



You are ready to order your full fibre broadband.

Once a full fibre area 'goes live' you are likely to want to upgrade your broadband to get a faster and more reliable service. You should be able to upgrade with your current service provider or choose a new one if you want to shop around. Check www.openreach.com/fibre-broadband/ftp-providers for an up-to-date list of providers.

If you change your service provider before the end of your contract, there could be a penalty. Upgrading with your existing provider should be penalty free.

Most providers may want to move you across to a digital voice service, which will use your new broadband connection to make phone calls. This is because there is an aim to fully digitise the telephone network by the end of 2025, with phone calls running over the internet where possible. You should be able to use your existing phone and may well be able to keep your existing phone number - you will need to talk to your chosen provider about this.

You must understand what your chosen provider is planning to do with the phoneline and phone number, and in particular if you can keep or will lose your landline number.

If you have to change numbers there is a Caller Redirect service that your provider may well offer, which will inform people of the new number when they call the old one.

Some providers may still allow you to keep the existing copper phoneline and number in place, but since 2025 is not that far away they are motivating customers to move to a digital voice service.

A minority of providers (notably Plusnet and EE) do not seem to offer a voice service at the moment. Although some people are happy to upgrade to a broadband only service as they are used to using mobile phones, or services like Whatsapp, to make free calls, this will not suit everyone. If you choose to go ahead with one of these providers and want a voice service and a phone number, you should ask them about recommendations for a third-party voice only service (either digital or over the existing phoneline) and you will need to factor in this extra cost.

If you have other services running over your phoneline, such as security or an emergency alarm, you will need to inform your internet service provider and possibly the provider of these services as they may need reconfiguring or replacing.

Please be aware that a power cut will kill your connection, including your digital voice service, unless you have arranged a battery back-up – your service provider should offer this especially to any vulnerable customers.

There is some further background about the switch to digital voice at www.ofcom.org.uk/news-centre/2021/upgrading-landlines-to-digital-technology and www.futureofvoice.co.uk