Your first seven days

A clearer picture, one owned next step.

The aim of your first week is not to finish a major technical project. It is to feel more confident about what you know, who can help and what happens next. If you are facing an imminent migration or a current safety concern, your relevant supplier and urgent arrangements take priority.

Day 1: Find the contact for your telephone or connectivity provider. If someone else manages the account, write down who that is.

Days 2 and 3: Identify one important alarm or communication route and the organisation responsible for it.

Days 4 and 5: Ask the provider whether it is affected by the analogue-to-digital change and what evidence is available.

Days 6 and 7: Record what you know, what remains open, the named owner and the next date. Make one useful change, not ten promises.

By the end of the week, the success measure is not 'all complete'. It is **one clearer picture and one owned next step**. If you already know the answer, move straight to the chapter that helps you verify it.