



Norfolk County Council

Important changes to your Telephone Line



As a **community alarm (pendant) user**, who has received additional sensors linked to the community alarm from our Assistive Technology Team, you need to be **aware of an important change**.

Your **telephone line provider** (BT, Virgin Media, Sky, etc.) will be contacting you by mail to **notify you that your connection will change to a new digital line** before the end of 2025.

- You may already have been contacted.
- You may have already changed to a digital line.
- Or you may not hear anything until closer to the deadline of the end of 2025.

When you are contacted by your telephone line provider, please do not ignore the communication.

You should identify yourself to your telephone line provider as a community alarm (pendant) user.

The provider can explain extra support to ensure your telephone and community alarm are reconnected to the new digital line and working correctly.

If necessary, they can delay your new connection until nearer the deadline at the end of 2025.



How this affects your Community Alarm

Your community alarm provider may have already been in contact to notify you of the digital change, or to change your community alarm to a digital device.

- You may already have a digital device, and no change is required.

You should test your pendant at least once a month.

You should notify the alarm centre if you have been given a date for your telephone line to change to digital and test the pendant if this has already occurred.

If you have any concerns about this change, or the validity of any communication you receive, please contact either your telephone line provider, your community alarm provider (by phone or by using the pendant button), or the Assistive Technology Team.

If you have additional sensors linked to your community alarm these will not work if your alarm has been changed to a digital device.

If you are unsure or have recently had your alarm changed, please contact the Assistive Technology Team.



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or the validity of any communication you receive,
please contact either your telephone line provider,
your community alarm provider (by phone or by
using the pendant button), or the
Assistive Technology Team on 01603 223766