

The PSTN switch off

What it means and what you need to do

The copper network is going. For good.

By 31st January 2027, Openreach will switch off the UK's Public Switched Telephone Network (PSTN). This affects all users of copper-based services - voice, broadband, and legacy data - regardless of who you buy from.

This change is not optional. If your business hasn't planned for the switch off, you face real disruption. That could mean lost telephone numbers, disabled services, and safety-critical systems failing unexpectedly.

Services going end-of-life

The following technologies will be fully withdrawn:

- **Voice: WLR, ISDN2, ISDN30**
- **Broadband: ADSL, FTTC, SMPF, G.Fast**
- **Data: EFM, EoFTTC**

These services rely on analogue copper infrastructure - and when that goes, so do they.

Even newer copper broadband products like FTTC and G.Fast, often marketed as "fibre broadband", will cease.



Unexpected impacts

The switch off doesn't just affect desk phones or broadband routers. It may also impact:

- Lift emergency phone lines
- Alarm signalling (fire/intruder)
- Payment terminals (EPOS)
- Telecare systems
- Fax machines
- Industrial sensors and telemetry
- Building management systems
- Unpowered analogue devices relying on line power

All IP-based services need a separate power source - routers, ONTs and handsets all require mains or backup power.



Services going end-of-life

| Need | Modern alternative |
|-------------------|-------------------------------------|
| Voice | IP Voice (SIP or Hosted) |
| Broadband | FTTP (Fibre to the Premises) |
| Interim Broadband | SOGEA / MPF (non-voice copper) |
| Alt-net Fibre | FTTP via independent fibre networks |

Where full fibre isn't yet available, SOGEA and MPF offer transition options. These are copper-based, but decoupled from the legacy voice layer.

How Nasstar can help

- ✦ Full PSTN estate assessment, including services not billed through us
- ✦ Identification of vulnerable or safety-critical services
- ✦ Use of in-house automation to map alternatives per site
- ✦ Consolidated voice and connectivity planning
- ✦ Support with number porting, hardware upgrades and appointment coordination
- ✦ Advice on alt-net providers to unlock fibre in harder-to-reach areas
- ✦ Help with backup power planning for IP voice continuity

Don't wait

There are fewer than 18 months to go.

Many businesses still haven't mapped their full PSTN footprint. Fibre delivery lead times and engineer availability are already tightening. Delaying puts your business at risk.

Let's plan your migration

Avoid last-minute panic. Reduce operational risk. Modernise your estate.

[Start the conversation](#)



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