



ARE YOU READY FOR THE DIGITAL SWITCHOVER?

Digital Switchover – From analogue telephone lines to fibre

What is the 'digital switch'? Why is it happening?

Analogue telephone lines (with copper conductors) are being replaced by fibre connections to provide broadband connections to commercial and domestic users. BT Openreach has an objective for all buildings to be on fibre connections by the end of 2025 when support of existing analogue lines will cease.

What does this mean for lift alarm communication systems?

Many lift alarm systems use analogue telephone lines and need a dial tone and dual-tone multi frequency (DTMF) signalling to work. Significant numbers of lift alarm systems also make use of the DC voltage available on the line. Communication providers such as BT, Virgin Media and others may offer an "analogue telephone adaptor" (ATA) to provide analogue support on fibre connections. However, the dial tone and DTMF signalling may still not work. ATAs will also require a backup power supply, in the event of a mains power failure. In due course, lift alarm communication systems will be available to work over fibre connections using "Voice over Internet Protocol" (VoIP) but these are not yet widely available. However, fibre cannot carry a voltage and hardware/ routers will also need a backup power supply to maintain the lift alarm in the case of power failure.

When will this be happening?

Analogue telephone lines have not been installed as standard for some years. BT Openreach has a rolling programme of "stop sell" for an exchange after which they will no longer provide analogue telephone lines. As of June 2021, 117 exchanges have entered "stop sell". A national "stop sell" is planned for September 2023. At the end of 2025, analogue support will be removed.

What do building/lift owners need to do?

The telephone line is typically the responsibility of the building owner (not the lift maintenance company). Those responsible for buildings need to take action: **1.** Talk to your communication provider to understand the changes to your line and when it will happen. **2.** Check with your lift maintenance company for advice on equipment that can be fitted. At present, this is typically be a GSM solution incorporating a battery-backup. Since 2G and 3G are also due to be withdrawn in the coming years, we recommend a 4G solution.

Contact your local support team with any digital switchover queries and pricing queries.

Tel: 0845 0754 025

Email: yorkshire@classicliffts.co.uk

Anthony Hobson – Regional Service Sales Manager – **Mobile: 07960452149**

Email: Anthony.Hobson@classicliffts.co.uk



Classic Lifts Ltd Office Locations

North West
Lakeside Court
340 Haydock Lane
Haydock
St Helens
WA11 9UY
0845 0754 021

North East and Scotland
Unit G7
Tanfield Business Centre
Stanley
DH9 9DB
01207 297416

Midlands
Alma Park
Woodway Lane
Claybrooke Parva
Lutterworth
LE17 5BE
0845 413 5666

South West and Wales
New World Business Centre
Station Road
Warmley
Bristol
BS30 8XG
03334 120 080

South Coast
Brearley House
278 Lymington Road
Highcliffe
Dorset
BH23 5ET
01202 423539

London & South East
Unit 49a
Victoria Industrial Park
Victoria Road
Dartford
Kent
DA1 5AJ
020 3490 7100

Yorkshire
Unit 3
Genesis Park
Sheffield Road
Rotherham
S60 1DX
0845 0754 025

Anthony Hobson
Regional Service
Sales Manager
Mobile: **07960452149**
Email: Anthony.Hobson@classicliffts.co.uk