PSTN Switch-Off: Five Checks Before 31 January 2027

Your old phone line is switched off on 31 January 2027. Here's what's quietly riding on it — and what to check.

What's still wired into your old phone line?

Fire & intruder alarms

Lift emergency phones

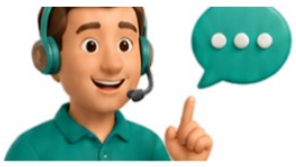
Card payment machines

Door entry & intercoms

Telecare & careline pendants

1. **Make a list**
   every alarm, lift, card machine, door entry and telecare device on site.

2. **Ask each supplier directly**
   not whether they're "aware" of the switch-off, but whether they've confirmed digital compatibility.



3. **Get it in writing**
   an email confirmation, not a phone call nobody logged.

4. **Check your power backup**
   digital lines need power; ask how long your provider's backup lasts in a cut.

5. **Book a test date**
   weeks before 31 January, not the week of.

riskready