

Carecall

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A guide to the digital telephone switchover



Code of Practice
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Introduction

Welcome to this guide, which explains what the digital telephone switchover is and what this means for you, our Carecall customers.

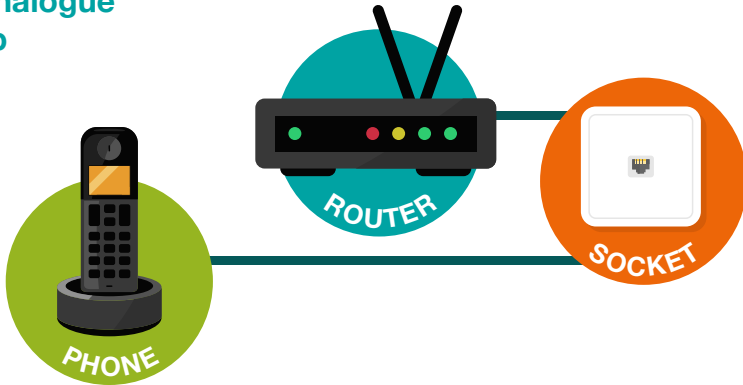


What is the digital telephone switchover?

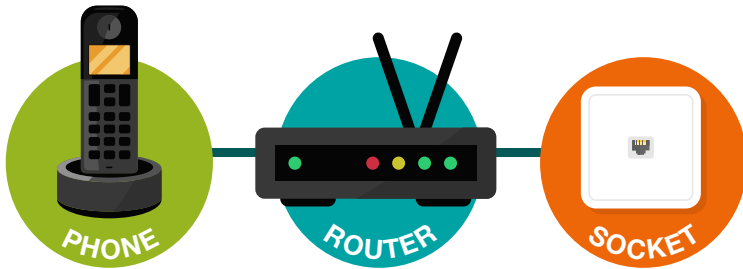
In 2017, BT announced the digital telephone switchover, which means that all homes and businesses in the UK will move from analogue telephones to a faster digital system. With work already underway, BT plans to completely switch off the old network by 2025.

The diagrams on the right show you how new digital lines will be connected, compared to the current analogue set up.

Old analogue set up



New digital set up



How does this affect my Carecall service?

The digital telephone switchover will result in future changes to your Carecall equipment, but we will help support you through this change when it happens. Whether you're a tech-whizz or a novice, this guide will explain everything you need to know about the switchover.

What do I need to know about the digital switchover?

What happens if I don't have broadband now?

If you don't currently have broadband because you don't go online, please don't worry. All providers will be required to offer people a basic internet connection for making phone calls. We understand this is likely to be a similar cost to your current telephone line rental but you should check this with your own supplier when the time comes.

How will this affect my Carecall alarm?

Rest assured we can keep you connected and you will still be able to seek help from Carecall when you need us!

We may need to swap your unit over in the future, dependant on a range of factors, but when you move to a digital phonenumber we will work through this with you to make sure everything is set up for you.

Nothing else will change in terms of how you raise the alarm – so it shouldn't feel too different to what you're used to, and we will be with you every step of the way to help.

What action do I need to take?

You don't need to take any actions until you hear from your telephone provider. Your telephone provider (BT, Virgin, Sky, Talk Talk, etc) will contact you when work is about to begin in your area. Once you hear from your telephone provider you will need to take some actions, see page 6 for 'How can I start to prepare for the digital switchover?'.

Who do I contact to find out more?

If you have any concerns about your Carecall alarm service, please call our friendly team on:

Tel: 0161 218 1655

Email: carecall@stockporthomes.org

You can visit our website for more frequently asked questions about the digital switchover at

www.carecall24.co.uk/digital_switchover

How can I start to prepare for the digital switchover?

- If you move home, change your telephone supplier or have a visit from an engineer because of a fault there is a chance you may be switched from analogue to digital. **Be sure to ask your telephone provider for confirmation of this**, before any changes are made.
- If your telephone provider contacts you to arrange a digital upgrade, **ask them to put a marker on your account** to ensure they are aware that you are a **Telecare user** (Telecare is a general term for a service like Carecall).
- You should ask them about what safety options they offer for Telecare users – this could include a **1-hour back up battery** on your system to ensure you can still make a telephone call in the event of a temporary power failure.

Speak to the Carecall team

Please don't be worried to ask Carecall for help – you are not alone and we know it can be worrying when things change. Carecall are here for you and will do whatever they can to support you.

To prevent any issues with your Carecall alarm when switching to a digital phone line

- let us know when you hear from your telephone provider to say you will be switching; or
- tell us if you have already changed to a digital phone line.

To make sure there is no interruption to your Carecall service please:

- Let us know when your telephone provider (BT, Virgin, Sky, Talk Talk, etc) plans to change your telephone line to digital, when you receive a letter or communication from them.
- Tell us if you have already moved over to a digital phone line so we can check your Carecall service has not been affected.
- Contact us if you need advice or have any further questions about the digital switchover.



Cut out and keep this handy

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If you have any queries about the digital telephone switchover, please contact the Carecall team using the details below:

Phone 0161 218 1655

Email carecall@stockporthomes.org

Website www.carecall24.co.uk/digital_switchover

Or write to
Carecall, Cornerstone, 2 Edward Street,
Stockport SK1 3NQ

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