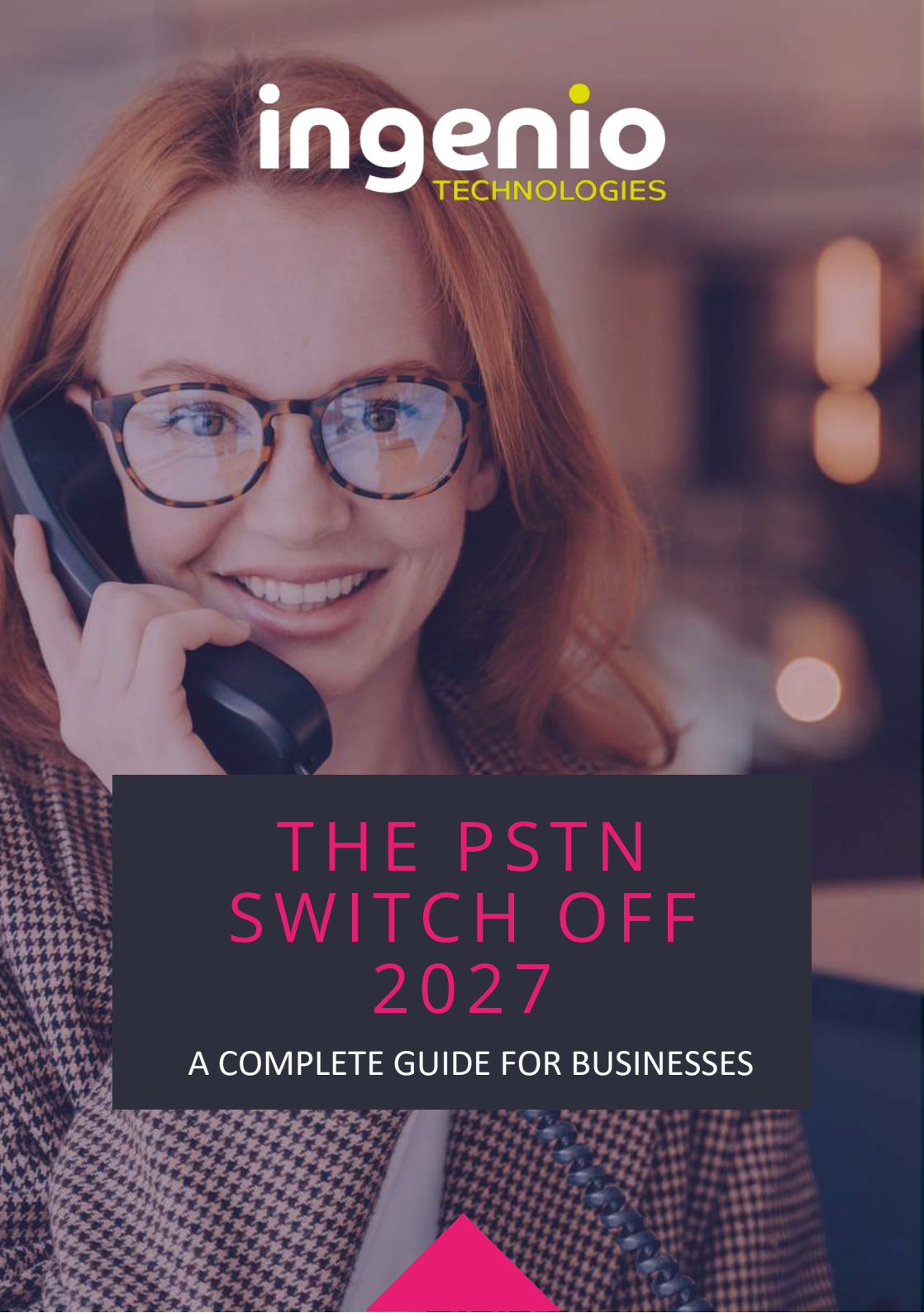

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THE PSTN SWITCH OFF 2027

A COMPLETE GUIDE FOR BUSINESSES

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What the PSTN switch-off means for your business in the South East

It's happening.

The UK's traditional analogue phone network is being permanently retired – and the deadline has moved.

If your business still relies on PSTN lines, now is the time to plan.

WHAT'S HAPPENING

The UK's Public Switched Telephone Network (PSTN) services are being switched off by **31 January 2027.**

This is not optional.
After this date, any services relying on analogue copper phone lines will stop working.

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That includes:

- Traditional landlines
- ISDN phone systems
- Fax machines
- Lift alarms
- Door entry systems
- Payment terminals
- Some CCTV and alarm systems

Timeline at a glance

2015
BT Announces PSTN retirement

2023
National stop-sell of new PSTN services

2024 - 2026
Regional migrations to digital services

31st January 2027
Full PSTN switch-off

While the original target was **December 2025**, the deadline has been extended to protect vulnerable users and ensure critical services migrate safely.

But make no mistake. The switch-off is happening.

WHY IS THE PSTN BEING RETIRED?

Some of the UK's copper network infrastructure dates back decades. It was built for voice-only communication.

Modern businesses demand more:

- Cloud systems
- Microsoft Teams and collaboration tools
- Hybrid working
- Mobile-first communication
- Integrated CRM and phone systems

Maintaining two separate networks – analogue and digital – is no longer sustainable.

The future is fully digital, fibre-based and internet-enabled.

What is the solution?

The replacement is VoIP (Voice over Internet Protocol) and fully digital communication services delivered over fibre broadband.

VoIP uses your internet connection to make and receive calls, removing the need for analogue phone lines.

Here at Ingenio Technologies, we are already helping businesses across Sussex, Surrey and Kent transition to secure, flexible digital phone systems that support hybrid working and long-term growth.

How does it work?

VoIP uses your internet connection to make and receive calls, but it also comes with some improvements over traditional landlines.

Because VoIP uses an internet connection, calls can be carried over Wi-Fi or 4G/5G and there's no need for clunky handsets.

Users can make calls from mobile or desktop apps and browsers, and 'landline' numbers are no longer tied to an office location.

THE BENEFITS OF SWITCHING TO VOIP

There are many benefits to switching to VoIP

Value

Calls are cheaper on VoIP compared to traditional phone lines.

Scalability

One of the biggest advantages of VoIP is scalability. Ideal for businesses looking to expand.

Multitasking

Hold conference calls and send videos, photos and documents in the middle of a conversation.

Accessibility

Make calls from anywhere using any device. If you're unavailable you can direct your incoming calls to someone else.

What businesses often overlook

The switch-off does not just affect your phone system.

We regularly see organisations forget about:

- Lift emergency phones
- Alarm signalling units
- EPOS systems
- Careline devices
- Door access systems

During our initial audits, we frequently uncover analogue lines that decision-makers did not realise were still active.

This is why a structured migration plan matters.

WHAT SHOULD YOU DO NOW?

Even though the deadline is **January 2027**, demand will surge closer to the cut-off.

Hardware lead times, engineer availability and porting delays will increase.

Businesses that plan early avoid:

- Last-minute disruption
- Rushed decisions
- Emergency costs
- Compliance risks

Planning now will give you control and avoid any communication disruption.

Why act now?

The PSTN switch-off is not just a telecoms upgrade.

It is an opportunity to:

- Modernise communication
- Improve resilience
- Support hybrid working
- Strengthen cyber security
- Align your IT strategy with long-term business goals

Planning now will give you control and avoid any communication disruption.

HOW WE MANAGE YOUR TELECOMS SWITCHOVER

Here at Ingenio Technologies, we take a structured approach.

Step 1 – Discovery

We carry out an initial consultation or site survey to identify:

- All active analogue services
- Hidden dependencies
- Internet readiness
- Security requirements

Step 2 – Clear proposal

We provide a transparent quote outlining:

- Costs
- Timelines
- Hardware requirements
- Ongoing support

No surprises.

Step 3 – Project management

We handle:

- Number porting
- System configuration
- Testing
- User training
- Supplier coordination

Our UK-based team project manage the entire transition to ensure it is smooth and stress-free.

Ready to prepare for the PSTN switch-off?

If your organisation operates in the South East and you are unsure whether your systems are affected, we can help.

Book a consultation with our team to:

- Audit your current telecoms setup
- Identify risks
- Create a clear migration roadmap
- Future-proof your communications before 2027

Get in touch with Ingenio Technologies today and ensure your business is ready for the PSTN switch-off.

CONTACT US TODAY.

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