

Important Information from BT

I am writing to forward on a request from BT relating to its plans to upgrade its customers from analogue to digital phone services.

BT is changing the way it provides phone services to its UK customers, moving from analogue (sometimes referred to as PSTN technology) to digital (all IP) technology. BT intends for all its UK customers to be using digital phone services by the end of 2025 with its first customers being upgraded towards the end of this year (2018).

The Telehealth industry still has a number of customers with products that rely on analogue phone services to get the line voltage and dial tone to the Telehealth device. The line voltage and dial tone will move from the phone line to the broadband router when customers upgrade from analogue to digital phone services.

BT also informed us that they would, as an interim solution, embed an Analogue Telephony Adapter (ATA) port in the broadband router, which may help the Telehealth industry initially to keep their current products working for a while, until they can upgrade their device to one that works with digital phone services.

BT has asked us to contact all of our members to convey their desire to work with our industry and want to get all Telehealth Equipment Suppliers to test their equipment at their Digital Services Lab, which will be opening in Spring 2018. They have also asked us to make a request of our Provider members who receive the calls into their platforms, to provide BT with the inbound dialling in numbers they use, so that BT can use these numbers confidentially to mark BT Consumer customer accounts to show that they may have a Special Service, such as a Telehealth device. This will make sure that these customers are then advised by BT to contact their Telehealth supplier and ensure their current equipment will work with the new Digital Voice product before upgrading, so they don't lose the use of the device when the upgrade happens.

To be clear, BT don't want your clients' phone numbers but the phone numbers that your devices dial into, as this is likely to appear on a BT customer's account and can be used as a flag to enable BT to get the customer to check back with you as their provider before upgrading. BT have offered NDA agreements for those who are concerned about confidentiality.

UKTelehealthcare support anything BT can do to get customers to speak to their Telehealth Company before upgrading to BT's new Digital products. This will ensure that these critical services will continue to work on the new networks and safeguard customers.

UKTelehealthcare will continue to support our members and the CSP's during this transition by providing information on the website and various awareness and training sessions. BT has already spoken at our Providers' Forum in October 2017 and will be presenting at our Suppliers' Forum on the 8th February 2018.

Two Awareness Sessions sponsored by TeleAlarm and CETEC are already planned for the 6th and 20th March, with further plans for sessions by CSL and Virgin in the early part of the year.

If you have any queries please contact **Gerry Allmark:**

gerry@uktelehealthcare.com

Tel. 0208 0049229