Migration brief: BT / Openreach analogue landline (PSTN) switch-off

Prepared 2026-11-02 - sourced facts, verify with the linked announcement.

Shutdown date: 2027-01-31 (90 days left)
Export deadline: unverified
Official announcement: https://www.openreach.com/news/openreach-warns-businesses-fewer-than-100-days-left-to-move-off-the-old-analogue-phone-network/

What stops working

Openreach says the Public Switched Telephone Network (PSTN) is permanently decommissioned on 31 January 2027 (as of 2 Nov 2026). Copper-line phone services that still rely on it risk sudden, permanent disruption, including payment terminals, lift emergency phones, fire and security alarm panels, door entry, and telemetry. From 31 January 2027 customers who have not moved may be automatically transferred to EVAc, a limited, temporary, last-resort phone service for essential calls; Openreach says it will keep linked broadband running where technically possible.

Data at risk

No stored data is lost. The risk is losing phone service and any alarm, payment or lift line that runs over the old copper phone line. Openreach says about one million copper lines remain, 300,000 in business premises.

Documented migration options

- Digital phone (voice over broadband, e.g. SOGEA) from your communications provider - Openreach says to work with your provider on a migration plan

Action checklist

1. Export data before the deadline (TBD)
2. Pick a replacement and run parallel for one cycle
3. Update runbooks, integrations and billing