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Ready for the PSTN Switch Off?



Check what your business still relies on before 31 January 2027.

The old public switched telephone network, or PSTN, is being retired. If your business still uses services that depend on it, you'll need to agree an alternative with your provider.

Your main phone system may already have moved. It's still worth checking for separate lines and equipment elsewhere in the business.

Start with these checks

Phone services:
Are any traditional phone or ISDN lines still in use?

Connected equipment:
Do alarms, lift phones, entry systems or payment terminals use an old phone line? Ask the equipment supplier to confirm the connection and compatibility.

Every site:
Have smaller offices, shared premises and less used locations been included?

Your network:
Can your internet connection and local network support your planned phone service, whether that's cloud calling or SIP trunking?

Your migration plan:
Who is responsible, what needs to change and how will you test it?

Not every device will be affected. The important thing is to check rather than assume.

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What are your options?



Most businesses will move to a phone service that carries calls over an internet connection, often called VoIP. You could choose a cloud phone system, or use SIP trunking to connect a compatible existing phone system. The right option depends on what you already have and how your team works. Any separate lines used by alarms or other equipment will need checking with the relevant supplier.



Plan for more than the changeover day

For VoIP, consider what happens if your power or internet connection fails, including access to emergency calls. Agree the backup arrangements your business needs. Involve the relevant equipment supplier before changing any line used by a safety-related system.



Get help with the next step

Your account team can bring in TIEVA's specialists to discuss business calling, connectivity, hardware and migration support. If you're unsure whether your network is ready, a network assessment can identify performance and security issues and recommend improvements. For businesses with several sites, secure SD-WAN may also be worth discussing.

The starting point is what you have today and what needs to keep working. From there, we can agree the right help and a practical way forward.

Unsure what's still connected?

Speak to your TIEVA contact or get in touch with our team.



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