

The PSTN Switch-Off Checklist

The UK's landline network is being switched off. Don't wait to be contacted. Here's what to do now, in plain English.



- STEP 01 Don't wait. Start planning now**

Your provider should write to you before your line is switched, but letters can come late, get missed, or not arrive at all. We've heard from people whose lines stopped working with no warning. Acting early gives you choice and avoids the rush.
- STEP 02 Ask your provider when your area is scheduled**

The switch-off is rolling out area by area across the UK. Call your provider and ask directly. Don't wait for a letter. Knowing your date helps you sort everything else in good time.
- STEP 03 Check if your home phone will still work**

Most older corded phones that plug directly into the wall socket will not work on the new digital network without an adapter. Check with your provider. Many will supply one free of charge, or replace your handset.
- STEP 04 Check any personal or medical alarm**

If you or someone in your home uses a telecare device, such as a lifeline pendant alarm, fall detector, or emergency call button, contact the alarm provider before anything changes. These devices often rely on the phone line and may need replacing or reconfiguring.
- STEP 05 Check your home burglar alarm**

Many home alarm systems use the phone line to contact a monitoring centre if they're triggered. Contact your alarm company to ask if your system is switch-off ready.
- STEP 06 Know what happens if the power or internet goes down**

Unlike a traditional landline, your new digital phone needs your broadband router switched on and working. If the power goes out or your internet drops, it won't work. **The Phonely app** means you can still make and receive calls from your mobile using mobile data, so you're never left without a phone.
- STEP 07 Ask your broadband provider about emergency call backup**

Your broadband provider is required by Ofcom to offer you a way to call 999 during a power cut, usually a battery backup unit for your router, free of charge if you rely on your landline and don't have another device, such as a mobile phone. Contact them directly to find out more about battery backups.
- STEP 08 Write down your key phone numbers today**

In case of any disruption during the switch, keep a few important numbers written down somewhere easy to find: your doctor's surgery, a family member, and your provider's customer service number.
- STEP 09 Ask for help, sooner rather than later**

You don't have to figure this out alone. Your provider must offer assisted migration support, and charities like Age UK can help. The earlier you ask, the more time there is to get it right.