



will lead the way.

London Borough of Hillingdon
People Article

2025



Its Free



HILLINGDON technology



Prepare for the digital switchover

A digital switchover is underway nationwide, find out more and what you may need to do.

Between now and 2025, telecoms companies such as BT, Openreach and Virgin will be replacing old analogue telephone lines with a newer faster digital network to make phone calls, which is safer, offers improved call quality and better protection from scam calls.

As part of the national digital upgrade, services which rely on the old landline systems, such as home phones, alarms and healthcare support devices will need to be switched over too.

For most people, the change will be easy. Phone companies will contact customers and arrange for an engineer to install the new system. If you already have the internet, you might just need to plug your phone into your broadband router.

The switchover is free, and your service provider should not charge you. It is important to be careful of scams – your provider would never ask for money or personal information. If you are not sure, always hang up the call.

Do you, or someone you know, depend on a landline or use a TeleCareLine device connected to a phone line, such as a fall monitor, lifeline or personal alarm?

If yes, then you will need to inform your communications provider when they contact you as any support devices linked to your phone line, including TeleCareLine alarms and sensors, should be tested by them to make sure they work with their new system. If you have already been switched over, it is recommended that you perform a test call once a month to ensure your device is working as expected.

If you rely on your landline and don't have a mobile phone, are unable to use a mobile phone or don't have mobile signal inside your home – your provider must make sure you are able to contact the emergency services during a power cut. This could be in the form of battery back-up so your landline will continue to work, or by giving you a basic mobile phone to use in this situation.

If you have a TeleCareLine system supplied by the council that is no longer required, you can return it at one of our many libraries or drop it into the Civic Centre in Uxbridge.

Cllr Douglas Mills, Cabinet Member for Corporate Services, said: "The safety of our residents is our top priority and whilst this is being led by UK telecoms providers, we're keen to ensure residents, particularly those who use the TeleCareLine system, have the information they need about the switchover.

"The new network is set to provide a more reliable and dependable service, but we need to make sure no-one is left behind and that our services remain fully operational.

"I would also urge anyone using, or if anyone knows of someone using, TeleCare services to ensure they check their devices regularly."

For more information about the digital switchover, visit www.hillingdon.gov.uk/digital-switchover and to find out more about TeleCareLine and how it can help support you to live independently in your own home, visit www.hillingdon.gov.uk/telecareline



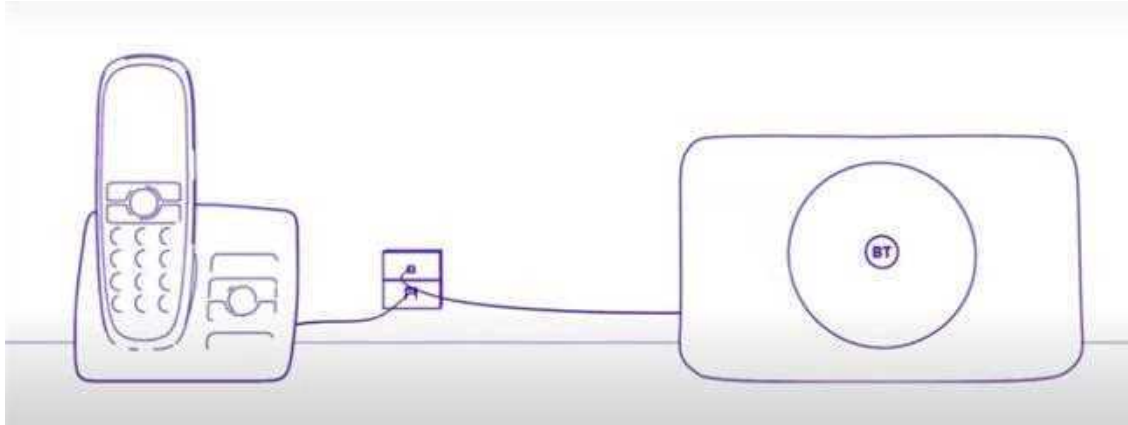
A digital-enabled, modern, well-run council

20 HILLINGDON people March/April 2024

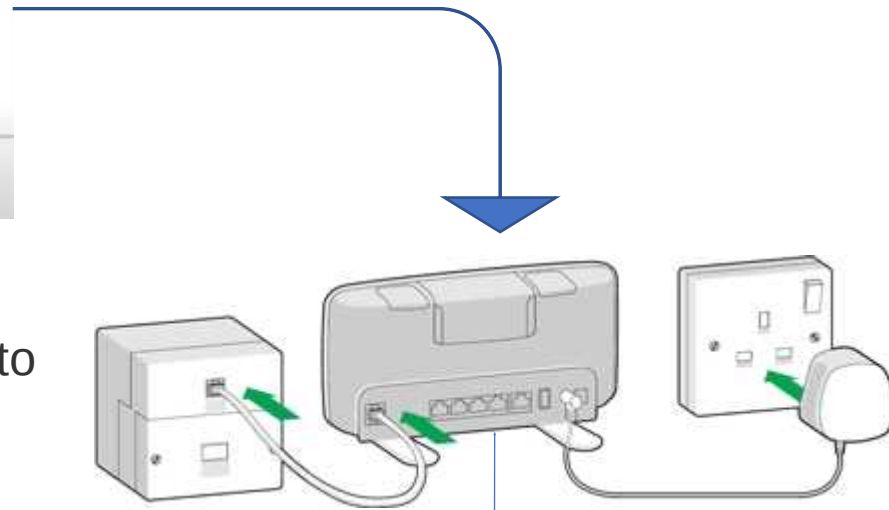
Digital Voice

- ❖ The new home phone delivered through your broadband connection.
- ❖ Lines from BT, Virgin Media, TalkTalk, Plusnet, EE are all impacted
- ❖ Traditional UK copper-based landlines to be switched off (Deferred 2027)
- ❖ Digital landlines offer better call quality and fewer spam calls

Typical existing home phone arrangement.



Both phone and router plug into OpenView master socket



Ethernet or Wi-Fi

Typical Digital Voice Installation



New external incoming junction box installed externally and normally towards "Front of Property"



New Fibre Line



Corded House Phone RJ11 to RJ45 Cable



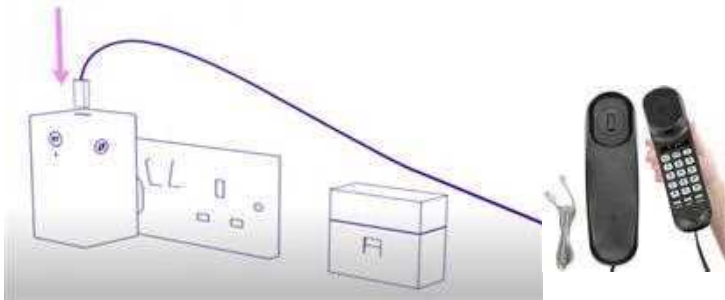
Devices need to be Wi-Fi Enabled if an ethernet cable cant be installed near router location at front of property

? Ethernet Cable



Things to think about

- It is likely that your broadband supplier will provide a new router full fibre compatible.
- New full fibre line will typically enter the front of the property. New ONT modem (cable entry point) and router need to be located next to each other. Need 2 local power socket points for ONT modem and router.
- Using existing Phone will need RJ11 to RJ45 cable normally supplied with new router.
- Not all existing analogue phones work on new digital supply. Some digital phones will only work on specific prescribed network. For example BT digital phones wont work with virgin media
- If exiting phone cant be located next to the router you will need an extender to plug into any power socket.



May have problems with multi point extension lead

- Good idea to buy new digital phones that work on Wi-Fi.

Things to think about

- Wi-Fi devices;- Phones, printers, BT View Box etc. need to be paired to new router
- Call costs are the same as your existing package
- Broadband speed likely to improve
- If you are happy with your current speed don't be bullied into buying an upgraded package.
- Network providers are cold calling offering free upgrade to full fibre
- Beware of scam calls alleging to come and install new line at your cost
- You keep the same telephone number
- Call messages are normally managed by network provider so no need for answering machine.
- Call divert can be set up by provider

Summary

- Plan where the equipment is going
- Check if existing devices are wi-Fi Enabled
- Buy the right new digital phones if necessary
- Improved service