

Your telephone service is changing – things to know and ask your alarm provider!



What's happening?

The UK telephone service is changing to a digital voice service. This is part of the government's drive for consumers and businesses to have access to digital online content via Broadband alongside other new services. It is also because the current phone network is ageing and needs to be replaced. This change is already under way and is expected to be complete by the end of 2025!

To achieve this 'digital' transition, telecommunication companies such as BT, Virgin Media, Sky, K Com, and others are already providing their customers with the new services as part of the update, and you may already either have the digital service or are likely to be offered it in the coming months.

How does this affect my alarm system?

If you have an alarm system fitted in your premises that connects to an alarm receiving center or other remote service, it may be affected by these changes. Some alarm systems that use the telephone lines may not continue to work reliably on the new digital service. It is also likely that your alarm system will need reconnecting to the new phone service after it is changed.

What do I need to do?

Top tips to keep you safe and secure:

<ul style="list-style-type: none">• If you are approached by your telecommunications provider to upgrade your phone service, or voluntarily decide to upgrade to a faster broadband service, let them know your alarm is monitored remotely. You should also contact the alarm company that maintains your system• If you are approached by your alarm system provider to upgrade your alarm, make sure you receive a detailed quote from them explaining why the change is necessary and detailing your options• If you are approached by a company other than those above to install a new alarm system, ensure you receive a detailed quote from them confirming that alarm monitoring is compatible with the digital voice service. Also seek further quotes from reputable alarm system providers	<p>General advice</p> <ul style="list-style-type: none">• Not all alarm systems will be affected by the change and it may not be necessary to replace or upgrade your system• Always check that any proposed changes to your alarm will be 'compatible' with the new digital services• Choose a professional alarm system provider that is approved by one of the recognised certification bodies NSI or SSAIB and a member of a recognised trade body such as the BSIA or the FSA• If you are unsure what to do, contact the NPCC Security Systems Policy team on www.policesecuritysystems.com/contact-us or seek assistance from one of the above alarm industry trade bodies
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Useful contact number:

British Security Industry Association (BSIA) 01905 342 020
Fire & Security Association (FSA) 020 7313 4800
National Security Inspectorate (NSI) 01628 637512
Security Systems and Alarm Inspection Board (SSAIB) 0191 296 3242
Citizens advice 0344 411 1444

Supported and endorsed by the following industry organisations:

