




# The 2027 PSTN Switch-Off: Ultimate Survival Guide for SMEs

Brought to you by **Simply Solutions** *Enterprise Expertise for South East London SMEs | No Jargon. No Judgment. Just Solutions.*



## Overview

By 2027, the traditional Public Switched Telephone Network (PSTN) and ISDN lines in the UK will be retired. This isn't just about your phones; it's about every device that "plugs into the wall."

**How to use:** This guide helps you audit your premises (offices, retail units, or warehouses) in Bromley, Greenwich, and beyond. Items marked with  are **High-Risk/Critical** systems that could cause business failure if not migrated.

## 1. Core Voice Services & Telephone Systems

*The most obvious impact: your office dial tone.*




- [ ]  **PSTN/Analog Line Audit:** Identify every single physical copper phone line coming into the building.
- [ ]  **ISDN2/ISDN30 Identification:** Check your phone system (PBX) cabinet—if it uses ISDN, it will stop working.
- [ ] **Extension Inventory:** List every physical desk phone in the office. Are they IP-compatible or analog?
- [ ] **Hunt Group Mapping:** Document how calls currently route (e.g., "Ring 3 phones, then go to voicemail"). This logic must be rebuilt in the cloud.
- [ ] **Wall Socket Audit:** Check for "hidden" phones in kitchens, staff rooms, or storage areas.



- [ ] **DECT/Cordless Phones:** Check if your cordless base stations plug into a standard phone socket.
- [ ] **Feature Audit:** Do you use "Star Codes" (e.g., \*21 for divert)? These will not exist on digital lines.


## 2. Security, Fire & Life Safety Systems

*The most dangerous area: these systems often work silently until they fail.*

- [ ]  **Redcare / DualCom Alarms:** Most older intruder alarms use a PSTN line to call the police/monitoring station. These **will fail**.
- [ ]  **Fire Alarm Signalling:** Does your fire alarm "call home" via a standard phone line?
- [ ]  **Elevator/Lift Emergency Phones:** Check the emergency button inside your lift. These are almost always analog and are a massive safety liability.
- [ ] **Panic Buttons:** Check under reception desks or in high-value retail areas for analog-wired panic alarms.
- [ ] **Door Entry Systems:** Does your intercom system call a phone number when a visitor presses the buzzer?
- [ ] **CCTV Remote Access:** Older DVR systems use analog lines or basic broadband that relies on the PSTN network.


## 3. Payment & Retail Systems

*Essential for high-street businesses in Bromley and South East London.*

- [ ]  **Dial-up Card Terminals (PDQ):** Check if your card machine plugs into a phone socket. If it doesn't use Ethernet or Wi-Fi, it will die.
- [ ] **Integrated POS Systems:** Does your till software dial out for batch processing or inventory updates?
- [ ] **Vending Machines:** Some older vending machines "phone home" to report stock levels via analog modems.
- [ ] **Franking Machines:** Check the machine you use for postage; many older Pitney Bowes/Neopost units require a phone line to top up credit.

## 4. Legacy Hardware & "Niche" Devices


*The "forgotten" devices that still rely on 20th-century tech.*

- [ ]  **Fax Machines:** If you still use a physical fax machine (common in Legal and Medical sectors), it will stop working.
- [ ] **Modems & Telemetry:** Do you have any industrial equipment, solar panels, or heating controllers that send data via a dial-up modem?
- [ ] **Traffic/Parking Barriers:** Check if your parking gate or barrier uses a phone line to communicate with a management center.
- [ ] **Radio Paging Systems:** Some older on-site paging systems rely on a PSTN trigger.

## 5. The Internet Connection (Broadband Audit)



*Your broadband might be built on the very lines being switched off.*

- ☐  **ADSL / FTTC Check:** If your broadband is "standard" or "Fibre to the Cabinet" (green box on the street), it likely requires a phone line to work.
- ☐ **SoGEA Transition:** Have you planned the move to SoGEA (Broadband without a phone line) or FTTP (Full Fibre)?
- ☐ **Router Compatibility:** Is your current router capable of handling digital voice (VoIP) or does it need replacing?
- ☐ **Internal Extension Wiring:** "Extension sockets" in other rooms will likely become dead once you move to digital.

## 6. Strategic Implementation Checklist

*How to move from Audit to Action.*

- ☐ **Number Porting Request:** Ensure you own your phone numbers and can port them to a VoIP provider before the line is cancelled.
- ☐ **Bandwidth Review:** Do you have enough internet speed to handle all your voice calls and your daily data? (We recommend at least 100Kbps per concurrent call).
- ☐ **Power Resilience (UPS):** Digital phones don't work during a power cut. Do you have a backup battery (UPS) for your router?
- ☐ **Mobile Backup:** Do you have a 4G/5G failover for when the primary internet goes down?
- ☐ **SIP Trunking vs. Hosted VoIP:** Have you decided whether to keep your physical PBX (using SIP) or move everything to the cloud (Hosted)?



## Your PSTN Survival Score

Total Items Audited: \_\_\_\_\_ / 62

Analog Dependencies Found: \_\_\_\_\_

Found	Risk Level	Action Required
0	Safe	You are fully digital. Monitor for new hardware additions.
1-5	Low	Minor issues (Fax/PDQ). Easy fixes, but don't leave it until 2027.
6-12	Medium	Your voice and security are at risk. Start the VoIP migration now.




13+	Critical	Your business will likely go "dark" in 2027. Full infrastructure overhaul required.
-----	----------	---

## Don't Get Left in the Dark

Simply Solutions specializes in the "Human-Centric" transition to digital. We've helped "Silver Circle" firms manage global migrations—we bring that same precision to your local business.

Contact the Simply Solutions Team for a PSTN Audit:

 Serving Bromley, Greenwich, Lewisham & Beyond

 [simplysolutions.tech](https://simplysolutions.tech)

 [info@simplysolutions.tech](mailto:info@simplysolutions.tech)

*No jargon. No judgment. Just solutions.*