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TalkTalk move to identify Vulnerable Customers and Voice Dependent users

It's now less than four years away from the switch of telephone communications from PSTN to IP. A move that will have implications on the alarm and telecare industries amongst others, as many existing devices may not work as they have done in the past.

As with many other communication providers we're well ahead with our plans for this transformation. Our test lab is ready to welcome suppliers once Covid-19 regulations are lifted and we're currently identifying vulnerable customers, those with accessibility needs as well as voice dependent users on our network. Alarm Receiving Centres (ARCs), can play a major part in this to ensure their users aren't left without service. We're really keen to work together to make this transition a smooth and stress free experience for all our customers.

To facilitate this, today, we're asking ARCs to provide us with their incoming telephone numbers (the number the alarm / telecare device dials).

We can use this number to help us see who has a voice dependent service on their line and take appropriate action. Don't worry, we don't need to know the supplier, type of service or make/model of any equipment, just the fact that it's likely there's a device on that line. We can then make sure we look after these customers as the transformation rolls out.

Rest assured, no telephone numbers or customer information will be shared with anybody, and we're happy to put a non-disclosure agreement in place if required.

You can provide your incoming telephone numbers, or direct any queries by email to: talktalkfullfibre@talktalkplc.com. It's really important that ARCs provide numbers as soon as possible, the transformation is already underway and we don't want any customers to be left without service.

Finally, if you are interested in sharing best practice and exploring how we can work together to enhance our Inclusive by Design framework, please email Marie Fortune, Head of Governance & Inclusion, at talktalkfullfibre@talktalkplc.com.

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