

## **RESIDENT INFORMATION: UK LANDLINE SWITCH-OFF**

The UK's old landline phone network is being switched off by January 2027 and replaced with digital phone services delivered via broadband.

Many residents will not notice a major difference, however some older home phones, telecare devices, pendant alarms and monitored home alarm systems may be affected and could require updating before the switch takes place locally.

Residents are encouraged not to wait until the last minute and to contact their provider to:

- ask when their area is scheduled to switch
- check whether their current phone will still work
- check any telecare or alarm systems
- ask about emergency backup during power cuts

The full resident guide is available here:

<https://www.phonely.co.uk/uk-digital-landline-switchover>

Residents with questions can also contact the UK-based support team at Phonely on 0800 112 5000.