

DR/JW/NSI 009 25

27th November 2025

To: All ARC Gold, NACOSS Gold, Fire Gold, Systems Silver and Fire Silver companies

Dear Colleague,

IMPORTANT UPDATE ON REDCARE CLOSURE 15TH DECEMBER

In January 2024, BT Redcare announced its intention to close operations. Recognising the significant impact this would have on the security industry, it has extended its closure date to 15th December 2025. As the final closure date approaches, BT aims to ensure that all stakeholders are fully informed about the transition and what it means for you.

Closure Timeline and Key Actions – 15th December 2025:

From the early hours of this date, BT will begin systematically ceasing any remaining devices connected to the BT Redcare platform. Alarm Receiving Centres (ARCs) will receive individual communication failure notifications indicating the loss of device connection as this process occurs.

Following the cessation of all devices, BT will proceed to decommission connectivity to all ARCs. This process may take several days to complete.

Support and Communication During Transition

BT's Technical Help Desk will remain operational to support your enquiries, but from 15th December to 31st December, it will operate on reduced hours (Monday to Friday, 09:00–17:00). After 31st December, the helpdesk will close and the Redcare telephone number will not be manned. More information and updates can found at **www.redcare.bt.com** – please note that from 15th December, this website will display a closure message but may have further updates.

If you have any questions or need additional support during this period, please contact BT's **Technical Help Desk (0800 800628)** before 31st December 2025.

Yours sincerely,

Dave Robinson

Technical Services Manager

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