dacros

A FREE DACROS CARD

# The PSTN switch-off checklist

Openreach closes the old analogue phone network, the PSTN, on 31 January 2027, and says the date is not moving. Every line, and everything plugged into one, needs a digital replacement before then. This card is the checklist.


**EDITION**
Edition 1 · November 2026

**FOR**
Any business with a landline, an ISDN system, or equipment on a phone line

**ONLINE**
dacros.com/resources/pstn-switch-off-checklist


## Where things stand

Checked on Openreach's and Ofcom's own pages on 10 November 2026.

- **The date:** the PSTN will close on 31 January 2027, and the closure date "remains unchanged" [1]. Ofcom says BT plans to retire its old landline network by then; for other networks, dates have not yet been set [3].
- **ISDN:** services supported by ISDN need to move to an IP service by January 2027, or they will be ceased [2].
- **After the date:** a line that has not moved may be put temporarily on EVAc, an emergency voice-only service that cannot be ordered in advance or reserved, or may lose service altogether [1, 2]. Where it can, Openreach will keep linked broadband running, but that does not extend the deadline [1].
- **Power cuts:** digital phone lines rely on power and broadband, so they may not work in a power cut unless you have backup power [2].

## Find everything on a line

Walk the building and note every device that plugs into a phone socket or the phone system.

- [ ] Phones, the phone system, and any ISDN lines.
- [ ] Alarm systems, fire alarm monitoring, CCTV, door entry, lift emergency phones and payment terminals [2].
- [ ] Anything else on a line, such as a fax or a franking machine.
- [ ] Any care alarm or telecare device used in the building. Ofcom asks you to tell your provider and the device's supplier before the change [3].
- [ ] For each one: its supplier, its contract, and who to call about it.

## Ask the right people

- [ ] **Your phone provider:** when each line moves, and to what [2].
- [ ] **Each equipment supplier:** whether it works on a digital line, or what needs changing or upgrading [2]. Openreach says equipment can be tested free at its test labs, so ask whether yours has been [4].
- [ ] **Your alarm monitoring company and your insurer,** if an alarm is monitored or a policy depends on it.

## Plan the move

- [ ] **Keep your numbers.** Ask the new provider to port them, and do not cancel the old line yourself before the port is complete.
- [ ] **Check the broadband,** because the calls will run over it [2].
- [ ] **Plan for a power cut:** battery backup for the router and the equipment that matters, or another way to call. A provider must offer a free backup lasting at least an hour to someone who depends on their landline and has no working mobile or reliable signal [3].
- [ ] **Every site,** if the business has more than one.
- [ ] **A date for each line,** well before 31 January 2027, with time to fix anything that fails.

## After each switch

- [ ] Test calls in and out, voicemail and call forwarding.
- [ ] Test each alarm, lift phone, door entry unit and payment terminal with its supplier, and keep their confirmation in writing.
- [ ] Update your continuity plan and contact list with the new provider's details.

## Sources


[1] Openreach, Openreach to protect broadband connections as PSTN closure approaches, 24 September 2026, checked 10 November 2026 · openreach.com/news

[2] Openreach, Switching your business to digital, checked 10 November 2026 · openreach.com/big-switch-off/digital-phonelines-for-businesses

[3] Ofcom, Your landline is going digital: what you need to know, updated 26 August 2026, checked 10 November 2026 · ofcom.org.uk

[4] Openreach, Time for a big switch up as PSTN switch-off looms, 5 February 2026, checked 10 November 2026 · openreach.com/news