

UK Analogue to Digital Switchover

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openreach



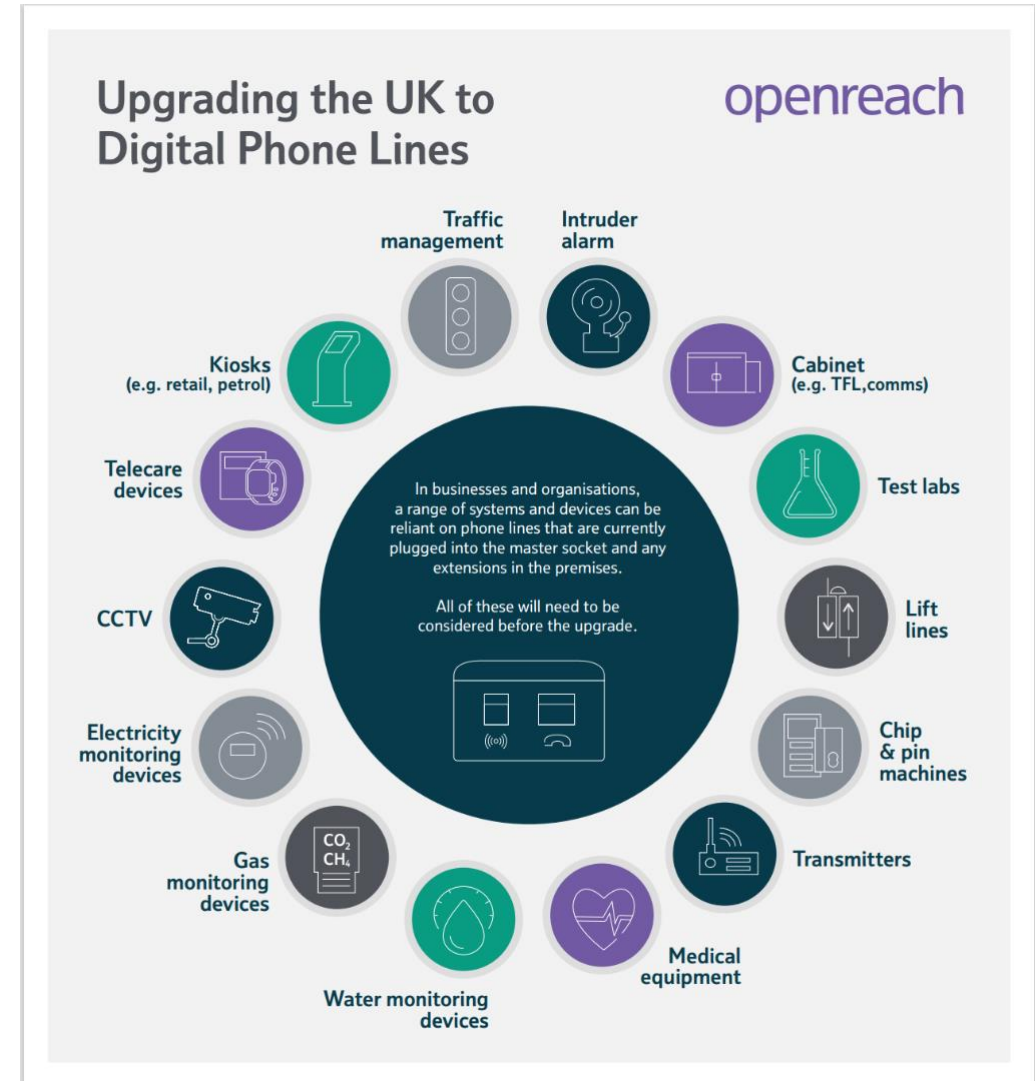
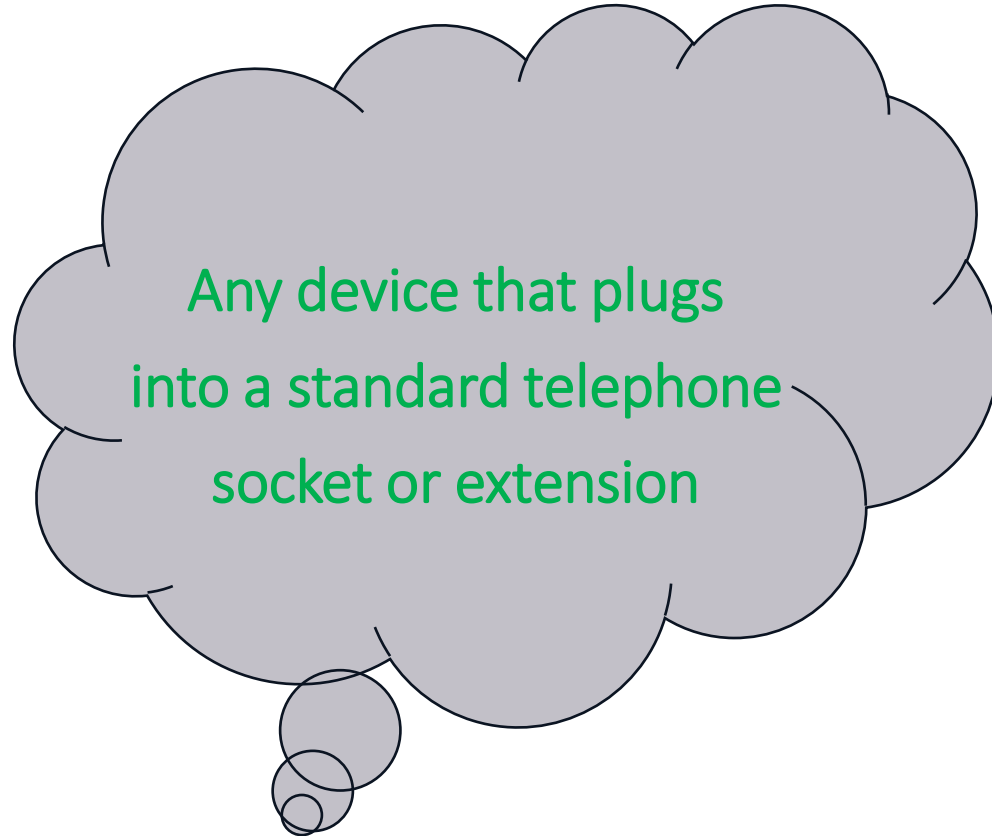
What is happening?

- On Dec 31 2025 all telephone lines **maintained by Openreach** that don't use a router will be switched off
- Between now and then, all 690 Communications Providers (Telephone/Broadband suppliers/ISP) served by Openreach, must move all of their customers from the old exchange equipment to the new digital fibre network. They will all do this **independently**.
- Each affected customer will be contacted by their own CP and given a date for this change. This can be anytime between now and the end of 2025. They may also be given a new router.
- On the day of this migration, all phone sockets in the premises will stop working and only the master socket will be retained providing **Broadband** only.
- Voice calls will take place over **VoIP** through the router
- Any **Special Services** (Telecare (Healthcare devices), Intruder, Fire or Lift alarms, telemetry (monitoring lines), fax etc) will need to connect to the router.
- In the event of a power outage, the line will rely on the router being powered and so local power will need to be provided by the **customer**
- CPs may offer "at risk" customers a battery back up unit, but this is not guaranteed and the customer may have to rely on their mobile.
- If you are moved to FTTP (Full Fibre) you will have a new socket installed called an ONT to replace your master socket. This will also need power and battery back up if you want it to work in a power cut.

What should I do now ?

1. Audit you own Telephony Estate (Adult Social Care, Estates Management, Highways etc.) record which devices you use TODAY that are plugged into a phone Master or extension socket
 2. Contact any Device providers you have contracts with and ask them how these devices will work when plugged into a router supplied by the CP (Communications Provider-Phone/Broadband Provider/ISP)
 3. Contact your Communications Provider and ask your Account Manager for support in the migration from analogue to digital
- More information can be found here <https://www.openreach.co.uk/cportal/products/the-all-ip-programme/services-industry-and-business>
 - For further support from Openreach please contact all-ip@openreach.co.uk

What will be affected?



Thank you

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