



eBOOK

Don't Lose Your Landline.

The WHO, WHAT and WHERE of BT's PSTN Switch-off, and how your business will be affected



The UK's traditional landline phone network – the PSTN – is being turned off in January 2027. This affects every small business still using landlines, ISDN lines, or older phone systems.

<https://www.pipcall.com/solution/pstn-switchoff>

In a **NUTSHELL**

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Let's break it down simply

In this guide, we use the classic "5 W's and an H" — Who, What, When, Why, Where, and How — to explain everything you need to know about the PSTN switch-off.

It's a straightforward way to cut through the noise and help you understand what's happening and what your business needs to do.

WHAT is being switched off?

WHY is it happening?

WHO is being affected?

WHERE and WHEN is it happening?

HOW does this affect my business?

If you run a small business and still rely on a landline, this is for you.



WHAT...

is being switched off?

The PSTN (Public Switched Telephone Network) is the UK's old copper-line phone network. It's been around for decades, but it's slow, costly, and hard to maintain.

In January 2027, BT Openreach will shut it down — for good.

This means:



No more
traditional
landlines

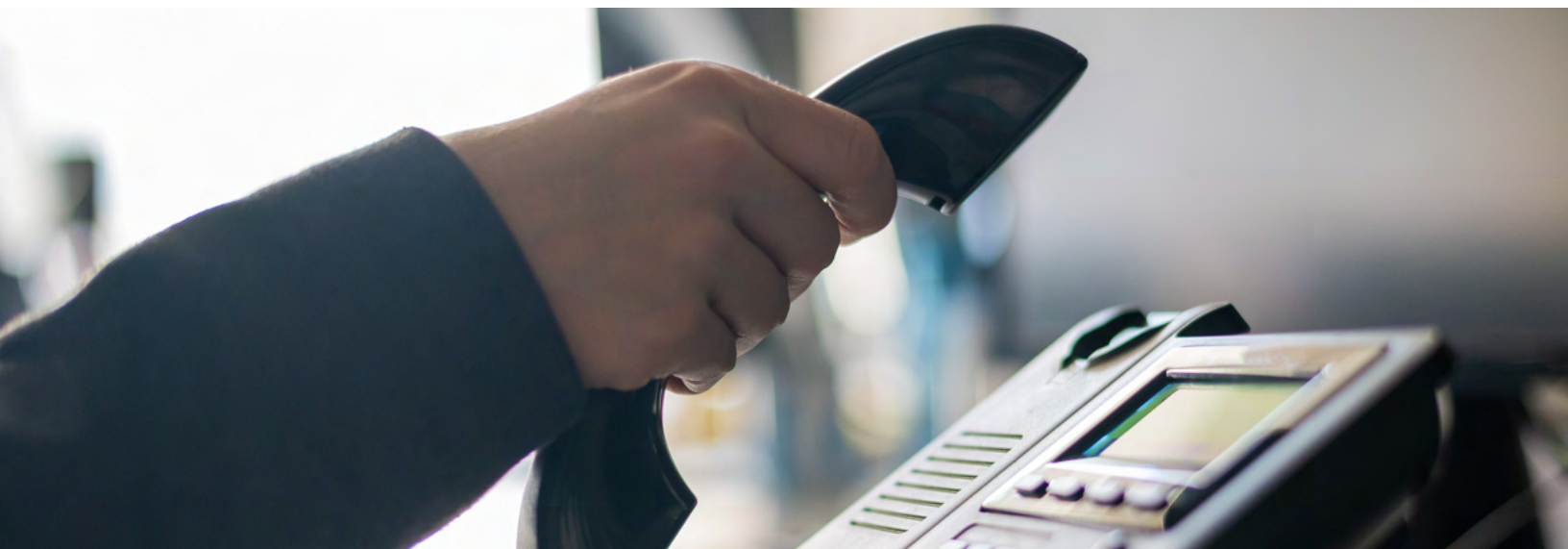


No more ISDN
business
phone lines



No more support for
equipment that plugs
into a phone socket

Even if it still works now, it won't work after 2026 and you could lose service sooner depending on where you are.



WHY...

is it happening?

Because the old system isn't fit for the future. The UK is moving to digital-only communications, just like many other countries.

Why it's being switched off:

- The copper network is outdated
- Engineers and parts are becoming hard to source
- Newer digital services (like fibre broadband and cloud phones) are more reliable and cost-effective

Think of it like switching from DVDs to streaming. Same idea, just with phones.



WHO...

is being affected?

The PSTN switch-off affects millions of homes and businesses but small businesses like yours are likely to feel it most.

You're affected if you:

- Still use a landline for customer calls
- Have an office phone system plugged into a wall
- Use a card machine, alarm, or lift line connected to a phone socket
- Have no plans to replace or upgrade this setup

Real-life examples:

Retail: A local shop takes orders over a landline and uses it for card payments.

Trade: A plumber uses a landline at home as the main business number on the van and website.

Consultancy: A small firm uses a desk phone system and voicemail, but no one really knows how it works anymore.

If any of that sounds familiar, keep reading.



WHERE...

and WHEN is it happening?

The UK's traditional landline network is being phased out area by area, exchange by exchange. The final switch-off deadline is January 2027.

But don't let that date fool you. Many areas are already well into the process, and phone providers are contacting small businesses now to encourage upgrades before service reliability drops at the end of 2025.

Region	Status (Mid-2025)	Notes
Salisbury & Mildenhall	Already switched	Early pilot areas — PSTN fully withdrawn
London	Largely transitioned	Most exchanges migrated by end of 2024
North West	In progress – many exchanges switched	Some remaining live PSTN exchanges still operating
East Midlands	Mostly complete	Widespread transition in 2024
Scotland	In progress – partial rollout	Ongoing; some rural exchanges remain live
West Midlands	In progress – some exchanges still live	Areas like B26 included in early-to-mid rollout
South East	Transitioning through 2025	Scheduled to continue into 2026
South West	Not yet fully started	Listed as final rollout zone; expected late 2025–2026
Northern Ireland	Mixed reports	Some exchanges likely transitioned, not officially confirmed

HOW...

does this affect my business?

If you don't take action, here's what could happen:

- Customers won't be able to reach you on your landline
- Card machines and alarms may stop working
- You could lose business by missing calls or orders
- You might face a last-minute scramble to replace your system

You don't need to panic but you do need to plan.

The Bottom Line

The PSTN switch-off is a major change but it doesn't have to be a big problem.

With a little planning now, you can move to a more modern setup that costs less, works better, and keeps your business running smoothly.



Introducing **Mobile+**

Business-ready mobile connectivity for the PSTN switch-off

Mobile+ combines our best-in-class mobile connectivity with the core features of a business phone system, delivered via SIM or eSIM and managed in the cloud.

It replaces:

- Traditional landlines
- Desk phones
- Basic mobile contracts
- Hosted VoIP bolt-ons

All without the need for extra hardware or complex installations.



Keep your landline

Make and receive calls with your landline using your mobile phone.



Mobile connectivity

Get a new business-grade unlimited voice and data plan from £28 per month



Business features

Business phone system features are included. Add physical desk phones if needed

Move away from PSTN the smart way — with mobile connectivity and business telephony in one streamlined solution.

Ready to take the next step?

1. Contact our PSTN Switch-Off experts
2. Tell us your requirements
3. Choose the best plan for your business

Phone: 0330 094 8080 Email: sales@pipcall.com