



We recommend testing your careline equipment on a monthly basis to ensure there are no issues with your connection.

Remember to tell our team that you are placing a test call.

Monthly test sheet

Month	Tested
January	<input type="checkbox"/>
February	<input type="checkbox"/>
March	<input type="checkbox"/>
April	<input type="checkbox"/>
May	<input type="checkbox"/>
June	<input type="checkbox"/>
July	<input type="checkbox"/>
August	<input type="checkbox"/>
September	<input type="checkbox"/>
October	<input type="checkbox"/>
November	<input type="checkbox"/>
December	<input type="checkbox"/>

Problem with your equipment?

It's rare for there to be any issues with our equipment. In the event there is a problem, please contact us as quickly as possible by one of the methods below.

Freephone 0800 180 82 20

Mon-Thurs 9am to 5pm

Fridays 9am to 4.30pm

Email support@telecare24.co.uk

Be sure to tell us the name of the account holder and their postcode.