

# The Ultimate Landline Switch-Off Checklist

## Your Step-by-Step Guide to a Smooth PSTN Switch-Off

### Why this matters?

The UK's PSTN and ISDN networks will be switched off by December 2025, with most businesses expected to migrate by Autumn 2025. Without preparation, you risk disruptions to phones, alarms, card machines and more.

With this guide, you'll not only know what to do, but how to do it, step by step.

### Let's break it down...

#### 1. Understand the Switch-Off Timeline

##### What to do:

- ☐ Check if you're a Stop Sell Area
- ☐ Check your contract renewal dates for landline and broadband

##### How to do it:

- ☐ Visit the Openreach Stop Sell checker ([www.openreach.co.uk/digitalswitchover](http://www.openreach.co.uk/digitalswitchover))
- ☐ Contact your current telecoms provider to confirm dates and contract details

#### 2. Audit Your Current Infrastructure

##### What to do:

- ☐ List all services/devices connected to your phone line

##### How to do it:

- ☐ Walk through your premises and note phones, fax machines, alarm panels, payment terminals, lift phones, etc.
- ☐ Use an asset register or spreadsheet to record device types and locations

#### 3. Choose the Right Digital Solution

##### What to do:

- ☐ Select VoIP or Unified Comms to suit your team

##### How to do it:

- ☐ Consider needs like call transfer, remote working, mobile integration, video meetings
- ☐ Book a free consultation with a provider like Fusion to match tech with your goals ([www.fusion-comms.co.uk](http://www.fusion-comms.co.uk))

## 4. Audit Your Current Infrastructure

### What to do:

- ☐ Ensure your broadband supports digital phone systems

### How to do it:

- ☐ Run a speed test at [broadbandspeedtest.org.uk](https://broadbandspeedtest.org.uk)
- ☐ Look for minimum 10Mbps per user for calls + data
- ☐ Ask your provider if you're on FTTP (fibre to the premises) or need an upgrade

## 5. Plan your migration

### What to do:

- ☐ Build a step-by-step changeover plan

### How to do it:

- ☐ Choose a transition date that avoids peak business hours
- ☐ Work with your provider to outline the phases e.g., infrastructure upgrade, number porting, installation
- ☐ Assign internal responsibilities (e.g., IT, Ops, Comms)
- ☐ Create a communication plan for staff and customers
- ☐ Schedule time for staff training before the go-live date
- ☐ Include a contingency plan in case of delays or technical hiccups

## 6. Test Your New System

### What to do:

- ☐ Run tests before going live

### How to do it:

- ☐ Trial call flows, voicemail, and external lines
- ☐ Simulate real-life use: call transfers, poor network days, mobile access
- ☐ Create a list of FAQs for team training

## 7. Secure Your Communications

### What to do:

- ☐ Implement security for voice data

### How to do it:

- ☐ Use firewalls and secure routers
- ☐ Enable call encryption and admin password controls
- ☐ Set up automatic updates on software and devices

## 8. Notify Stakeholders

### What to do:

- ☐ Let everyone know about new contact details or systems

### How to do it:

- ☐ E-mail staff, customers, suppliers
- ☐ Update website, social profiles, printed materials
- ☐ Use your VoIP system's auto attendant to direct callers during transition

## Don't forget these essentials:

### Consider Non-Obvious Devices

Door systems, lifts, panic alarms, vending machines: check anything plugged into a phone socket

### Back-Up Power Options

Ask if your VoIP system includes battery backup or failover routing if internet or power drops

### Update Your Business Continuity Plan

Add digital voice steps to your disaster recovery or BCP process

### Plan for Future Scalability

Choose a flexible phone system that supports home working, hybrid teams, and multiple locations

### Review Call Handling

Use call routing, hunt groups, and cloud voicemail to stay connected even during issues

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#### Trusted Resources

- BT Digital Voice Guide: [www.bt.com/business/voice/digital-switch](http://www.bt.com/business/voice/digital-switch)
- Openreach Stop Sell Info: [www.openreach.co.uk/digitalswitchover](http://www.openreach.co.uk/digitalswitchover)
- Ofcom PSTN Info: [v/phones-telecoms](http://v/phones-telecoms)

## Why Choose Fusion?

At Fusion, we specialise in making the complex simple.  
Our team of experts:

- Conduct thorough assessments of your current systems
- Provide tailored recommendations for your business needs
- Ensure a smooth, disruption-free migration process
- Offer 24/7 support to keep your business running seamlessly

## Need Help Making the Switch?

Fusion offers hands-on support:



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[www.fusion-comms.co.uk](http://www.fusion-comms.co.uk)