

Digital Switchover Briefing 24th June 2026

Questions from the meeting chat with answers provided by Nav Hussein from BT/EE

Does copper only include Fibre to the Cabinet?

FTTC is classed as a fibre product, those customers will be moved to SOGEA as part of the switch to a digital phone line.

The 1% of phones that won't work, are they the old pulse dialling phones?

Yes and rotary phones

The migration plan appears well advanced and includes support for telecare users and vulnerable residents, My question is whether a one hour battery provides sufficient resilience for communities that occasionally experience prolonged power interruptions.

We offer 2 solutions, one is the hybrid phone which lasts up to 8 hours on standby & the second solution is the battery back up unit plus which last up to 4 hours and hits hibernation mode at 25% battery. At this point customers can use this for longer if used as and when. During this time it is also recommend to use a mobile phone.

The information and support that you have explained appears to have been put forward from a BT perspective, can I ask if this is also available from other providers for their customers, or is this an approach for all affected users please, that they can all tap into no matter who the provider is?

Providers are working together at an industry level but the comms and engagement approach differs. All providers must support telecare users as per the commitment charter. I would recommended customers to liaise with their provider to understand the support available and the plans to switch.

Exactly what types of phones are required to move to digital as not all phones just plug into new system.

Over 99% of phones are compatible, we have also tested accessible devices on digital voice via charity partners at our tests labs which also worked. The customer will unplug their phone from the master socket and into a broadband router.