

## **The Digital Switchover of your telephone service.**

Steffan Aquarone gave a presentation at the Village Hall to help prepare people for this significant event.

This note is both an aide memoire for those that attended and an alert for those unable to do so.

The digital switchover is happening because analogue networks are more difficult and more costly to maintain.

It will not happen overnight. It is being transitioned region by region. It is planned that most analogue phones will have been switched by December 2025.

If you already have an internet connection the change may be as simple as plugging your phone into your broadband rather than a socket on the wall.

We have no choice. It will happen.

### **How you can prepare.**

Your telecoms provider (BT, Sky, Virgin etc) should contact you at least 4 weeks before switchover to discuss what you need to do to ensure your service isn't affected.

### **The big issue is that in a power cut digital landlines cannot carry a power connection!**

If you are over 70 **or** considered "vulnerable" – illness or disability – contact your provider and register as such. In doing that they are required to provide you with appropriate battery back-up. BT say they will take extra time and provide additional support to customers over 70 ensuring they are ready to switch. Ask **your** provider to confirm they will do the same.

If you depend on your landline for telecare support, a personal alarm, lifeline or medical monitoring system, contact the supplier of the device for advice on what steps they are taking to ensure the devices will continue to work, or what upgrades are needed.

We understand that customers with disclosed additional needs, healthcare pendants etc, only use landlines and have no mobile signal will be the last to be switched. Ask **your** supplier to confirm this.

If you have security devices connected to your telephone line such as alarms or cameras, check with the provider to ensure they will continue to work or what upgrades are needed.

### **Be Aware.**

Events like this are opportunities for fraudsters to develop new scams. There may well be attempts to sell online, over the phone or on the doorstep to get you to sign up or buy new contracts or equipment. That should not be necessary. If in doubt politely refuse and contact your existing provider.

### **Finally.**

In an Emergency dialling 999 on your mobile, even where you are in a poor signal area, should automatically search for the nearest strong signal to allow connection. So keep your phone charged.

With thanks to Aldborough and Thurgarton Parish Council for preparing these notes!