



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.
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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
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