

Telephone Landline changes in January 2027

In January 2027 the telephone network using copper wire will be switched off.

The alternative telephone connections are mobile phone or internet phone (VOIP). Many of the telephone providers will have contacted or will be in contact with residents about making this change.

There are three key issues that you will need to consider to ensure you can maintain a telephone connection after January 2027.

1. Do you have a mobile phone network signal?
2. An internet phone needs a power supply for the router which connects you to the internet to work.
3. Do you have medical or personal alarm devices which are dependent on a telephone connection?

To make sure you are ready for the changeover, below is a list of things you, or a friend, can do.

Start Preparing Now	Do not wait to be contacted by a phone provider. If you have not already made the switchover, call your phone provider now and ask them when your area is due to change.
Check if your current phone will still work with the new system.	Some older phones which currently plug straight into the wall socket may not work on the new system or need an adapter. If this is the case, then providers may offer a replacement phone or an adapter.
If you have a medical device or a personal alarm, check they will still work.	If you use a pendant alarm, fall detector, emergency button, or other telecare device, contact the provider before any changes happen. Some devices may need updating or replacing, even if they have been recently provided.
Power Cuts	Older telephones rely on the telephone line for a power supply. After the switchover, telephones will use the mains power from your home, which means you will lose the internet connection during a power cut. Where there is a mobile signal you should still be able to make calls on your mobile phone.
	Ofcom Ofcom provide a guide to protecting access to emergency organisations during a power cut: Protecting access to emergency organisations

Power Backup**Solar Powered Backup**

During a power cut, homes equipped with solar panels may still have a battery backup which will switch in to maintain supply for a time. Not all solar systems have this, so it is worth checking.

Battery Backup

There are many battery systems available which can be used during a power cut to maintain your telephone and internet connection. Providers may offer a free battery backup for your internet connection if you rely on your telephone for medical devices or emergencies.

Important contact phone numbers

Many people rely on their phones for their important phone numbers and no longer have a written address book. Make sure you have a written list of all the important numbers you may need in an emergency.

Mobile phones

If you live in an area where there is a mobile phone signal then it is important that you keep a mobile phone fully charged just in case of a power cut.

For emergency purposes, a basic mobile rather than a smart phone could be a better choice. This type of phone tends to work even when the mobile signal is weak. They also can be purchased with large buttons making them easier to use.

Ask for help

You do not have to deal with this alone. Your provider should offer support.

Talk to providers of medical and emergency devices

Talk to organisations such as Age UK. Their website has a section devoted to the switchover. [Click here](#) to go to the website

Preparing early can help avoid disruption and give you peace of mind.