SWITCHBOARDFREE
Good For Business

PSTN Switch-Off Checklist

Complete this checklist before the UK landline shutdown in **January 2027**

The UK PSTN and ISDN telephone network is being permanently shut down in January 2027. Use this checklist to make sure your business has fully migrated to VoIP before your exchange is switched off. Tick each step as you complete it.

- [ ] **Audit all phone lines in your business**
  List every phone number, PSTN line, ISDN line, fax number, alarm line, door entry system, and broadband line.

- [ ] **Check which devices depend on the PSTN**
  Alarms, lifts, payment terminals, fax machines, and CCTV lines may use the PSTN. See the device checklist below.

- [ ] **Confirm your broadband is suitable for VoIP**
  Each simultaneous call needs ~100 kbps upload. Ensure your router supports Quality of Service (QoS) for voice.

- [ ] **Choose a VoIP phone system provider**
  Compare UK providers on features, cost, contracts, and UK support. SwitchboardFREE starts from just £5/month, no long contracts.

- [ ] **Choose your new business phone number**
  Decide whether to keep your existing number (port it) or choose a new geographic, 0800, 03, or London number.

- [ ] **Port your existing number (if keeping it)**
  Submit porting request to new provider. Allow up to 30 working days. Do NOT cancel old line until porting completes.

- [ ] **Configure call routing and IVR**
  Set up opening hours routing, out-of-hours voicemail, call queues, hunt groups, and IVR menus. Test every path.

- [ ] **Set up extensions and user accounts**
  Create accounts for all staff. Install the softphone and mobile apps. Test inbound and outbound calls from each account.

- [ ] **Update all number listings (If changing number)**
  Website, Google Business Profile, email signatures, letterheads, business cards, and any directory listings.

- [ ] **Notify customers and partners of any number changes**
  Email customers, post on social media. Set up a redirect message on the old number if possible.

- [ ] **Cancel your old PSTN line**
  Only cancel after porting is confirmed complete and your VoIP system is fully live. Check your notice period (typically 30 days).

- [ ] **Test disaster recovery / failover**
  Test what happens to calls if broadband fails. SwitchboardFREE can auto-redirect calls over to your mobile if internet goes down.

Non-phone Devices - Separate Checklist

☐ Fire alarm monitoring line	☐ Intruder alarm dialler line
☐ Lift emergency telephone	☐ Door entry / access control
☐ CCTV monitoring line	☐ Fax machine
☐ PDQ / card payment terminal	☐ ADSL / FTTC broadband line

Notes / Actions

Need help migrating?
Call our UK-based team on **0203 189 1213**, or visit **www.switchboardfree.co.uk**

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