



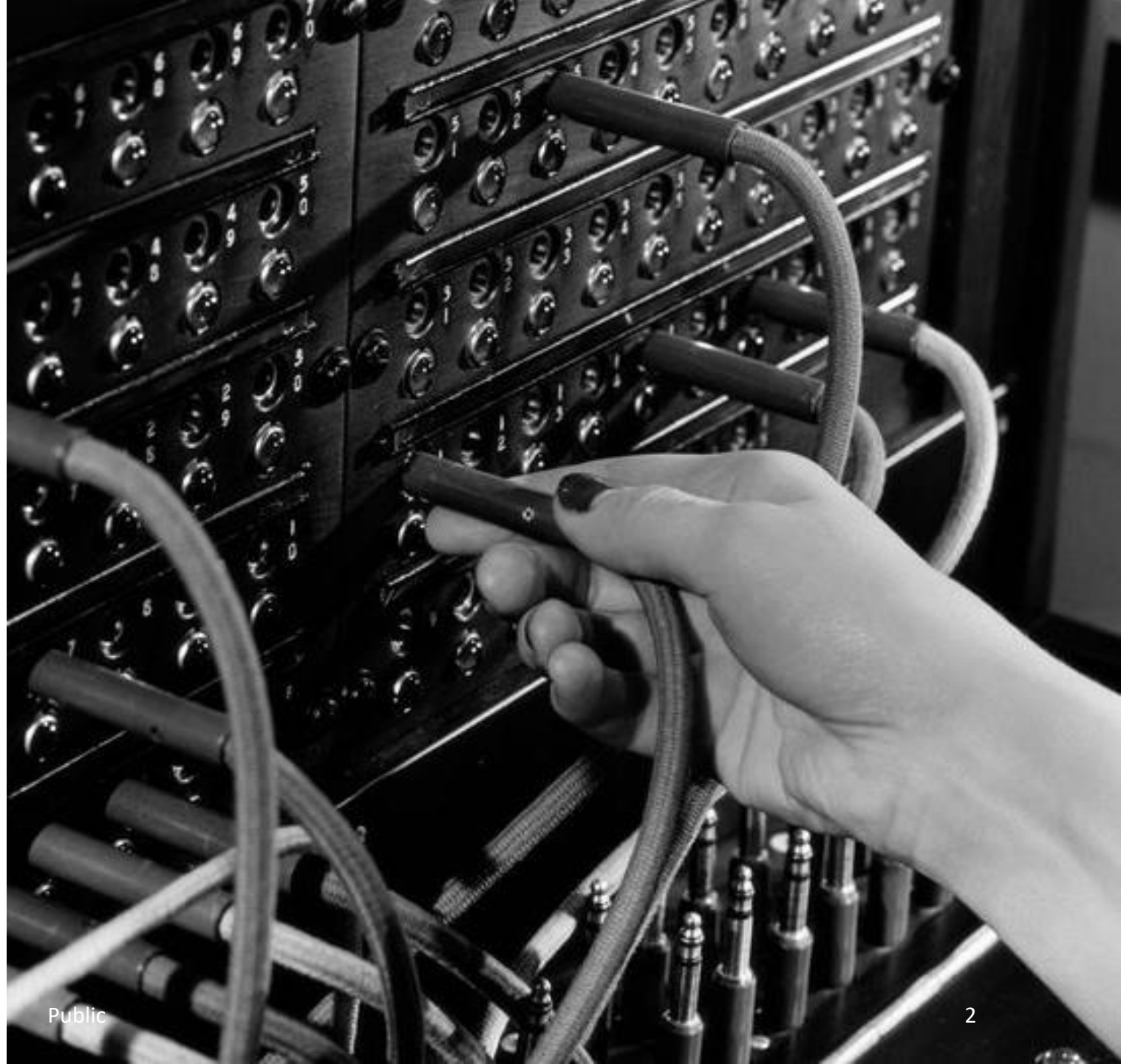
Digital Landline Switchover and Housing and Care Homes

24 April 2024

30/04/2024

You've heard what's happening

- The Public-Switched Telephone Network (PSTN) is the equipment that supports the majority of phone calls in the UK and has been for decades
- Its technology is now becoming outdated and equipment support from manufacturers cannot be guaranteed in the long term
- If we don't modernise, the systems will become unreliable and eventually will not be able to be repaired
- PSTN technology is also limited and will not support new and innovative services (including Fibre to the Premises) that will become increasingly relevant to modern society



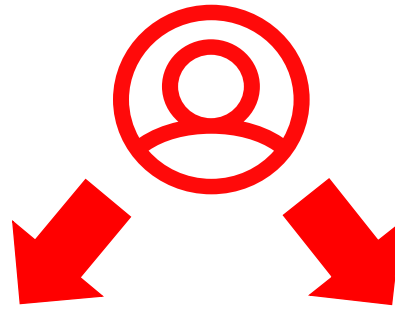
2025 ?

- Dec 2025 = date set by Openreach for withdrawal of their wholesale voice products (WLR)
- Any CP using those products will need to migrate their customers before that deadline.
- VMO2 uses a different network for consumer and most B2B customers, but is working to complete its migrations by 2025.
- 2025 represents the date by which the analogue PSTN should be withdrawn as assessed by those network providers.
- End Date means that migrations have been on-going through 2022/3.
- Some migration activity is now on pause due to Charter of Commitments
- This affects qualifying migrations by a signatory CP



Impact on Care Home / Housing Sector

- Impact from both being a customer and also impact from service users / contractors being migrated



As Consumer of Analogue Services

- Telephony Services
- Monitoring Lines
- Hard Wired Alarm Systems (eg pull cords)
- Door entry systems
- CCTV
- Warden Intercomms

Third Party Migrations affecting Sector

- Service Users residential lines that support Sheltered Housing services (eg connecting dispersed alarms)
- Partner Services that rely on analogue services

Action Points

Own Lines

- Line Audit – internally / with help of supplying provider
- What are lines used for ?
- Identify key risks
 - Power resilience required
 - Data transmission – compatibility with IP
- Talk to provider
 - Lines can be migrated like for like
 - Lines can be replaced with new tech
 - Lines can be ceased if not needed
- Early conversations (before any migration deadline is discovered) are best

3rd Party Lines

Service Users (telecare) on residential lines

- Talk to residential phone providers about their plans in your area
- Data Share agreements can provide a view of how your SU base will be affected
- Speak with your Telecare service provider about their plans / availability of equipment

Contracted out services

- Speak with your contractor to ensure they understand the Digital Switchover, and have a plan in place.

Action Points

Own Lines supporting Telecare Alarm Systems

- What's the use case for the analogue line
- Migration Options (may not be like for like – eg from analogue to a data / Cloud / WiFi solution)
- Resilience impact (in area where 24/7 operation is key)
- Compatibility with ARC (if ARC is still on analogue technology)
- Provider suitability
- Timings for procurement / change of supplier

Key Message – Work Together across the different industries.

Update on Government Charter

- In December 2023, the Secretary of State met with CPs to agree a charter to ensure best practice in relation to migrations to Digital Voice
- The aim of the charter is to ensure that vulnerable consumer customers, and especially telecare users, are treated as safely as possible during the migration
- Currently, all non-voluntary consumer migrations (where a customer has not agreed to move to Digital Voice) are paused as CPs review processes.
- One key area is identification of telecare customers, and cooperation with local authorities is a key enabler of this – DHSC and DSIT have written to all English Local Authorities.
- Data Share agreements can enable the sharing of telephone numbers of telecare service users.
- Migration planning will be rescheduled and communicated, once we are advised of the restart date.

Public Switched Telephone Network charter –

Published 18 December 2023

- We, as Communications Providers, commit to the following:
- 1. We will **not undertake any non-voluntary migrations** to digital landlines, until we have full confidence that we are taking all possible steps to protect vulnerable people through the migration process.
- 2. **No telecare users will be migrated to digital landline services without us, the customer, or the telecare company confirming that they have a compatible and functioning telecare solution in place.**
- 3. Where battery back-up solutions are provided, we will **work to provide solutions that go beyond the Ofcom minimum of 1 hour of continued, uninterrupted access to emergency services** in the event of a power outage.
- 4. We will collectively work with Ofcom and Government to create a **shared definition of ‘vulnerable’ customer groups that require greater support**, specific to the digital landline migration.
- 5. **We will conduct additional checks on customers who have already been non-voluntarily migrated to ensure they do not have telecare devices** we were unaware of, and if they do, ensure suitable support is provided.



Thank You

30/04/2024