

The PSTN Switch-Off Checklist

The UK's landline network is being switched off. Don't wait to be contacted, if you have not done so already, its essential you act now!

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.

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

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. A charged mobile can work as your backup.

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.

STEP 10 Switched Already?

Over 85% of people have already switched and are using the new services now, so if that's you, sit back and relax.