



East Renfrewshire Telecare Service

IMPORTANT UPDATE



FOR ALL TELECARE SERVICE USERS

- The way your alarm unit connects is changing
- Everyone will have a new alarm unit by the end of 2023
- BUT If you have a new phone or internet line installed before then, you must let us know
- This is essential to make sure your alarm unit continues to work.

TELL US BY PRESSING THE BUTTON ON YOUR UNIT OR BY CALLING US ON 0141 800 7192.

What's happening?

All analogue phone lines in Scotland are being turned off and all phone lines will become digital. To prepare for this communication providers will be switching all telephone lines to digital. This means by the end of 2023 all our telecare service users will have a new unit installed that will work with the new digital lines as currently our units only work with an analogue line.

What does this mean?

It means if you get a new phone or internet service installed, the likelihood is that your provider will put in a digital line. This means we will need to install a digital alarm unit as there is a risk that your current one will not work properly.

What should I do?

We will be in touch with all our service users over the next 18 months to install a new alarm unit in preparation for the analogue switch off. In the meantime, you should tell us if you have got a new TV, intranet or telephone provider (e.g. BT, Virgin, Sky) and we will come check it. If your line has been updated to a digital one, we will provide you with a new, compatible alarm unit.

What if I'm not sure if I do have a digital line?

You can check if you have an analogue line as your alarm unit will be connected to a traditional home telephone socket:



If you have a digital telephone line the alarm may be connected to an internet router:



Should I stop my new internet or TV being installed?

No, go ahead but you must let us know if you plan to change your phone, internet, TV provider or package or have recently done so.

As a precaution guidance labels have been issued to be placed on your analogue alarm unit alerting engineers to call us if they are installing a digital line. If you don't have an alert label on your unit please contact us.

If you have any questions or concerns, please press the button on your unit or contact us on: **0141 800 7192** (open Mon–Thurs 8.45am–4.45pm and Friday 8.45am–3.55pm).

You can also email on:
HSCPTelecare@eastrenfrewshire.gov.uk