

Hertfordshire Growth Board Digital Switchover



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[HGB - Communications](https://hertfordshiregrowthboard.com)
 [\(hertfordshiregrowthboard.com\)](https://hertfordshiregrowthboard.com)

Your support

As a local authority, we have a duty of care to residents and businesses to support and raise awareness of the digital switchover that is being facilitated by telecoms providers.

Your support is vital in communicating information on the switchover and any community events, ensuring that residents and businesses get a chance to understand the changes taking place next year.

From Monday 29 April, please use the assets provided to share and amplify the key messages through your channels.

- Press
- Websites
- Social media
- Internal communications
- Other channels

What is the digital switchover?

Telecoms companies in the UK are moving towards replacing outdated technology used in fixed telephone networks (landlines). By 2025, the majority of customers are expected to benefit from upgraded digital services.

In November 2017, the telecoms industry announced plans to retire analogue telephone networks such as the Public Switched Telephone Network (PSTN) by the end of 2025. This shift involves upgrading landline services to new digital technology, including Voice over Internet Protocol (VoIP) and Digital Voice.

The transition aims to enhance communication experiences for consumers and businesses, offering clearer calls and introducing new features like anonymous caller rejection and three-way calling.

Preparation and support

For most, the migration process will be straightforward, with telecoms companies contacting customers ahead of the transition. However, specific considerations may arise for vulnerable residents or those with connected devices such as alarm systems or telecare devices.

The Hertfordshire Growth Board encourages individuals to engage with their service providers for guidance tailored to their needs. Providers are expected to ensure uninterrupted access to emergency services, particularly during power cuts, through provisions such as battery backup units.

Posters

For display in all local public-facing spaces

DIGITAL SWITCHOVER

**Toward
DIGITAL**

HGB Hertfordshire

Where: Hemel Hempstead Garden Centre (Car Park), Piper's Hill, HP1 3BY
When: Thurs 2 May and Fri 3 May 2024
Time: 10am - 4pm



Landlines in the UK are going digital by 2025.

Although the landline isn't going away, residents and businesses might have questions or want to know more about this industry-wide change.

Throughout May, BT will be heading to towns and cities across the East of England where they will have a team on hand who can tell you more about the digital switchover, why the change is necessary and what it means for you.

You don't have to pre-book, just turn up.

For more information visit hertfordshiregrowthboard.com

DIGITAL SWITCHOVER

**Toward
DIGITAL**

HGB East Herts Hertfordshire

Where: Bishop's Stortford Library, The Causeway, Bishop's Stortford, CM23 2EJ
When: Friday 17 May 2024
Time: 10am - 2pm



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DIGITAL SWITCHOVER

**Toward
DIGITAL**

HGB Stevenage BOROUGHS COUNCIL Hertfordshire

Where: Stevenage Garden Centre (Car Park), Graveley Road, Stevenage, SG1 4AH
When: Tue 28 May and Weds 29 May 2024
Time: 10am - 4pm



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Social media templates and copy

BT is heading to towns and cities across the East of England in May to talk to residents and businesses about the digital switchover. BT will host a community forum at [location] on [date and time]. You don't need to book, just turn up.

What's the digital switchover? The digital switchover is taking place in 2025, when telecoms companies will retire the analogue telephone network in place of a digital telephony network. For most, this will mean plugging your telephone into your broadband router. For those who need more support, you can attend a forum or contact your telecoms provider.

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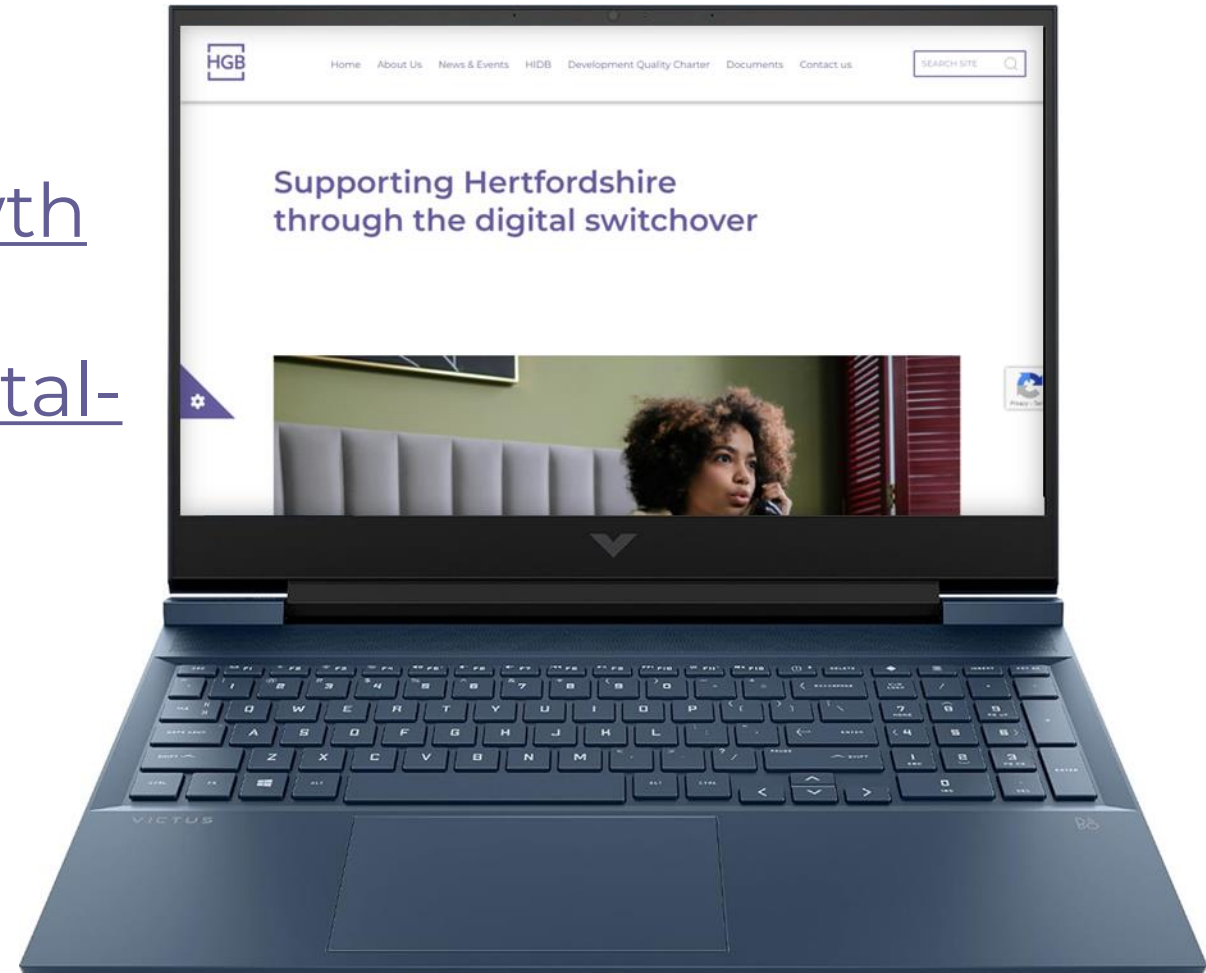
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Digital switchover webpage



A page with further details and information is available on the Hertfordshire Growth Board website.

<https://www.hertfordshiregrowthboard.com/supporting-hertfordshire-through-the-digital-switchover/>





Hertfordshire
Growth Board

Thank you

Contact

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www.HertfordshireGrowthBoard.com



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



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