Supplier conversation guide

Five questions, in the order you need them.

You may not need all five today. Begin with the first question that is still unanswered.

Question 1. Which of our services is affected?

'Please identify the telephone, alarm or other equipment you provide or support at [site], and explain whether it relies on a service changing before the January 2027 Openreach closure.'

Useful answer: service reference, location, product or equipment, affected or not affected, owner and next date. Do not accept 'the site has fibre' as proof that every separate line has been checked.

Question 2. How will people continue to get help?

'If this service changes, who receives the alert, how is the right person identified, and who arranges the response?'

Useful answer: a clear account of the full pathway, including any alarm receiving centre and relevant care responder. Confirm who is responsible for each handover.

Question 3. What has been tested with our actual equipment?

'What evidence do you have that the proposed equipment, connectivity and receiving service work together at our location?'

Useful answer: site- or configuration-specific acceptance method and records. A generic product statement or standard name is not the same as proof of successful installation.

Question 4. What happens if the normal arrangement is unavailable?

'Which parts depend on power or connectivity, what alternatives exist, how is a fault reported and who is responsible for restoration?'

Useful answer: a written, understandable explanation aligned with local continuity plans. Avoid assuming that Ofcom's one-hour emergency voice provision covers all care systems.

Question 5. Who do we contact after installation?

'Who is our single first point of contact, including out of hours, and what happens if the problem crosses supplier boundaries?'

Useful answer: named route, contact method, contractual support hours, escalation process and what information the service should give when reporting a fault.

Keep: the supplier's written response, any acceptance plan and one next action. Share the relevant questions with your own competent care, technical, estates and fire-safety leads as appropriate.