

Digital Voice Switchover



What is Digital Voice?

We are carrying out essential work to make sure home phone services in the UK are fit for the future.

We're switching off our outdated analogue telephone network and will be delivering our home phone service instead over the future-proof fibre broadband network.

This technology change will mean that handsets need to be plugged into a broadband hub, rather than the wall socket that connects to the analogue line.

However, the service remains the same:



Cost:

No additional cost for services.



Handsets:

Customers can keep their existing handsets in the majority of cases.



Phone numbers:

All stay the same.



Landline only service:

Customers who do not currently have a broadband service with us will not be required to get one. We'll provide a hub for their landline to be plugged into at no extra cost.

Why?

- Analogue telephone lines are at end of life, and if this technology is not replaced now the service will become unreliable.
- Fibre to the Premise lines don't support legacy technology, so gigabit connections have to use digital voice.

How?

- New customers to Virgin Media O2 are provided with digital voice lines when they join.
- Existing customers will be migrated from analogue lines to digital lines in a programme that will upgrade all of our network switches on a rolling basis up to the end of 2025.

What do customers need to know?

Everyone will be migrated:

This migration affects both residential and business customers. Customers cannot remain on the old technology as this is essential works.

We're taking a phased approach:

Customers as well as local authorities will be notified well in advance of the migration, so they have time to prepare. As we'll be continuing the migration for the next few years, we will contact customers directly when the time is right.

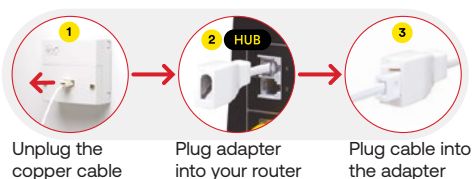
Look out for communications:

We'll use a variety of methods to reach out to customers to let them know about this migration and next steps. Please encourage constituents to keep their eyes out for letters and emails from us and not to mistake this with marketing materials.

Action is needed:

If a customer takes no action, they will no longer be able to make or receive calls. Raising awareness is key and we welcome your support, especially to ensure vulnerable constituents can be reached and supported.

Steps to migrate



Customers need to plan for power outages:

In the event there's a power cut or a fibre network disruption, customers won't be able to make or receive calls on their home phone, and most devices that are connected to the phone line (like healthcare alarms or telecare devices) will be affected until the power or network is back up. For vulnerable customers that rely on a landline or for those who don't have a mobile to make an emergency call, we'll provide an Emergency Backup Line to ensure they're able to call emergency services, friends or family free of charge.

Extra support is available for vulnerable customers:

This includes tailored communications, additional calls and contacts to help them prepare, and a technician visit to handle the migration and ensure their equipment is working as it should.

Additional checks are needed for customers with connected devices:

Customers who have connected devices (eg care alarms / fall pendants) that rely on the telephone line will need to speak with their alarm provider to make sure their equipment will work with this new technology (they may need to get a new type of alarm). Please encourage alarm users or their families and carers to do this ahead of time to ensure they're prepared.



Calling all landline users

We're switching our home phone network from copper to fibre, making it fit for the future.

We will be in touch about the change and what you need to do.

Find out more at
virginmedia.com/landline-switchover