

Digital Landline Switchover

Resilience for Home users

Checklist

Before the switch

- [ ] If you are a vulnerable customer (such as a telecare user), let your phone company know.
- [ ] Make a note of what connected devices use the landline.
- [ ] Plan how you'll make calls and use essential equipment in the event of a power cut. If you can, have a mobile phone handy as a backup option.
- [ ] Speak to your device provider or manufacturer to check the compatibility of your connected devices with a digital landline.
- [ ] Contact the connected devices manufacturers for guidance.

On the day of the switch

- [ ] Follow the guidance of your phone and device providers.
- [ ] Run tests to ensure everything works.

The digital landline is coming. Are you prepared?

The UK home phone (landline) service is getting an upgrade. Soon, most landline calls will be made over a broadband line. A few simple steps will help you stay connected, especially during a power cut.

Unlike traditional phone lines, digital landlines won't function without power.

Some households may have other devices connected to the phone line (burglar alarms, telecare devices, etc).

You need to think about how you'll stay connected during a power cut. In most cases, a mobile phone is enough, but some critical devices will require a backup.



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DIGITAL LANDLINE SWITCHOVER

Power-loss preparedness

In the event of a power outage, digital landlines won't function until power is restored. We strongly recommend you have a mobile phone available for emergencies.

Device providers and phone companies have different support on offer for those who need it, ask them for advice on how to stay connected in a power cut.

For example, you could use external battery back-ups to keep your phone and devices working for as long as the battery lasts - usually for one hour of talktime.

Your phone company won't know which devices you have connected to their network. It's essential you audit the devices yourself and identify what requires back-up power.



Some examples of services known to use phone lines:

Home safety and security
Consider if a back-up power source is required.

Smart home hub
Explore battery back-up options or consider using hubs with cellular connectivity.

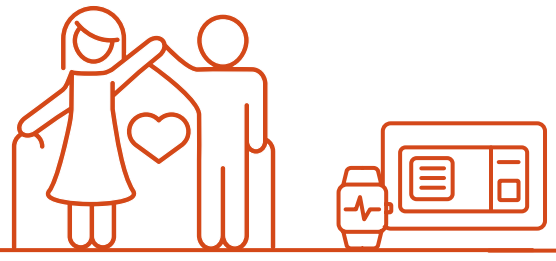
Telecare and health alerts
Discuss back-up options with your social care or system provider. A mobile phone or battery back-up is essential for emergency calling.

Burglar alarms
Discuss back-up solutions with your alarm system provider. Some systems have built-in batteries, while others may require external battery back-up.

Vulnerable customers

Vulnerable customers (such as telecare users) must inform the phone company about their situation and needs. If you know someone who relies on their landline, advise them to talk to their phone company and social care provider.

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



Spread the word to your family, friends, and neighbours.

Digital preparedness

Ask your device providers whether critical connected systems will work with a digital landline. They will tell you what changes (if any) are needed to become digital-ready.



Let's all prepare to stay connected at all times.

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