIP service and Porting you existing phone number:

<https://www.youtube.com/watch?v=JRvAFbk6BuU&pp=ygUacGx1c25ldCBkaWdpdGFsIHN3aXRjaG92ZXI%3D>

TalkTalk/Tiscali

Talktalk, from their bulletin boards, seem confused as reports indicate their staff think a copper/aluminium line is required even when the customer is using a full-fibre connection. Specific information about their service after the change is sketchy. See link below for what is available. The best advice is to have a direct conversation with them.

[Digital Voice | What is Digital Voice | TalkTalk](#)

Upgrades to an existing contract are being called Fibre but it's really just the hybrid FTTC infrastructure except in some specific locations and will again be using an adapter and your existing phones linked to your internet hub and service. This apparently is done using an Amazon eero router and a special adapter to connect an ordinary handset.

Sky

Sky has provided a fair amount of information (see links below).

[How will the landline phone switch work and what do you need to do? | Science & Tech News | Sky News](#)

[What you need to know about Internet Calls | Sky Help | Sky.com | Sky Help | Sky.com](#)

[Setting up your Sky hub | Sky Help | Sky.com | Sky Help | Sky.com](#)

Much of the BT information (above) also applies to Sky customers.

Vodafone

[Your landline is changing: Everything you need to know](#)

Hopefully it is!

Zen

Zen has provided a fair amount of information (see links below) and a VOIP solution - Zen Digital Voice - based around their FritzBox (router/hub).

[The Great British Switch Off and Digital Voice: What's the deal?](#)

[More on Zen's DV service & willingness to keep the phone number](#)

[Connecting existing landline phone to Fritzbox with RJ45 adapter](#)

[How to Pair your Fritz!Fon C6 DECT Phone to the FritzBox](#)

Much of the BT information (above) also applies to Zen customers.

VirginMedia

I don't think Virgin have customers in this area so I have not investigated what they plan to do, especially as they operate their own network and it's primarily delivered in urban areas by full-fibre.

Connecting old extension wiring to BT/VOIP router

A selection of videos to illustrate as to how this might be achieved, with a full disclaimer by members of KBG, as to their use by unqualified personnel.

[How to Connect Landline Phones / Extensions to VOIP on Fibre Internet](#) 20 mins

<https://www.youtube.com/watch?v=En3vYui5bjM> 9 mins

<https://www.youtube.com/watch?v=80IAvX901sY> 13 mins

<https://www.youtube.com/watch?v=En3vYui5bjM&t=10s> 8 mins