



Risk control

BT Redcare Closure



In partnership with



BT Redcare Closure

BT Redcare is a division of BT that has been providing alarm signalling systems to homes and businesses within the UK for over three decades.

BT Redcare is a secure form of alarm monitoring. The service provides continuous monitoring of a BT telephone line that links a professionally installed alarm system on a premise to an alarm receiving centre. The result is the continuous protection of property.

However, on 1st February 2024 BT announced their intention to close all BT Redcare operations on 1st August 2025¹. The advanced notice was to allow existing BT Redcare customers to find replacement providers in good time.

BT Redcare Products

Prior to the announcement, BT Redcare's product offering included a range of alarm signalling products:

- **Essential IP**
Simple alarm signalling
- **Essential**
Wireless alarm signalling
- **Essential Extra**
Wireless, dual-path alarm signalling
- **Advanced**
Dual-path alarm signalling for medium risk sites
- **Advanced Extra**
Faster dual-path alarm signalling for every level of risk
- **Ultimate**
With private IP and resilient 4G signalling

Intruder and fire alarm installers were notified of the planned closure and were instructed to migrate all customers using BT Redcare services to an alternative service provider by the specified closure date.

Addsecure

In June 2024, it was then announced that a new collaboration agreement was reached to ensure that existing customers of BT Redcare would maintain access to continued service and migration expertise, delivered by AddSecure, a trusted industry leader in alarm signalling solutions².

Choosing a New Provider

When choosing a replacement Alarm Transmission System, it is important to consider the impact on insurance coverage.

It is crucial to select a replacement service that offers a similar level of performance to the existing systems. Advice from an insurance broker or insurer should be sought if in any doubt ahead of any procurement process.

It is also important to ensure that the replacement system is installed by a company regulated by the National Security Inspectorate (NSI)³ or the Security Systems and Alarms Inspection Board (SSAIB)⁴.

Additionally, the system should be maintained in full working order under a maintenance contract provided by a company or installer listed by one of the two alarm inspectorates mentioned previously (NSI or SSAIB).

It is also recommended that customers check with their insurer to ensure that the proposed replacement system is acceptable prior to purchase and installation.

References

1. BT Redcare is Closing, BT Redcare, available at: <https://www.redcare.bt.com/>
2. AddSecure enters the UK alarm signalling market to continue BT Redcare services, available at: <https://www.addsecure.com/newsroom/addsecure-enters-the-uk-alarm-signalling-market-to-continue-bt-redcare-services/>
3. National Security Inspectorate (NSI), available at: <https://www.nsi.org.uk/>
4. Security Systems and Alarms Inspection Board (SSAIB), available at: <https://www.ssaib.org/about/>

Further information

For access to further RMP Resources you may find helpful in reducing your organisation's cost of risk, please access the RMP Resources or RMP Articles pages on our website. To join the debate follow us on our LinkedIn page.

Get in touch

For more information, please contact your broker, RMP risk control consultant or account director.

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