



## Local Authorities



### How you can help



**Spread the word** in your newsletters, events, and meetings.



**Encourage residents and businesses** to check what items use their landline and if they're digital-ready.



**Encourage vulnerable community members** to contact their communications provider for support.

## The digital landline is incoming. Don't miss the call.

The UK's traditional landline is getting an upgrade, and most calls will soon be made over a broadband line.

Local authorities - and the residents and businesses you serve - will be impacted. Vulnerable members of your community who depend on the landline might need to take extra steps to prepare.

Phone numbers remain the same, and most handsets will work fine. But, other services that use the landline - such as telecare devices, payment systems, and burglar alarms - should be checked for digital compatibility.

Your communications provider will inform you ahead of the migration, but don't underestimate the scope of the change. Start preparing now - check your devices for dependencies and encourage your community to check theirs.

## Residents

- ▶ Residents will be contacted ahead of the switch. They will be provided with a broadband hub or router and any additional equipment they need.
- ▶ Most customers will need to plug their phone into the back of a broadband hub or router instead of their wall-mounted socket.
- ▶ For a more complex set-up, residents should ask their communications provider for customised guidance.

## Businesses

Businesses often connect multiple devices to their landline, and providers won't be aware of the specific devices. It's crucial for businesses to inventory their connected devices and determine what needs replacement or upgrade.

## Housing schemes

Housing estates should coordinate with their communications providers to smoothly transfer their landline services. Residents must be made aware of power resilience and the need for battery backups. Estates with elderly residents and telecare users should ensure device compatibility with digital landlines. Residents should be informed of any changes in critical system functionality.

## Public services

If you use third parties to deliver public services in your authority, they will manage the transition. You'll need to check:

- ▶ If your contracts have adequate provisions for the switchover.
- ▶ If contracted service providers are prepared for the transition.
- ▶ If service users and their carers are supported.

If you manage public services in-house, your teams must work closely with their providers to make the switch.

## Vulnerable people

Local Authorities and telecare providers nationwide should work closely with communications providers to identify vulnerable customers and telecare users before the switch. Sharing information will enable them to offer necessary support to those who need it most.

## Power outages

In the event of a power outage, a mobile phone can be used. For more vulnerable customers who rely on their landline, or customers who can't use a mobile, their provider could offer a free solution to contact emergency services. Residents and businesses may also purchase a battery back-up.



## Checklist

### Before the switch

- Note what services and office equipment use the landline.
- Request upgrades or replacements from device manufacturers.
- Ensure third-party contracts can accommodate the switch, and service providers are prepared.
- If public services delivery is managed in-house, work with your providers to keep services operational.
- Inform the communications provider about connected devices and additional communications needs.
- Check that the community - especially the elderly and vulnerable - are digital-ready.

### On the day of the switch

- Make sure all equipment including a broadband hub or router has been sent.
- If broadband is available, plug your phone into the broadband router.

## Share

information and engage the community.

Let's make the  
**switchover**  
smoother for  
everyone.