MH/KL/NSI 019 21   18 June 2021

To: NSI ARC Gold approved companies

Dear Colleague,

REQUEST FOR ARC INCOMING TELEPHONE NUMBERS FROM ALARM/TELECARE DEVICES

Switch from PSTN to All IP: TalkTalk is seeking assistance from all NSI approved Alarm Receiving Centres to help identify Vulnerable Customers and Voice Dependent users and have asked NSI to share the following notice:

> It's now less than four years away from the switch of telephone communications from PSTN to IP. A move that will have implications on the alarm and telecare industries amongst others, as many existing devices may not work as they have done in the past.

> As with many other communication providers we're well ahead with our plans for this transformation. Our test lab is ready to welcome suppliers and we're currently identifying vulnerable customers, those with accessibility needs as well as voice dependent users on our network. Alarm Receiving Centres (ARCs), can play a major part in this to ensure their users aren't left without service. We're really keen to work together to make this transition a smooth and stress free experience for all our customers.

> **To facilitate this, today with the help of the NSI, we're asking ARCs to provide us with their incoming telephone numbers (the number the alarm / telecare device dials).**

> We can use this number to help us see who has a voice dependent service on their line and take appropriate action. Don't worry, we don't need to know the supplier, type of service or make/model of any equipment, just the fact that it's likely there's a device on that line. We can then make sure we look after these customers as the transformation rolls out.

> Rest assured, no telephone numbers or customer information will be shared with anybody and we're happy to put a non-disclosure agreement in place if required.

> **You can provide your incoming telephone numbers, or direct any queries by email to: talktalkfullfibre@talktalkplc.com.**

> It's really important that ARCs provide numbers as soon as possible as the transformation is already underway and we don't want any customers to be left without service.

If you have any queries please contact:

Phil Cain
Industry and Vendor Liaison
phil.cain@talktalkplc.com

Tel: 07707 270863

As this is a direct request, please contact Phil Cain at TalkTalk in the first instance if you have any queries.

Yours sincerely,

Matthew Holliday
Head of Approval Schemes

DDI: 01628 764862
Email: matthew.holliday@nsi.org.uk