Plain-English glossary

Technical language, explained simply.

PSTN: Older public telephone network being retired by Openreach and other relevant operators.

Digital voice or VoIP: Telephone calling provided using an internet protocol connection, often through a broadband router.

Telecare: Technology used to request or coordinate help, including some personal and grouped alarms.

Grouped living alarm / warden call: Alarm arrangements serving a sheltered, supported or other grouped housing environment, sometimes through a central building system.

Personal or dispersed alarm: An individual alarm service, often used in someone's own home.

ARC (alarm receiving centre): The service or platform receiving alarms and helping arrange an appropriate response.

Interoperability: Whether different parts of the system actually work together.

End-to-end check: Checking the service from the original alert through to receipt and intended response.

Fallback: The approved alternative arrangement used if a normal service is unavailable.

EVAc: Openreach's temporary last-resort emergency voice arrangement for some eligible remaining lines after PSTN closure. It is not a guarantee for telecare signalling.

NOW-IP / alarm IP protocols: Digital telecare communication standards relevant to particular devices and receiving systems. Ask your specialist about your specific implementation; don't select equipment solely because an acronym is quoted.

Confirmed with evidence: A claim supported by a relevant document, acceptance record or reliable test result, rather than a verbal assumption.