Be ready for the DIGITAL SWITCHOVER

Not sure if it affects you?
Take these 3 steps to protect yourself.

1

Speak to your telecoms provider

Tell them you need help and ask them how they will be supporting you through the digital switchover.

2

Frequently test your care alarm

If you have a care alarm, press the pendant button at least once a month. This will test the batteries in the pendant and the alarm, and check that the alarm connects first time.

3

Change to a digital care alarm

Digital alarms connect more reliably and will still work for 40-70 hours during a power cut.

Careline
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What is the *digital switchover?*

The digital switchover is happening. BT's infrastructure company, Openreach, plan to switch all UK phone lines from analogue to digital transmission by 31st January 2027. Digital calls go through the internet. For many households this means changing their copper phone line to a fibre optic one, but copper lines are being switched to digital too.

At the same time, the mobile phone network is being expanded. It is planned that 99% of the population will have good mobile reception by the time the switchover is complete.

These changes are necessary because the amount of data we send is increasing, and the BT equipment used in telephone exchanges is old and becoming more difficult and expensive to maintain.

Your phone company will contact you by 2027 about switching, possibly when your landline contract is nearing an end. If you have a care alarm that plugs into your phone line, you should take extra care. Switching to a digital line may mean your alarm no longer works, or connects first time less reliably. Follow our advice overleaf to stay safe.

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