

BT21CN Compliance Service



FREE Audit*
Don't wait until it's too late

All the reassurance you need

Tunstall

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What is 21CN?

BT is currently in the process of transforming its communications network to an Internet Protocol based system, known commonly as 21CN. This ambitious project is predicted to cost £10 billion and involve the migration of around 30 million fixed line telephony customers in the UK.

What are the timescales?

With BT's 'Pathfinder' testing in South Wales now underway, the first of an initial 75,000 customers have been migrated onto 21CN.

BT has indicated that **"Communications Providers may have the opportunity during 2009 to "voluntarily migrate" their customer base in around 50% of the UK."**

Forced migrations will then commence from April 2010 and will see around 200,000 lines migrated every week until the whole of the UK is switched on.

How will 21CN affect me?

For the vast majority of us the transition to 21CN will pass completely unnoticed. However, testing has shown that some social alarm systems will no longer continue to function reliably on the new network. Clearly this could have some serious consequences for those who may need to quickly summon help in the event of an emergency.

In light of this, Tunstall has conducted extensive 21CN compatibility testing on its current and legacy product ranges. All current products are 'OK to migrate' but some products no longer manufactured were found to have reliability issues on 21CN. Please visit www.tunstall.co.uk/21cn to see if your equipment is affected.

Monitoring centres should also be aware that their telephone lines may experience an outage of around 30 minutes at the time of migration; therefore appropriate disaster recovery arrangements will need to be in place.

I'm unsure if 21CN affects me...?

If you're unsure whether 21CN is going to affect your equipment, the safest thing to do is to get it checked **as soon as possible**. For warden call systems, Tunstall is offering a free of charge audit service to our customers with a maintenance agreement. This includes:

- a review of the information we hold about your systems and where required, a site visit by a Tunstall Service Engineer to determine the type of equipment.
- a written report detailing the 21CN compatibility of each scheme.
- an outline of upgrade options to achieve 21CN compatibility where applicable.

In the past 12 months we have helped over 100 customers and audited over 2100 schemes.

"Tunstall really made things easy by checking our equipment for us. The information they provided came back quickly and clearly explained our position on 21CN. That information is now helping to inform decisions we are making for the future."

Hayley Mulhall, Head of Housing, Waltham Forest Housing Association

"Having very little technical knowledge, it is reassuring to know that the information within the audit report is both accurate and clearly explained."

Louisa Price, Supported Housing Team Leader,
Marches Housing Association

"The BT21CN audit provided by Tunstall has facilitated Fold TeleCare in providing vital information on how the digital network will affect the functionality of our customers' grouped and dispersed alarm systems thus enabling them to prepare and program works where necessary."

Kelly McKimm, Telecare Coordinator, Fold Telecare

*If Tunstall does not maintain your warden call systems but you would still like a review conducting, please contact us to discuss the options available to you.

Tunstall also recommend that service providers compile an asset register of home units in the field and review it against the test results on our website.

Case Study

housing21

Housing 21 is a leading provider of retirement housing, care and support services for older people, with over 400 sheltered and extra care housing schemes across England.

With such a large geographical area to cover, and BT's 21CN migration plans unclear, Housing 21 made the decision to be proactive and identify any potential 21CN issues as early as possible, thereby leaving ample time to rectify the issues and ensure the ongoing safety of its residents.

Tunstall used its extensive team of field service engineers to visit each of the 400 sites and determine the 21CN compatibility of the warden call equipment. Altogether, 30 sites were identified as requiring upgrade works and so these were given priority by Housing 21.

Tim David, Head of Asset Management at Housing 21 said, *"As a geographical rollout timetable is no longer available, the best way for us to protect the integrity of our systems for our residents was to take the initiative and review all sites ahead of time. The audit provided by Tunstall made this huge task a lot easier and as a result the migration will have minimal impact."*

For more information,
please email 21cn@tunstall.co.uk
or visit www.tunstall.co.uk/21cn

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www.tunstallhealth.com

Tunstall is a founder member of the Continua Health Alliance

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