



The voice of technology
enabled care

Ignore 2027 - The Digital Switchover is Happening Now!

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Overview

- **About Appello**
- **Why you should ignore the 2027 deadline**
- **First Time Call Failure Rates – What does it mean?**
- **Guide to First Time Call Failures: How to protect your telecare services**
- **Appello SmartTEC range**

About Appello

Over **65,000** digital telecare devices installed.

Over **2.5 million** digital calls managed by our Careline team.

Over **50,000** vulnerable people living safer lives, digitally connected by Appello.

c400k vulnerable people connected to Careline services.

Over **800** housing developments upgraded from analogue to digital.

Winner of Best Use of Technology at the UK Contact Centre Forum awards 2023.



Winner of Manager of the Year of the Year at the UK Contact Centre Forum awards 2023.

100+ housing providers are trusting Appello with their move to digital telecare.

Winner Best Use of Technology at Senior Housing Awards 2021.

Supporting **4 out of 5** of the UK's largest specialist housing providers on their digital telecare journey.

Ranked No.1 Careline provider on the PFH and NHC procurement framework.

Winner of Science and Technology Company of the Year 2023, at the South Coast Technology Awards.



Why you should ignore the 2027 deadline

- The switchover programme is not pausing or slowing – in fact it will be speeding up.
- The extension by Openreach does not include the whole network and is only until **JANUARY 2027, just a 13-month extension.**
- Many other communication providers including Virgin and Sky are still aiming for 2025.
- To date an estimated third of phone lines have already switched and the majority of exchanges have been digitally upgraded.
- First Time Call Failure (FTCF) rates of analogue equipment over the digital network, are still increasing monthly.
- Currently First Time Call Failure (FTCF) rates of analogue equipment are between 10-30% depending on region and equipment.
- Any products to adapt the connection within the home, will not impact the call when it traverses the telecoms network and therefore all calls will still be impacted by FTCFs.

First Time Call Failure

What does it mean?





What is a First Time Call Failure?

Why you should ignore the 2027 deadline

- A First Time Call Failure (FTCF) is when a telecare alarm call fails to connect to the monitoring centre on the first attempt.
- The rise in FTCFs is due to the UK switching from analogue to digital phone lines. Which analogue telecare devices are not compatible with.
- FTCFs can result in multiple attempts to connect a call, delaying emergency response times. In rare cases, the call may fail completely.

There are two main reasons for an FTCF: round trip delay and data malformation.

- Round trip delay happens when the timing between the tones sent by the analogue device is altered when converted to digital.
- Data malformation occurs when the tones themselves are altered during the conversion to digital.
- In both cases, the monitoring centre cannot understand the message and the call fails.

Guide to First Time Call Failures: How to protect your telecare services



Why you should read the guide:

- Understand the impact of the digital phone switchover on telecare services.
- Discover the current rate of First Time Call Failures in the UK.
- Your three steps to address call failures

Download today:

<https://appello.co.uk/first-time-call-failures-guide>



Appello SmartTEC

Our range of digital products

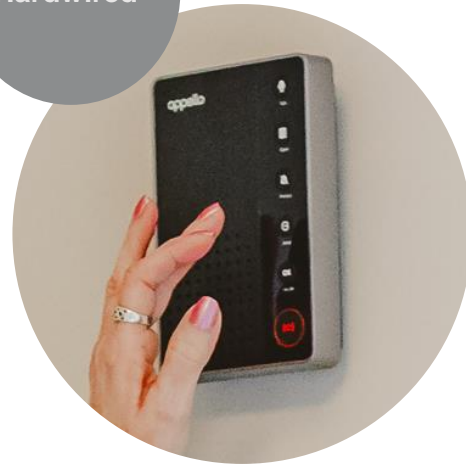
appello | Smart Living Solutions

Hardwired



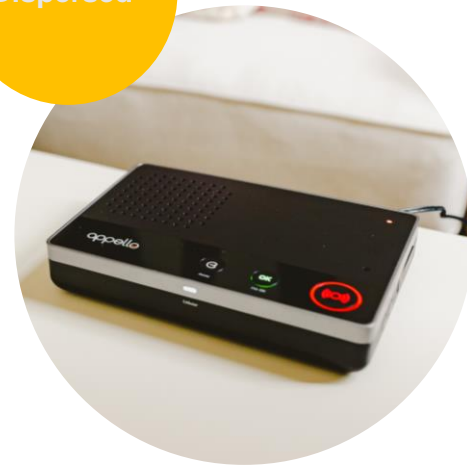
appello | SmartConnect

Hardwired



appello | SmartLife

Dispersed



appello | SmartBridge

Convertor





Thank you for listening

appello.co.uk

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