

Milly Southworth

From: Torpoint Town Council <admin@torpointtowncouncil.gov.uk>
Sent: 22 October 2025 09:57
To: Milly Southworth
Subject: FW: Digital Landline Switchover - Free training and resources for rural areas

Harriet Bastin

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From: Nadine Trout <nadine.trout@sparse.gov.uk>
Sent: 21 October 2025 16:09
To: admin@torpointtowncouncil.gov.uk
Subject: Digital Landline Switchover - Free training and resources for rural areas

Dear Torpoint Town Council,

You may be aware that land lines are changing, and the UK's telephone network is going digital by January 2027, but you might not be too sure what that means for you or the communities you serve.

BT have contacted the RSN to ask that we share the following resources and training opportunities with you to ensure that communities in rural areas are not overlooked and have a clear understanding of the what the switchover will mean for them.

Connected Together Campaign and Resources

You can access helpful resources at this link: [Connected Together - All-IP - About BT | BT Plc](#)

Additional resources and Online Training

The BT Digital Voice team will be hosting 1-hour webinars to equip community leaders with the knowledge of what the switchover means in practice and the support available for those with additional needs. The webinars will also cover support for those without broadband and information on how to access backup solutions to protect connections during power cuts. Attendees will also be introduced to the Connected Together Conversation Starter Pack - a new resource designed to give you the key information you need. It will not only help you explain the switch to your communities but also prepare you to answer any questions.

If you or anyone in your community or council would like to join a training event there are currently two on offer, note each event covers the same content, so there is no need to attend both. Joining instructions below.

Digital Voice Training 1-2pm Tuesday 28 October

[Join the meeting now](#)

Meeting ID: 351 882 489 690

Passcode: DLusnh

Digital Voice Training 1-2pm Thursday 6 November

[Join the meeting now](#)

Meeting ID: 374 016 098 012

Passcode: yRq5QN

Unable to join the above training events but still keen to have a training session?

If you can't make either of the dates above, please complete the following poll and the BT team will try and schedule a training session to best suit your needs.

<https://www.surveymonkey.com/r/5GP77J7>

Best wishes, Nadine

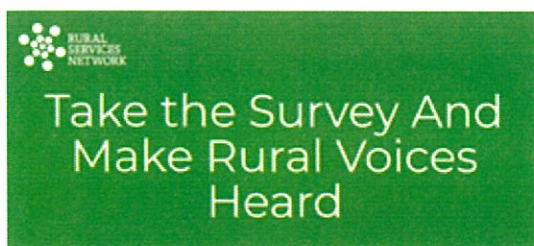


Nadine Trout, Assistant Chief Executive, Rural Services Network

www.rsnonline.org.uk

Please note, I work 4 days a week – my days vary but I will get back to you as soon as possible.

Are you a resident of rural England? Rural voices deserve to be heard. Share your experiences and help us advocate for better services and support for rural communities. [Click this link](#) to share your perspective.



Delivering for All – A Roadmap for Rural Prosperity

Every person, in every place, deserves the chance to thrive — including those living in rural, coastal and small-town communities.

The Rural Services Network is the national champion for rural services, working to ensure that these communities are recognised, supported, and able to contribute to a fairer, more prosperous future for all. Our *Delivering for All* roadmap sets out the fair funding, targeted policies and smarter metrics needed to unlock rural potential and deliver real change — not just for rural areas, but for the country as a whole. To find out more, visit: <https://www.rsnonline.org.uk/delivering-for-all>

The Rural Services Network seeks to provide a voice for rural communities by representing rural services, networking between rural service organisations and establishing and broadcasting best practice in rural service provision. It comprises SPARSE Rural, the Rural Assembly, the wider Rural Services Partnership and the Rural Market Town Group. The organisation works with Rural England, a stand-alone CIC research group.

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