

# A checklist to help you get ready for the switch to digital landlines

This checklist is designed to help you, or the person supporting you, prepare for the switch to a digital landline. You might find it useful to keep it near your home phone until the switchover is complete.

## What is happening to home phones?

The way landlines work in the UK is changing.

At the moment, your phone works through the socket in your wall. It will move to working through your broadband connection instead. BT calls its new service **Digital Voice**. Other companies may use other names, but they all describe the same kind of service.

If you have a landline you want to keep using, this change affects you.



### Fill this in:

Write these details down now so they are ready when you need them.

**My phone provider is:** \_\_\_\_\_  
(you can usually find this on your bill)

**The person who can speak to my phone provider for me is:** \_\_\_\_\_  
(if you have one)

**Do I have a personal alarm, pendant alarm or telecare device that works through my phone line?**

☐ YES

☐ NO

☐ NOT SURE

**If yes, the provider of the device is:** \_\_\_\_\_

**Their number is:** \_\_\_\_\_

**My phone will switch to a digital landline on or after:** \_\_\_\_\_  
(your provider will write to tell you the date)



## There are two phone calls you need to make:

To your phone provider and to your alarm or telecare provider.

### Call 1: Your phone provider

Tell them that you have dementia, or that you support someone who does. Ask them to:

- offer extra support, including an engineer visit
- talk you through what will happen.

### Call 2: Your alarm or telecare provider (only if you use one)

This is usually a different company from your phone provider. Tell them your phone service is changing and ask them to check that your equipment will still work.

If you are not sure who supplies your equipment, a family member, friend or carer can help you find out.

To check if you, or the person you're helping, uses a personal alarm or telecare device, look for:

- a pendant or wristband that can be pressed to call for help
- a box or base unit plugged into the phone socket
- a fall detector
- a burglar alarm connected to the phone line.



## Have you done everything you need to do before the switchover takes place?

- ☐ Told my phone provider I am living with dementia and need extra support.
- ☐ Told my personal or pendant alarm or telecare provider that my phone service is changing to a digital landline (if you use one).
- ☐ Asked about a battery backup unit, in case of a power cut.
- ☐ Asked your phone provider if you need an engineer visit (if you want one).
- ☐ Asked a family member, friend or carer to be with me when the switchover happens.



## What to expect on the day of your switchover:

- Your phone number will stay the same.
- Your handset will usually stay the same. According to BT, 99% of phones are compatible.
- You may be given an adapter for your phone to make sure it works with the digital line. The engineer will talk this through with you and the person helping you.
- The engineer, or person helping you, will move your phone from the wall socket to your router. If you have multiple handsets, and one or more plugs into a phone socket, BT provide Digital Voice adapters for free.
- If you have an alarm or telecare device, the engineer will test it before they leave.
- You can have someone you trust with you the whole time.



## Important things to remember about your digital landline:

**It might be useful to keep this information in a visible place near your home phone.**

- When making calls, you now need to use the full number, including the local area dialling code.
- You'll now have a built-in voicemail that you can access by dialling **1571**.

### **If something is not working afterwards:**

Call your phone provider first. If your provider is BT, you can contact them on **0330 123 4150** or on **150** from your landline.

If your provider is not BT, you can find their contact details on your phone bill.

If your alarm or telecare device is affected, call the company that supplies the equipment too.

**If you need further advice and support, you can call Alzheimer's Society's Dementia Support Line on 0333 150 3456.**



**Alzheimer's  
Society**

It will take a society to beat dementia