Dear **XXXX**,

**Changes to the UK telephone system and your lifeline alarm**

We are writing to tell you about changes that are being made to the UK telephone system and how it may affect the lifeline alarm service that you receive from **COMPANY NAME**.

We want to make sure that your lifeline alarm system and pendant continues to work for you effectively and keeps you safe.

**What is happening to the telephone system?**

In the UK, the analogue telephone system that we have used for many years is being gradually replaced with a modern digital system. This is called a digital upgrade. This is because the UK needs a modern telephone system which can handle how people want to communicate by using their mobile phones, laptops, tablets or other electronic devices.

The digital upgrade is planned to be completed by the end of 2025 and phone companies are already encouraging people to upgrade their phone systems. This will involve your phone provider arranging for a telephone engineer to come to your home to install the new system.

**What do I have to do?**

At this stage, we are writing to make you aware that this change is happening, so that you will know what to do in case your telephone provider contacts you to offer you a digital upgrade from your old telephone system. It may be, however that your telephone service has already been upgraded.

**What if I still have the old, analogue telephone system?**

At the moment, most people have the analogue telephone system. You will know this because your telephone connects directly into the mains telephone socket.

**Please follow these instructions**

* If your telephone provider contacts you to arrange a digital upgrade, **ask them to put a marker on your account** to ensure they are aware that you have a lifeline alarm service.
* Please also **request a free of charge battery back up unit** from your telephone provider as you currently have a lifeline alarm.
* If your telephone provider gives you a date for an engineer to come and upgrade the system, **please contact us so we can update your account** and make the necessary arrangements.
* When the engineer comes, make sure that they are **aware that you use a lifeline unit** at home and the installation **can not be completed until a successful alarm test call has taken place** following the digital upgrade.
* The installer from your **lifeline provider will visit your home** to ensure that your lifeline unit is re-connected successfully bymaking a **test call to the Monitoring Centre** using your lifeline unit before the engineer leaves your home.

**Important information about the battery backup**

The battery back up will provide 1 hour of service in the event of a mains power failure. Because of this once, we strongly advise you to have an alternative way of communicating in case of an emergency .

**What else do I need to know?**

We will write to you in the near future on how these changes will impact on our service costs, Terms and Conditions and what options are available to you. However, our main concern is to ensure you have a smooth transition to the digital system. We want to ensure the continuity of the lifeline service for your safety is our paramount concern.

If you have any questions, please contact us on **XXXXX**.

Kind regards,

**XXXX**