



Careline
COMMUNITY SERVICE

Are you ready for the digital switchover?



What is the digital switchover?

In 2017 BT announced plans to turn off their analogue telephone network and switch over to a faster digital system. Work has already started and BT plans to switch the old network off permanently in 2025.

This change will affect everyone who uses a landline telephone and therefore will affect any customers whose Careline alarm connects via the telephone line.

Why switch to digital?

Existing landline telephones are based on ageing systems called the Public Switch Telephone Network (PSTN) relying on copper wires to transfer voice signals. This system is now proving more difficult and costly to repair.

How will the new system work?

- The new system uses Voice over Internet Protocol technology (VoIP)
- It allows us to make telephone calls via the internet, which is much cheaper and quicker as it isn't carried by physical wires
- The data is transferred digitally via the internet which means

when you press your pendant, your call will be received much more quickly saving valuable seconds of time

What will this mean for our customers?

- Landline telephones will no longer plug in to a socket on the wall. They will plug into your Wi-Fi router and will work via an internet connection
- You will be contacted by your phone and internet provider when the switchover is due to take place in your area. Your phone provider will supply you with a Home Hub which you can plug your Careline Alarm into to continue sending calls through to our monitoring centre via your pendant

What are the risks?

- In the event of a power cut, the home hub and therefore your Careline Alarm will not function
- If your broadband fails your alarm will not be able to send calls through to our monitoring centre
- Your analogue Tunstall Vi alarm may start to fail when placing calls through to our monitoring centre

What do I need to do?

- For more information contact your phone provider
- Tell them you are vulnerable and have telecare equipment in your property
- Ask to register with their Priority Service Register
- Request a free battery back up for your router in case of power cuts

Please be aware the communications engineer may disconnect your alarm during the switchover process. Request that they plug the alarm into the back of the router, so that alarm calls will continue to go through to our monitoring centre. Alternatively ask a friend, neighbour or family member to help you.

How can we help?

We provide digital compatible telecare alarms for use within the home or on the go



Installed in the home:

- Uses 2G/3G/4G roaming sim (paid for by Careline Community Service)
- 40 hour battery back up
- Waterproof pendant
- Automatic Falls Detection Pendant available from £5 per week plus installation*
- 300m pendant range
- Voice guided setup
- From £4.50 per week plus installation*

*Prices accurate up to 31 March 2023



Go Mobile wearable pendant:

- Uses 3G/4G roaming sim (paid for by Careline Community Service)
- No additional call charges when you press your button
- GPS satellite technology sends your location to our monitoring centre
- Automatic falls detection
- 2 way speaker phone
- Battery duration of 1-2 months depending on usage
- £6 per week plus installation*

Useful Links

**Get help from your supplier
- Priority Services Register |
Ofgem**

www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register

**Moving landline phones to
digital technology: what you
need to know | Ofcom**

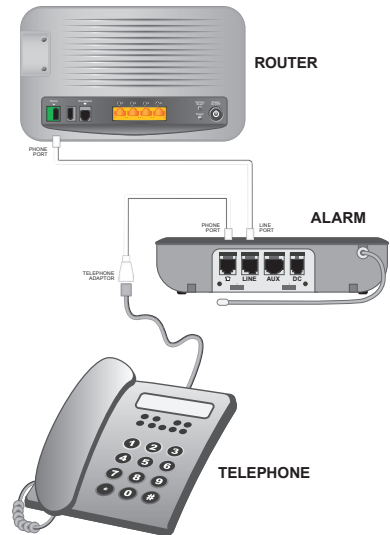
www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/future-of-landline-calls

**Digital Phone Lines |
Openreach**

www.openreach.com/upgrading-the-UK-to-digital-phone-lines

How your set up should look

**If you have an analogue alarm
and have been switched over to
digital this is how your unit will
plug in to the router/hub**



**For more information on the Digital Switchover visit
www.careline-cs.org.uk/customer-support/digital-switchover**

**If you want to find out how to stay independent in your
home, call us on 01553 616200 or visit careline-cs.org.uk**



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Borough Council of
**King's Lynn &
West Norfolk**

