

2025

Preparing Your Business for the Digital Switchover and 2G/3G Switch-offs

PRACTICAL GUIDE FOR BUSINESSES IN
CAMBRIDGESHIRE AND PETERBOROUGH



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The UK's telecom infrastructure is undergoing a major transformation. All traditional analogue phone services, including PSTN and ISDN lines or 'landlines', will be switched off and replaced with fully digital alternatives.

This guide is designed specifically for businesses in Cambridgeshire and Peterborough to help you:

- ✓ Understand what the digital switchover means
- ✓ Identify how it might impact your current systems
- ✓ Plan and prepare for the transition with minimal disruption
- ✓ Explore modern communication solutions that fit your needs

Informational sessions for businesses

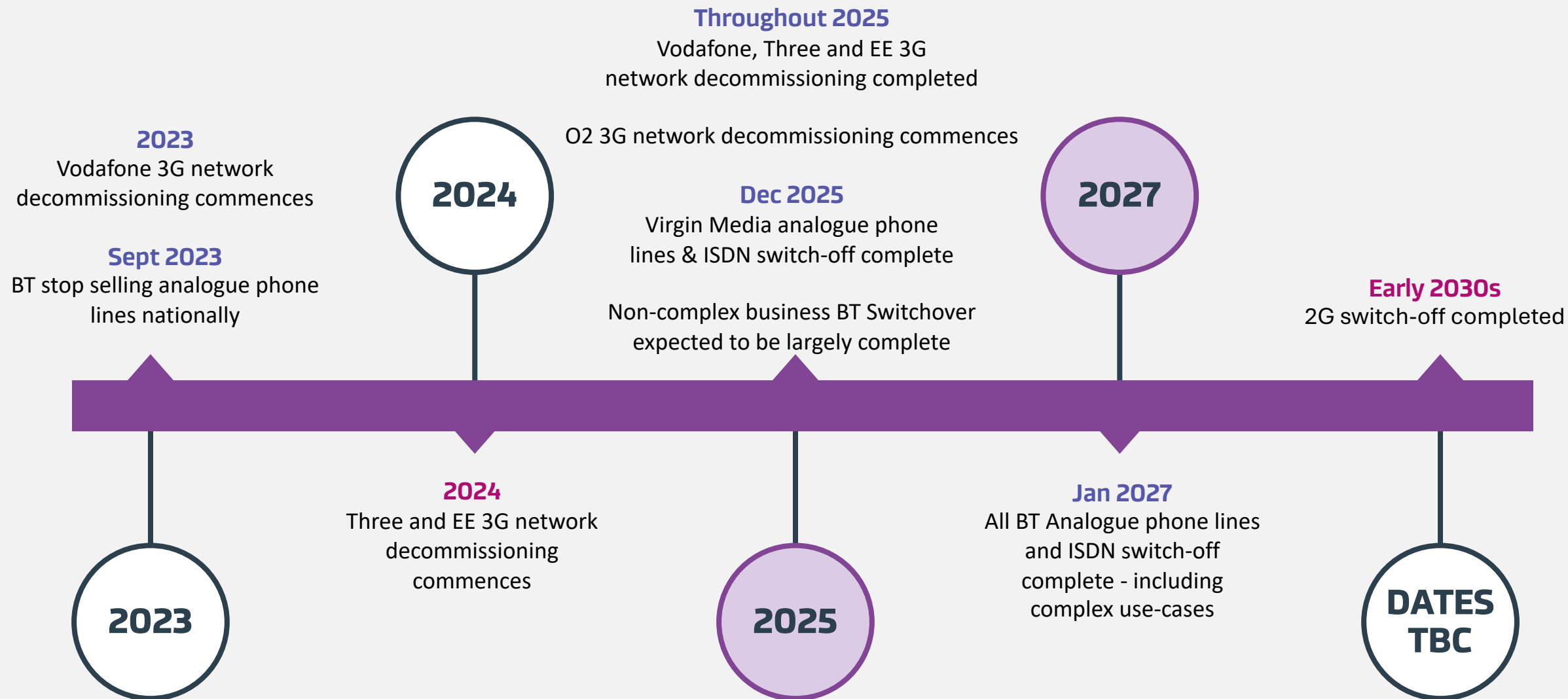
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The Switchover Timeline



Digital Switchover



Digital Switchover

What is happening and what does it mean?

Across the UK—including Cambridgeshire and Peterborough—telecom providers are switching off traditional analogue phone lines (landlines) and moving to fully digital networks. This nationwide change affects all homes and businesses, meaning that older landline services will no longer be available. Instead, calls will be routed over the internet using digital technologies.

For businesses in the Cambridgeshire and Peterborough region, this is a significant shift. Whether you're a tech startup in Cambridge's innovation hubs or part of the manufacturing and logistics sectors in Peterborough, this move could impact critical systems like phones, alarms, payment terminals, and more.

How will this affect me?

For home users: In most cases, you'll simply plug your phone into your internet router instead of the wall socket.

For businesses: Things are more complex. Many business systems rely on different types of phone connections, such as ISDN, PBXs, contact centres, and other equipment (see the next page). These systems may need upgrading or replacing.

What do I need to do?

Businesses should start planning now. You'll need to:

- Identify all current phone lines and understand how they are used — this can be tricky if the lines were installed years ago.
- Decide on your next steps.

This might include:

- Replacing analogue lines with digital ones
- Moving to mobile phones
- Using alternative technologies like IoT
- Or a mix of all three

Important note:

Some equipment, such as legacy telecare devices and building alarm systems, use signals that may not work properly over digital lines. These may need to be upgraded or replaced to ensure continued operation.

Examples of technology that will be impacted by the Digital Switchover:



Lifts



Phone Systems



Fax Machines



Building Entry Systems



Franking Machines



Car Parking Barriers



Traffic Lights



Alarm Panels



Telecare Alarms



Point of Sale Machines

When is it happening?

The switchover is already in progress, but the exact date your business will be affected depends on your communications provider.

- BT has extended its deadline to January 2027, but this is designed to allow more time for vulnerable customers and businesses with critical connectivity needs, with most 'ordinary' customers and businesses urged to migrate as soon as possible.
- Virgin Media is still working towards December 2025.
- Other providers may have different timelines.

Most UK phone lines run on the Openreach network. As of 5 September 2023, Openreach has introduced a "stop sell" on all new analogue phone services. This means:

- You can no longer order new analogue phone lines.
- You can't make changes to existing analogue services (e.g. adding channels to ISDN or broadband to a phone line).
- You may not be able to switch providers if your contract ends soon.

Important note:

Your existing analogue phone service will continue until your provider moves you to a digital service, but you won't be able to make any changes to it such as switching provider or changing packages.

Timings vary by provider and location. FarrPoint has mapped Virgin Media's planned switch-off dates by area:

farrpoint.com/connectivity-changes-map

Each of the 600+ telecoms providers in the UK has its own plans, so there's no single nationwide schedule.

What affects your Switchover date?

- Your telecoms provider
- Your contract renewal or upgrade
- Whether you're classed as a **vulnerable user**, such as if you:
 - Use telecare services
 - Are over 70
 - Rely only on a landline
 - Live somewhere with no mobile signal
 - Have told your provider you have additional needs

In contrast to the digital TV switchover, this move is not happening area-by-area. It's being done on a case-by-case basis, often triggered by a contract change.

Digital Switchover Checklist for Businesses



1

Start now - don't wait until your telephone supplier contacts you.

2



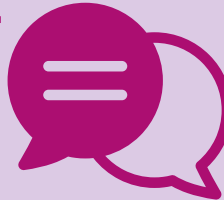
Establish what phone lines you have

3



Work out what the phone lines are used for and the equipment they are connected to

4



Talk to your phone and equipment suppliers to understand the upgrade options available

5



Don't just move like-for-like - establish if a phone line is still required - consider internet-based services and IoT.

6



Prioritise your phone lines - those that support business and safety critical services should be moved to digital first

7



Implement any required changes to avoid disruption

Mobile Network Sunsetting: 2G and 3G



Mobile Network Sunsetting: 2G and 3G

What is happening?

Alongside changes to the UK's fixed-line phone network, mobile networks are also evolving. The older 2G and 3G networks are being phased out — a process known as mobile network “sunsetting”.

How will this affect me?

Devices that only support 2G or 3G will stop working when those networks are switched off. This includes:

- Older mobile phones
- Other equipment that uses mobile networks, such as fire and security alarms, telecare devices, traffic lights, and remote monitoring systems

These devices will need to be upgraded or replaced.

Some 4G devices will also be affected and will also need to be upgraded to continue to be able to make and receive voice calls and texts.

This is because some earlier or lower cost devices are not able to use the 4G network for voice calls and have instead relied on the older 2G and 3G networks for this core functionality. Only more recent devices which support VoLTE allow voice calls to be made and/or received over a 4G network.

When is it happening?

3G:

Vodafone and EE have already shut down their 3G networks. Three has switched off the vast majority of 3G sites, with only those where no other coverage is available remaining whilst improvements to 4G & 5G are made. O2 is shutting down its 3G network in 2025.

2G:

Although it's older than 3G, 2G will remain available for longer. Many devices, like Smart Meters and car eCall systems, still rely on 2G. No definitive end dates have been confirmed, but 2G is expected to be switched off by 2033 at the latest.

What's next?

Mobile providers are continuing to invest in 4G and 5G, so coverage and performance on these newer networks will keep improving. Businesses and individuals should plan to move to compatible devices to ensure continued service.

Helpful Links:

- ❖ www.ofcom.org.uk/phones-and-broadband/coverage-and-speeds/3g-switch-off
- ❖ www.vodafone.co.uk/help-and-information/3g-switch-off
- ❖ www.three.co.uk/support/network-and-coverage/our-plans-to-switch-off-3g
- ❖ newsroom.bt.com/ee-to-offer-5g-solutions-across-the-entire-uk-as-bt-group-unveil-new-mobile-and-convergence-ambitions/

National Campaign on the Digital Phone Switchover

A national press campaign will run over Summer '25 to raise awareness of the digital switchover. You may have spotted it already.

About the campaign:

- New website launched to provide information to residents, businesses and other stakeholders.
- Specific information and advice for each stakeholder group, including downloadable fact sheets.
- Also provides information regarding resilience of services.
- Coverage across TV, radio, social media and print during June, July and August 2025.
- Developed with the support of the industry stakeholders BT, Openreach, Virgin Media O2, TalkTalk, Vodafone, Sky, Department for Science, Innovation & Technology (DSIT) and Ofcom.

LINK: digitalphoneswitchover.com/



openreach



TalkTalk



Ofcom



techUK
FOR WHAT COMES NEXT

“
Let's make
the switchover
a success for
your business.”

Other Useful Information

Useful Links:

- digitalphoneswitchover.com/for-businesses
- farrpoint.com/connectivity-changes-map
- openreach.com/upgrading-the-UK-to-digital-phone-lines
- virginmediabusiness.co.uk/VMBD/Awareness/analogue-switch-off/The-big-analogue-switch-off-is-underway/
- techuk.org/accelerating-innovation/digital-phone-switchover.html
- attoday.co.uk/guest-article-what-the-analogue-switch-off-means-for-telecare/



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QUESTIONS? CONTACT

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