

Dear xxxxxx,

We are writing to you with very important information in relation to work the Council will be required to undertake on the Lifeline Emergency Alarm or Telecare Service that you receive due to changes to the UK's public telephone network. This commonly being called the *Digital Switchover*.

What is the Digital Switchover?

The UK's telephone network is changing. Between now and the end of 2025, all telephone providers will be moving their customers telephone landlines from a technology called analogue to one that is digital.

If they have not already done so, your providers (e.g. BT, TalkTalk, Sky), will notify you of their plans to progress this switchover and when it's likely to take place.

What does the digital switchover mean for my Lifeline or Telecare services?

The digital switchover means that your existing equipment, such as a Lifeline emergency alarm, is required to be updated or reconfigured to ensure it continues to work effectively. The Council will need to visit your property at a convenient time and install the new equipment. These changes are free of charge and should be straight forward.

Next Steps

The Council is in the process of planning upgrades for residents across the County Borough. The upgrades will be completed over the course of the next two years and when your Lifeline device(s) is due to be upgraded, one of our team will contact you via telephone to make the necessary arrangements for an engineer to visit your property at a convenient time. Should your telephone provider contact you to progress their switchover prior to us contacting, make them aware that you have a Lifeline device which could be affected by a change to your lines and get in touch with us via the details below.

Warning

Unfortunately, we are aware of scams where people have been asked for personal and financial information in relation to the digital switchover. Please remember that the digital switchover is free of charge and the Council will never ask for financial

information in relation to the digital switchover. When contacting you in relation to this matter, our member of staff will verify personal information with you to ensure you are satisfied to continue with the call. We will also be sending a copy of this letter to a named contact (i.e. family member or friend/neighbour) on your Lifeline account.

If you have any questions regarding the information above, please visit our website at www.rctcbc.gov.uk/digitalswitchover. Alternatively, if you do not have access to the internet you can call 01443 425050 and speak to a member of our team.

Yours sincerely,