



Digital Landline Switchover

Resilience for Businesses



Landlines are going digital. Is your business prepared?

As the UK's landlines upgrade, a little preparation will keep your business connected - especially during power cuts. Unlike the traditional (analogue) landlines, digital landlines won't function without power.

Getting in touch with your communication provider early is key to ensuring a smooth transition for your business. Keep an eye out for communication from your provider to find out when it's time to migrate.

Some businesses might have older devices connected to their landline that are not used to make and receive calls (e.g. older payment systems, gating and security systems, telemetry, and more). Only you know what equipment you use, so it's important to make an inventory and find out which ones need to become digital-ready.

Voice calls

Digital phone lines work over the broadband network so will not work in a power cut. Mobile phones and dongles may be a good way of providing back up connectivity.

Speak with your communications provider and your service provider for other options if you need a service to work 24/7.

**CHECK YOUR
BUSINESS
DEVICES!**



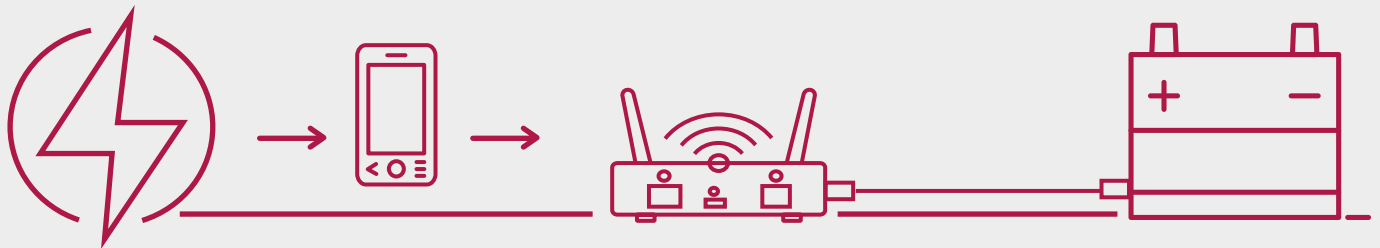
Data and devices

In the rare case of a power cut, your landline and anything connected to it will not work.

For most businesses, we recommend using mobile hotspots or tethers (e.g. cellular data) as an alternative to the internet in those circumstances.

For large businesses, or those running critical business services, you should consider getting a dedicated resilience solution.

Communications providers won't know what devices have been connected to their network. Your teams must take stock of your devices and identify the gadgets that require alternative power sources and the internet to remain functional during power cuts.



Critical services

Businesses that provide critical services (such as telecare, intruder alerts, panic buttons, fire alarms, industrial control systems, or more) must verify the compatibility of their systems with new digital lines:

- ▶ Speak with your equipment providers about the protocols they have in place to move you across.
- ▶ Consider power and network backup.
- ▶ Contact your communication provider for more information on backup solutions.

Checklist

What you need to do

- ☐ Speak with your communication provider as early as possible so you know what their plans are.
- ☐ Make an inventory of equipment that uses the landline and identify which lines the equipment is connected to.
- ☐ If any equipment is connected to the landline, check with your providers or manufacturers if it's digital-ready.
- ☐ Establish if any of that equipment needs to work in a power cut or work 24/7.
- ☐ If it does, check what resilience options are available from your communication provider.
- ☐ Also check with your service/equipment provider to see if they have resilience options (e.g. cellular back up) if the landline goes down.
- ☐ Test any resilience solution before an actual power outage to ensure everything works as you need it to.
- ☐ Work closely with communications providers to ensure that critical services continue to work after the switchover.
- ☐ Check if they have facilities for testing equipment and gauging its compatibility with the new network.



Let's make the switchover a success for your business.



Build resilience by planning ahead and seeking support from providers.