

DIGITAL TELECARE

Scottish Local Government



THE DIGITAL SWITCHOVER

CHANGES TO YOUR TELEPHONE LINE:

All telephone companies in the UK are changing their existing telephone lines over to a new digital system as the current phone lines are getting old and difficult to maintain. The telephone companies have set a target to have all phone lines upgraded to a digital version by 2025.



Digital telephone line connection

HOW WILL THIS AFFECT MY COMMUNITY ALARM SERVICE?

The alarm equipment you currently have was designed to work with the existing old telephone network. Whilst your alarm will still work with a digital line, it may not work reliably, potentially meaning that calls are delayed or may fail to connect you to the control room. We want to avoid this therefore we are currently working on a programme to replace your existing alarm with a new digital version, which will ensure you are still receiving a reliable service.

WHAT DO I NEED TO DO?

Keep using your telecare equipment as normal, we will be calling you individually to arrange an appointment to get your equipment upgraded as we progress the programme of exchange.

If you are contacted by your phone, TV or broadband provider about upgrading to digital please ensure you inform them that you are a Telecare user. Where possible providers are able to delay migration while the Telecare service arranges upgrades to your devices.

On occasion, using these devices on the new digital networks can cause small blips in connectivity for your phone and alarm communications – these will be temporary and of short duration. If you do experience any problems of this nature, press your pendant and let control room staff know so we can ensure our records are updated.

With approximately 2500 service users on the SA HSCP Community Alarm Service, it could take us some time before we can get round everyone, therefore we ask for a little patience from our users. Please be reassured that we are working hard to get this right and make sure you experience as little disturbance as possible.

If you have any queries and would like to speak with someone please
email: telecare@south-ayrshire.gov.uk or call 01292 880929.