

How To Prepare For The Big Switch Off: The Ultimate Checklist



The clock is ticking on the UK's old copper-wire phone network. This is due to the permanent retirement of the Public Switched Telephone Network (PSTN) and Integrated Services Digital Network (ISDN), with the final deadline set for 2027. This change affects every small and medium-sized business that still relies on these traditional lines for calls and certain services. The time to plan your move to modern, future-proof internet-based systems is now.

Use this simple, step-by-step checklist to guide your business through a smooth, undisruptive switch, guaranteeing you stay connected and ready for the future.

The Ultimate Big Switch Off Checklist

☐ Find everything that relies on your old lines

Don't just think about your main phones; list all services using the old copper network. This includes entry systems, alarms, credit card machines, and lift lines, as these will all stop working when the network is switched off.

☐ Check if your current phone system can be saved

Work out if your existing phone equipment is compatible with internet technology. Many older, physical box systems simply cannot be updated or supported, which means holding onto them is a major risk for your business.

☐ Test your internet speed and reliability

Make sure your current broadband connection is strong and stable enough to handle all your calls and video meetings. Poor internet quality means poor call quality, slow reports, and major user frustration.

☐ List the communication tools you actually need

Identify the features that will help solve your current pain points. This could be things like recording customer calls (essential for some sectors), detailed reports on staff call activity, or flexible ways to forward calls so you never miss a lead.

☐ Explore switching your phone system to the cloud

Look at a modern, internet-only phone solution (often called 'Hosted Voice' or 'VoIP'). This removes the need for expensive, clunky hardware in your office and makes it easy to add or remove phone users as your team changes.

☐ Plan for what happens if the internet goes down

Ensure your new system can automatically switch to a backup plan if your main internet fails, or if the office has to close. This guarantees your phone lines and team remain reachable, no matter what happens.

☐ Work out the real cost savings

Compare the total long-term cost of a new system with what you currently pay for lines and maintenance. Modern setups can lower your monthly bills and line rental, turning the switch into a financially smart decision.

☐ See if you can keep your current hardware

Find out if your existing phones, computers, or network devices can be used with the new system. Reusing equipment can reduce your initial setup costs and minimise change for your staff.

☐ Secure your phone numbers for the move

Confirm that your new provider has a guaranteed, reliable way to move your current phone numbers across to the new system. This crucial step prevents any unexpected downtime or disruption to your main contact numbers.

☐ Address compliance and licensing requirements

Verify that your new solution meets any mandatory rules for your industry, such as security standards or the legal requirement to keep call recordings. Also, confirm that licenses for music used while customers are on hold are covered.

☐ Demand responsive and trustworthy support

Choose a partner known for fast, helpful support, not just the cheapest price. A supplier who is quick to answer your questions and provides advice you can trust is key to avoiding ongoing technical headaches.

☐ Get a professional check of your office setup

Arrange for an expert to look at your building's network cables and equipment before the installation. This ensures everything is perfectly ready for the new, high-quality internet-based service, resulting in clear calls from day one.

Ready To Make The Switch?

The 'Big Switch Off' is not a threat, but a chance to upgrade, solve your communication problems, and equip your business with the powerful tools it needs to succeed. Don't wait until your old lines are disconnected.

For expert guidance, a no-obligation site check, and a tailored plan for all your business phone and internet needs, **contact the specialists at Cedar Telecom today.**



04