



Digital Landline Switchover

Telecare



What you need to do



Tell your phone company you are a telecare user.



Check with your social care or device provider whether any extra steps are required.



Share this leaflet with your family, friends, neighbours, and carers.

The digital landline is coming

Are you (and your telecare devices) ready?

The UK's traditional landline is getting an upgrade and soon most phone calls will be made over a broadband line. Don't worry, your landline is here to stay. Your phone number won't change, and most handsets work fine with the new system.

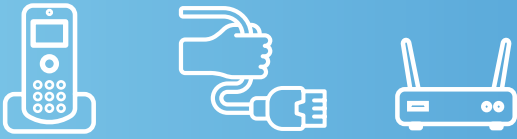
Other services- such as telecare devices, pendant alarms, and burglar alarms - also use the landline. When the landline changes, these devices need to adapt too.

Your phone company will contact you in advance when your service is changing. Tell them about your telecare devices so they can support you.

Most importantly, share this message with your carers. They can help make the switch smoother for you.

What will change?

If you already have internet, you will need to **plug your phone into the back of your broadband router** instead of the wall-mounted socket.



Will telecare devices work?

Telecare devices often use landlines for monitoring and emergency communications. If you rely on a telecare device, you must check with the provider whether you need an upgraded device, new adapter, device battery backup, or a mobile phone backup.

If you're buying a new device linked to the phone system, ask the seller or manufacturer whether it's digital-ready.



What if you don't have an internet connection?

If you don't have broadband yet, don't worry. You can continue to use your phone and devices as you do today.

Phone companies are working on solutions to keep everyone connected and your phone company will be in touch.

What if there's a power cut?

If there's a power cut, you can use a mobile phone to call for help.

If you depend on your landline, have additional needs, or can't use a mobile, your telephone provider can offer a free solution such as a battery back-up unit that lets you contact emergency services.

Check with your device provider for backup solutions in the event of a power cut.

Checklist

Before the switch

- Make sure that your phone company is aware of your circumstances and additional needs.
- Let your phone provider know if you live in an area with poor mobile signal or frequent power cuts.
- Check what other devices are plugged into your landline (telecare devices, pendant alerts, etc).
- Ask your device provider whether your kit will work with a digital landline.
- If you need help in making the switch then ask your social care team or phone provider for support.

On the day of the switch

- If broadband is available, unplug the phone from the wall-mounted socket and plug it into your new or current broadband router.

Beware of scams

The switchover can create an opportunity for criminals to devise new scams, whether through phone calls, emails, or in-person visits at your door. Keep in mind this scam advice when someone is contacting you about the switchover:



Stop

Take a moment to stop and think before sharing personal information.



Challenge

You should never feel rushed or pressured into making a decision.



Protect

If you think you've been a victim of a scam report it to Action Fraud by calling 0300 123 2040.

Share

this information with your family, friends, neighbours, and carers.

Let's help
make the switchover
easier for everyone.