

Research Briefing

Number 9471

By Adam Clark

23 May 2024

The withdrawal of landlines and switch to digital calls

Summary	2
1 What is the digital switchover and why is it happening?	3
2 What is the role of the government and Ofcom?	4
3 When will the switch happen for customers?	6
4 How much will digital calls cost?	7
5 What do customers need to do?	8
6 What about customers without an internet connection?	9
7 What about other devices that rely on the PSTN?	10
8 What would happen in a power cut?	11
9 What support is available for consumers?	13
10 Further resources	14

Summary

Over the next few years, landline telephone services in the UK will switch to a fully digital network. The existing network, called the Public Switched Telephone Network (PSTN), will be withdrawn. The PSTN is an aging network that is becoming harder and more expensive to maintain. Calls will be carried over the broadband network instead.

The withdrawal of the PSTN is industry-led. It is not the direct result of government policy. Decisions on migrating customers are made by the companies that operate and provide services on the network. For example, BT's new home phone service for digital calls is called [Digital Voice](#).

Phone companies intend to withdraw the PSTN by the end of January 2027. This is the date when the PSTN itself will be switched off, but individuals customers are already being 'migrated' off the PSTN. Ofcom, the UK telecoms regulator, estimated in its December 2023 [Connected Nations](#) report that less than half of landlines (41%, 9.7 million) are still on the PSTN. Ofcom expects that most customers will see minimal disruption from this process.

The industry had originally targeted a switch-off date of 31 December 2025. However, the migration of customers has been 'paused' twice in response to concerns raised about the impact on customers who rely on landlines or other devices that use the PSTN.

For example, unlike traditional landlines, digital phone lines will not work in a power cut at the customer's property without a backup power source. Ofcom requires providers to take measures to ensure uninterrupted access to emergency services for at least an hour, including during a power cut. This could include, for example, a battery supply or mobile phone. BT [paused its rollout of Digital Voice for over a year from March 2022](#), in part because lengthy power cuts caused by storms in winter 2021/22 brought this issue "into sharper focus".

Devices that rely on the PSTN include some telecare devices such as fall alarms. The government revealed in December 2023 that it had asked the industry to pause the rollout again following reports of "serious incidents" involving telecare devices.

Phone providers subsequently [signed up to a set of commitments](#) to "protect vulnerable customers as phone lines are upgraded to a new digital network". Under the [PSTN Charter](#), providers agreed to, for example, not migrate users of telecare devices unless their device is compatible with digital landlines, and to provide battery back-up solutions that "go beyond" Ofcom's minimum requirements.

Ofcom's website provides more information for consumers on [frequently asked questions about upgrading landlines to digital technology](#).

1 What is the digital switchover and why is it happening?

The Public Switched Telephone Network (PSTN) is the traditional analogue network that uses copper cables to carry landline voice calls between users.

The PSTN has been in place for decades – it is an old technology that is becoming costly and difficult to maintain. It is not capable of handling the speeds and data volumes demanded by modern telecommunications. The availability of spare parts and engineering knowledge to maintain and repair it are decreasing globally.¹ Ofcom, the telecommunications regulator, reported that 2023 saw 20% more service incidents on the PSTN compared to 2022, resulting in a 60% increase in the number of service hours lost to customers. Ofcom said that rising network resilience problems were “due to the equipment being beyond its intended lifespan and reduced skills in this legacy area of technology”.²

As broadband connections are increasingly provided through fibre-optic rather than copper cables, it would be disproportionately expensive for network operators to maintain the PSTN as a dedicated voice calls-only network.

Landline phone calls are therefore being migrated from the PSTN to fully digital services by the end of January 2027. This means calls will be transmitted as data over the internet using the broadband network instead of the PSTN. The technology is called Voice over Internet Protocol (VoIP).

Ofcom and industry stakeholders have highlighted benefits for consumers of the switch to digital, such as improved call quality, potentially cheaper calls especially abroad, and a greater range of services and features.³

Other countries are also switching to wholly digital phone networks. For example Germany, the Netherlands and Switzerland are close to the end of the migration progress.⁴

¹ Ofcom, [The future of fixed telephone services](#), 22 February 2019

² Ofcom, [Connected Nations 2023: UK report](#), 19 December 2023, p65

³ Ofcom, [The future of fixed telephone services](#), 22 February 2019, para 2.3. Openreach, [Getting ready for digital phone lines: For my home or business](#), accessed 9 September 2021.

⁴ Plum Consulting for the Broadband Stakeholder Group, [Preparing the UK for an all-IP future](#) [PDF], 20 December 2018; Wik-consult paper for FTTH Council Europe, [Copper switch-off: European experience and practical considerations](#), 30 November 2020, page 19

2 What is the role of the government and Ofcom?

The digital switchover is an industry-led process. It is not the direct result of a specific government decision or policy. The government says that it:

recognises the unique importance of the fixed telephone network in the UK, in particular to elderly or vulnerable users and customers of telecoms enabled care services. As a result, the government works closely with telecoms providers and Ofcom to ensure such users are protected and that where possible, customer disruption is minimised. DCMS receives regular updates from telecoms providers about the progress of their migration and any emerging challenges they face.⁵

Government departments and public sector organisations are working with stakeholders that may be affected by the switchover to ensure that they are prepared. This includes manufacturers of telecare devices (such as personal alarms that alert carers if the user experiences a problem).⁶ The Local Government Association has called on the government to provide greater coordination and funding to help prepare residents for the switchover.⁷

As the telecommunications sector regulator, Ofcom is responsible for ensuring that service providers meet their obligations to consumers. In particular, Ofcom says that its role is to ensure that customers are not subject to “undue disruption” and are protected from harm during the migration process.⁸

Ofcom has published guidance to service providers on how it expects them to [communicate with and support migrating customers](#), how they should [treat vulnerable customers](#), and how they can meet their obligation to enable customers to [contact the emergency services during a power cut](#).

Concerns about the impact on vulnerable customers has seen the industry change its approach to the switchover. BT announced in March 2022 that it was pausing its Digital Voice migration programme while it sought ways of addressing concerns raised by customers.⁹

In December 2023, the Minister for Data and Digital Infrastructure, Sir John Whittingdale, said in a Commons debate that he would convene a roundtable with communications providers to discuss protections for vulnerable

⁵ [HL2469](#), 24 October 2022

⁶ [PQ 146001](#), 31 March 2022

⁷ LGA, [Digital switchover alert as delays could put lives at risk and stifle growth, councils warn](#), 4 March 2023

⁸ Ofcom, [The future of fixed telephone services](#), 22 February 2019, p5-6

⁹ BT, [We're pausing our Digital Voice plans for Consumers, while we work on a more resilient rollout](#), 29 March 2022

customers.¹⁰ This followed reports of “serious incidents of telecare users finding that their devices have failed when trying to activate them”.¹¹

The PSTN Charter was subsequently agreed on 18 December 2023 (see Box 1).¹² Providers agreed, for example, not to migrate users of telecare devices unless their device is compatible with digital landlines, and to provide battery back-up solutions that “go beyond” Ofcom’s minimum requirements.

1 The PSTN Charter

BT, Virgin Media O2, Sky, TalkTalk, Vodafone, Shell Energy, and KCOM agreed to the following commitments in December 2023:

1. We will not undertake any non-voluntary migrations to digital landlines, until we have full confidence that we are taking all possible steps to protect vulnerable people through the migration process.
2. No telecare users will be migrated to digital landline services without us, the customer, or the telecare company confirming that they have a compatible and functioning telecare solution in place.
3. Where battery back-up solutions are provided, we will work to provide solutions that go beyond the Ofcom minimum of 1 hour of continued, uninterrupted access to emergency services in the event of a power outage.
4. We will collectively work with Ofcom and Government to create a shared definition of ‘vulnerable’ customer groups that require greater support, specific to the digital landline migration.
5. We will conduct additional checks on customers who have already been non-voluntarily migrated to ensure they do not have telecare devices we were unaware of, and if they do, ensure suitable support is provided.¹³

Network operators (the companies that own and operate landline and broadband networks) signed a similar charter in March 2024.¹⁴

¹⁰ [HC Deb 13 December 2023 vol c315WH](#)

¹² DSIT, [New measures to better protect vulnerable customers agreed with Telecoms firms](#), 18 December 2023

¹² DSIT, [New measures to better protect vulnerable customers agreed with Telecoms firms](#), 18 December 2023

¹³ DSIT, [Public Switched Telephone Network charter](#), 18 December 2023

¹⁴ DSIT, [Network Operator Charter](#), 11 March 2024

3

When will the switch happen for customers?

All lines will be migrated to digital by the end of January 2027 – the date for retiring analogue networks. The industry had originally targeted a switch-off date of 31 December 2025, but this was pushed back to 2027 following the ‘pauses’ in March 2022 to April 2023 and December 2023.

The date of migration for an individual customer depends on the customer’s telephone service provider. Customers will be contacted by their provider ahead of the switch.

The migration process is already under way. Ofcom estimated in its December 2023 Connected Nations report that less than half of landlines (41%, 9.7 million) are still on the PSTN. In the year to June 2023, around 1.5 million residential customers migrated to digital phone services.¹⁵

For some customers the switch will have taken place when they entered into a new broadband and home phone contract. Others will find that analogue landline services are not available in their area. New build developments, for example, are likely to come with fibre-optic cables for both internet and phone connectivity. From September 2023, no new analogue phone lines will be sold to new customers.¹⁶

Other customers will be switched as part of a ‘managed’ or ‘provider-led’ migration programme. This is where providers proactively move their existing customers from analogue to digital landline services. Managed migrations account for 38% of the customers who moved to digital services in the year to June 2023.¹⁷

2 BT’s Digital Voice migration

BT announced in March 2022 that it was pausing its Digital Voice migration programme while it sought ways of addressing concerns raised by customers.¹⁸ The rollout resumed in April 2023 on a region-by-region basis with local awareness campaigns.¹⁹ As part of the new approach, BT said that

¹⁵ Ofcom, [Connected Nations 2023: UK report](#), December 2023, p32

¹⁶ Openreach, [Getting ready for digital phone lines: For my home or business](#), accessed 9 September 2021

¹⁷ Ofcom, [Connected Nations 2023: UK report](#), December 2023, p32

¹⁸ BT, [We’re pausing our Digital Voice plans for Consumers, while we work on a more resilient rollout](#), 29 March 2022

¹⁹ BT, [BT announces regional rollout schedule for Digital Voice](#), 26 September 2023

it will not migrate anyone who falls into one of the following categories until it has identified the support they need:

- Customers who use a telecare device;
- Customers who are over 70;
- Landline-only customers;
- Customers with no mobile signal;
- Customers who have disclosed any additional needs.²⁰

BT says that it will roll out the digital switchover

Silver Voices, an over-60s charity that worked with BT on the design on the new rollout, announced in August 2023 that it had withdrawn its support for the Digital Voice programme.²¹ As part of its East Midlands rollout, BT had switched over existing broadband customers over the age of 70. Silver Voices called this a “breach of faith”.

BT said that it was only switching 70 to 74-year-olds who “live in urban areas and are ready to make the switch, i.e. they have the latest broadband hub and are not frequent landline users”.²²

4 How much will digital calls cost?

Pricing for digital landline services is a commercial matter for service providers. BT and Virgin Media have both said that customers will not pay more for their landline service when they are migrated.²³

Ofcom does not directly regulate retail prices. It monitors the market, publishing regular reports on the [affordability of communications services](#) and [pricing trends for communications services](#). Ofcom has regulatory and non-regulatory intervention options if it believes the market is not delivering value for consumers. Following an Ofcom review in 2017, for example, BT voluntarily agreed to reduce prices for landline-only customers and not to increase prices beyond the rate of inflation.²⁴

²⁰ BT, [Digital Voice: Getting ready for a customer led, regional restart](#), 30 May 2023

²¹ ISPreview, [Silver Voices withdraws support for BT's Digital Voice transition](#), 1 September 2023

²² BT, [BT announces regional rollout schedule for Digital Voice](#), 26 September 2023

²³ See the FAQs at BT, [Moving to Digital Voice](#), and Virgin Media, [Fibre Phone FAQs](#), both accessed 9 January 2023.

²⁴ Ofcom, [Protecting prices for BT's landline-only customers](#), 25 March 2021

The government says that it has been clear to the industry that “the PSTN migration should not be used as an opportunity for providers to exploit consumers with disproportionate costs for the necessary upgrades.”²⁵

5

What do customers need to do?

Ofcom expects that most customers will migrate voluntarily and with limited disruption.²⁶ The regulator says that for many customers, the only change they will need to make is to plug their existing handset into their broadband router.²⁷ Customers should be able to retain their existing phone numbers (although this may depend on the service provider). Customers who require new equipment, such as a compatible handset, router, or broadband connection, will receive it from their provider when they migrate.²⁸

However, some customers may need more support from their phone provider in order to switch. Ofcom advises customers to get in touch with their provider if they:

- Have other devices that rely on the PSTN, such as telecare and security alarms (see section 7 below).
- Would be unable to contact the emergency services if they lost landline services in the event of a power cut, for example because they do not have a mobile phone or reliable mobile signal (see section 8 below).
- Have a disability or other needs that mean they require help with installation (see section 9 below).

Ofcom’s website addresses some [frequently asked questions](#) for consumers.

3 Questions to ask your phone provider

Ofcom advises customers to ask their phone provider the following questions before they switch to a digital landline:

- What do I need to do for my new landline to work as soon as possible?
- Will my new landline work in a power cut?

²⁵ [PQ 153922](#), 25 April 2022

²⁶ Ofcom, [The future of fixed telephone services](#), 22 February 2019

²⁷ Ofcom, [The future of fixed telephone services](#), 22 February 2019, p3

²⁸ Ofcom, [Moving landline phones to digital technology: what you need to know](#), 16 January 2023

- What can you provide if I only have my landline to call emergency services during a power cut?
- How do I check whether other devices (like care alarms) that use my telephone line will be compatible?
- Will my current handset work on the new system, or do you need to send me a new handset or some other equipment?²⁹

6 What about customers without an internet connection?

The move to VoIP landline services will require all premises to have a broadband connection to make phone calls. Ofcom estimated around 3% of households used only landline services in 2018, when the digital switchover was announced.³⁰

Although customers will require a broadband connection, they should not necessarily need to subscribe to a high-speed broadband service package. VoIP only needs very low broadband speeds of around 0.5 Mbps.³¹

The government has said that customers who would prefer a landline-only service will be able to have a digital landline from BT or KCOM (in the Hull area) without a broadband service.³² According to Ofcom:

If you don't have a broadband connection, your provider will supply one specifically to support the VoIP service, but you shouldn't pay extra for your VoIP service if you don't take up a broadband service.³³

BT has said that it will introduce a “temporary solution” to support landline-only customers:

Customers without broadband will not be switched to a digital landline until they are able to. BT will install new equipment in the local telephone exchange that will allow customers to use their phone in the same way as they do today. This temporary solution will keep customers connected until they are able to make the switch to Digital Voice... .

BT has since confirmed plans to introduce a ‘pre-digital phone line’ for existing landline-only customers.³⁴ It will retain the copper wire that enters

²⁹ Ofcom, [Moving landline phones to digital technology: what you need to know](#), 16 January 2023

³⁰ Ofcom, [The future of fixed telephone services](#), 22 February 2019, para 1.9

³¹ [PQ 45815, 14 September 2021 \[Telephone Systems\]](#)

³² [PQ 153922](#), 25 April 2022

³³ Ofcom, [Moving landline phones to digital technology: what you need to know](#), 16 January 2023

³⁴ ISPreview, [Openreach to Pilot Alternative UK Analogue Phone Line in May 2024](#), 22 March 2024

the customer's premises, but at the exchange it will connect to the digital network rather than the PSTN.

7 What about other devices that rely on the PSTN?

There are other services and devices that use the PSTN that may be affected by the switch, such as security alarms, telecare devices, traffic lights, CCTV, and fax machines.

Customers who use these devices should check with the provider of those devices if they are compatible with VoIP services. For example, [telecare device provider Lifeline says](#) that their emergency alarms that use the traditional phone network can be used on a digital network with an Analogue Telephone Adaptor that can be supplied by phone providers.³⁵

Government departments and public bodies are working with relevant sectors to ensure that product and service providers and their customers are prepared. The Department of Health and Social Care (DHSC), for example, published a [telecare stakeholder action plan](#) in December 2022 which sets out how it intends to:

- improve overall communication and co-ordination between telecommunication providers and telecare services, and with people who use telecare services;
- resolve technical issues such as the need for more testing of analogue equipment to determine what will work reliably in the short term after switchover;
- consider how local authority telecare services may be transformed going forward.

Ofcom's guidance to service providers states that they should seek to identify customers who rely on telecare devices and other services that use the PSTN. Customers should receive additional protection, including delaying their migration until they are satisfied that their device will continue to work.³⁶

Responding to a Westminster Hall debate in December 2023, the government revealed that it had heard of "completely unacceptable" incidents where telecare devices had failed to work when activated.³⁷ A Freedom of Information request by the FT revealed that the incidents had involved the deaths of two Virgin Media O2 customers whose telecare device has failed.

³⁵ Lifeline, [The digital telephone switchover and its impact on Lifeline users](#), 11 August 2021 [accessed 6 September 2021]

³⁶ Ofcom, [The future of fixed telephone services](#), 22 February 2019, para 2.19

³⁷ [HC Deb 13 December 2023 vol c315WH](#)

DSIT cautioned that it could not say whether the device failure had actually been a contributing factor.³⁸

Identifying customers who use telecare devices can be a challenge for telecoms providers. DSIT says that it is working with DHSC and the Department for Levelling Up, Housing and Communities to facilitate data sharing between local authorities, telecare providers, and telecoms providers.³⁹

Some businesses and public infrastructure, for example some traffic lights, also rely on the PSTN. The [Crown Commercial Service](#) says that it is working with Openreach to ensure that public sector organisations are prepared.⁴⁰

8 What would happen in a power cut?

Digital phone services rely on mains power at the customer's premises. This means that in a power cut at the premises, landline phone calls could not be made without a backup power supply.

In contrast, PSTN lines are powered from the local telephone exchange and therefore still work in the event of a power cut at a customer's premises.

Phone services providers are required to take all necessary measures to ensure uninterrupted access to emergency organisations, including during a power cut.⁴¹ "Emergency organisations" are defined as the public bodies that can be contacted on 999 and 112: police, fire, ambulance, and coastguard services.⁴²

This obligation will continue to apply to internet-based VoIP services. In October 2018 Ofcom published guidance on how communications providers can meet it.⁴³ The guidance states that providers should have at least one solution that enables access to emergency organisations for a minimum of one hour in the event of power cut at the premises. Solutions should be suitable for customer needs and provided free of charge to customers that are dependent on landline services.

Ofcom announced in July 2022 that it had opened a monitoring programme to assess phone service providers' compliance with their obligation to ensure

³⁸ FT, [Two died after UK shift from analogue to digital phone lines](#), 26 April 2024

³⁹ [HC Deb 13 December 2023 vol c315WH](#)

⁴⁰ Crown Commercial Service, [The closure of the public switched telephone network](#), 27 November 2020

⁴¹ [General Conditions of Entitlement](#), Condition A3.2. For more information about the General Conditions, see our briefing, [Mobile and broadband: affordability and consumer protection](#)

⁴² [General Conditions of Entitlement](#), Condition A3.4

⁴³ Ofcom, [Guidance: Protecting access to emergency organisations when there is a power cut at the customer's premises](#), October 2018, accessed 11 February 2022

VoIP customers have access to emergency organisations during power cuts.⁴⁴ The programme closed in July 2023 and did not identify any significant compliance concerns.

Various Members speaking in a December 2023 debate on the digital switchover questioned whether one hour is sufficient.⁴⁵ The Minister, Sir John Whittingdale, noted that one hour is a minimum and “in many cases battery back-up lasts much longer”. However, he also said that the government had asked Ofcom to review the one-hour guideline.⁴⁶

Power cuts during the Winter 2021/22 storms

The one-hour timeframe for enabling access to emergency organisations was chosen based on data on the average duration of power cuts in the UK. Around two thirds of power cuts that last longer than 3 minutes are resolved within an hour.⁴⁷ However, concerns have been raised about the lack of digital phone services in the event of lengthy power cuts, as happened following Storm Arwen in November 2021 and Storm Eunice in February 2022, especially in areas with poor mobile coverage where back-up mobile phone options are limited.⁴⁸

In May 2022 the Electronic Communications Resilience & Response Group (EC-RRG), made up of representatives from government and industry, published a [Post-Incident Report on the 2021/22 severe storms](#).⁴⁹ The report identified a number of lessons to be learned, including the need to improve incident management processes, take a more proactive approach to identifying faults, and improving engagement with energy suppliers.

Ofcom’s December 2022 Connected Nations report also discusses communications network resilience in light of the 2021/22 storms. It notes that the lessons learned by the industry following Storm Arwen helped reduce the impact of later storms. Ofcom says that it will “work closely with the UK Government and industry to ensure that these learnings are taken on board, and action is being taken to improve the preparedness for future such events.”⁵⁰

Ofcom is consulting on a [proposal for updated guidance to communications providers on network resilience](#). It says that the new guidance “seeks to secure the provision of networks and services which are robust, available and

⁴⁴ Ofcom, [Compliance monitoring programme into access to emergency services during power outages](#), 11 July 2022

⁴⁵ [HC Deb 13 December 2023 vol c301WH](#); [305WH](#); [306WH](#).

⁴⁶ [HC Deb 13 December 2023 vol c316WH](#)

⁴⁷ Ofcom, [Resilience guidance consultation and Call for Input on mobile RAN power back up \(PDF\)](#), 8 December 2023, p61

⁴⁸ [Storm Arwen: Why power cuts left people unable to phone for help](#), BBC News, 12 December 2021; [BT customers blocked from calling for help during storms](#), Telegraph, 24 February 2022,

⁴⁹ EC-RRG, [2021/22 severe storms: post-incident report](#), May 2022

⁵⁰ Ofcom, [Connected nations 2022](#), 15 December 2022, pp51-55

working well, both in the provision of voice calls and the provision of internet access services generally”.⁵¹ The consultation closes in March 2024.

9 What support is available for consumers?

Customer support for the PSTN switch-off is provided by broadband or phone services providers. Customers that are concerned about the migration or need support should contact their provider. Contact details should be available on customer bills.

Ofcom has set [expectations for communications providers](#) regarding support that should be provided when migrating customers to digital services. These include giving adequate notice of service changes and offering to help with the migration process if necessary (for example, offering a home visit to install a router).⁵²

The Communications Consumer Panel, an independent body that represents the interests of consumers, has published research into the needs of landline customers. Based on the research it has made a series of recommendations to service providers and policy makers. The recommendations are primarily about communicating effectively with customers and getting to know their additional requirements.⁵³

Vulnerable customers

Providers should offer additional support to vulnerable customers. There is no official definition of a vulnerable consumer: many different factors can make a person vulnerable, temporarily or permanently. For example, Ofcom has identified age, disability, physical and mental health and household income as some factors that may make people vulnerable.⁵⁴

Ofcom has published general best practice guidance on [treating vulnerable customers fairly](#).⁵⁵ The guidance also applies to how vulnerable customers

⁵¹ Ofcom, [Resilience guidance consultation and Call for Input on mobile RAN power back up \(PDF\)](#), 8 December 2023, p11

⁵² Ofcom, [The future of fixed telephone services](#), 22 February 2019

⁵³ CCP, [Switchover from analogue to digital telephony: UK consumer and micro-business reactions](#), August 2021; and CCP, [Switching from analogue to telephony: Listening to the needs of landline consumers](#), September 2022

⁵⁴ Ofcom, [Vulnerable people](#), accessed 24 February 2022

⁵⁵ Ofcom, [Treating vulnerable customer fairly: a guide for phone, broadband and pay-TV providers](#), July 2020

should be treated during the digital switchover. It recommends actions that providers should take, such as:

- proactively identifying vulnerable customers;
- offering a range of communication channels according to the customer's needs;
- working with the carers and relatives who are supporting vulnerable customers;
- actively promoting the extra help, support, and services that are available to vulnerable customers.

Further discussion is available in the Library briefing, [Mobile and broadband: affordability and consumer protection](#).

10 Further resources

Official guidance

- DSIT, [UK transition from analogue to digital landlines](#), January 2023
- Ofcom, [Moving landline phones to digital technology: what you need to know](#), January 2023

Information from industry

- Comms Council UK, [The Great Voice Switchover](#)
- BT, [Your guide to the PSTN network switch-off](#)
- Openreach, [Upgrading the UK to digital phone lines](#)
- Virgin Media, [Your home phone is getting an upgrade](#)

Information from advocacy organisations

- Which?, [Digital Voice and the landline phone switch-off: what it means for you](#)
- Age UK, [Changes to landline telephones](#)
- [Opinion piece: VoIP migration](#), Rick Hill, Communications Consumer Panel advisor.

Research on customer perceptions and experiences

- Ofcom, [Experiences of moving to digital landline in the Salisbury and Mildenhall trials](#), September 2022

- Communications Consumer Panel, [Switching from analogue to telephony: Listening to the needs of landline consumers](#), September 2022
- Communications Consumer Panel, [Switchover from analogue to digital telephony: UK consumer and micro-business reactions](#), August 2021

For general background information on consumers issues in the telecoms industry see the House of Commons Library briefing, [Mobile and broadband: affordability and consumer protection](#) (November 2022).

Disclaimer

The Commons Library does not intend the information in our research publications and briefings to address the specific circumstances of any particular individual. We have published it to support the work of MPs. You should not rely upon it as legal or professional advice, or as a substitute for it. We do not accept any liability whatsoever for any errors, omissions or misstatements contained herein. You should consult a suitably qualified professional if you require specific advice or information. Read our briefing '[Legal help: where to go and how to pay](#)' for further information about sources of legal advice and help. This information is provided subject to the conditions of the Open Parliament Licence.

Feedback

Every effort is made to ensure that the information contained in these publicly available briefings is correct at the time of publication. Readers should be aware however that briefings are not necessarily updated to reflect subsequent changes.

If you have any comments on our briefings please email papers@parliament.uk. Please note that authors are not always able to engage in discussions with members of the public who express opinions about the content of our research, although we will carefully consider and correct any factual errors.

You can read our feedback and complaints policy and our editorial policy at commonslibrary.parliament.uk. If you have general questions about the work of the House of Commons email hcenquiries@parliament.uk.

The House of Commons Library is a research and information service based in the UK Parliament. Our impartial analysis, statistical research and resources help MPs and their staff scrutinise legislation, develop policy, and support constituents.

Our published material is available to everyone on commonslibrary.parliament.uk.

Get our latest research delivered straight to your inbox. Subscribe at commonslibrary.parliament.uk/subscribe or scan the code below:



 commonslibrary.parliament.uk

 [@commonslibrary](https://twitter.com/commonslibrary)