



Changes are coming to the technology behind your home phone!

The network that's been powering landline calls is due for an upgrade, affecting 14 million lines and channels across the UK.

Here's what you need to know...

**Sunderland
City Council**

Smart
City of
Sunderland

**NO ONE AND
NOWHERE LEFT
BEHIND**

What's changing?

Traditional landlines will be upgraded to digital technology, ensuring a more reliable and efficient service.

What are the benefits of the digital switchover?

- Cost-effective calls, especially for international conversations.
- Access to free or discounted add-ons like Caller Display or Voicemail.
- Utilise your landline from anywhere, with the possibility of individual numbers for different family members.

What should I ask my provider?

- Will I need an engineer visit? If so, what should I do to prepare for their visit?
- Do I need any new equipment, such as a router? Will this be provided?
- How will the digital switchover impact connected devices, such as care alarms?
- Will my landline voice service be affected by the change to my broadband service?