

End of the Line

All you need to know about the switch from copper to fibre and the effects on your alarm system

Is it true that normal BT type lines are being withdrawn ?

Yes. The latest information published by BT Openreach, it planned that there will be no more copper based telephone lines, these being replaced by fibre by 2025.

Will I need to make changes to my alarm ?

Yes. To be able to continue to signal some changes will need to be made. Call us for details.

Will BT and other providers keep telephone lines for alarms ?

There maybe some exclusions, however, this will most likely be in the minority.

If I switch to fibre do I need to do anything ?

Yes. You will need to install a GPRS based Signalling System. Alarm Systems will not signal to the monitoring station safely using Fibre alone.

Can my system signal to the monitoring station using the internet ?

IP based signalling can be arranged as part of a 'DualPath' option using a LAN. This should not be the only path option, however, as currently there are no provisions for power back up for routers in the event of power failure.

If I use the GPRS World SIM System will I incur Call Costs?

No. There are no call costs.

Is GPRS not just a fancy mobile phone ?

No. Our single path GPRS signalling services uses a 4G WorldSIM to send it's signal and is also supplied with a network diverse standby SIM to safeguard your system, should the primary SIM lose it's connection. Signal strength, power and active state, are all managed by our support systems.

Will my App still work ?

Yes. This will utilise the internet protocol (IP). App notification is designed to be a convenience feature and not a primary signalling method.

If you still have any unanswered questions, then contact us
on **01983 521621** and we will be happy to help.

