New Forest TECHNOLOGY SERVICES
Premium Integrated Solutions

A PLAIN ENGLISH GUIDE

Your landline is going digital.

What the phone line switch-off means for you, and why a power cut matters.

31 January 2027

The short version

- The UK's old copper phone network is being switched off on **31 January 2027**.
- Landlines move to a **digital landline** that runs over your broadband. Same number.
- A digital landline **needs power in your home**. In a power cut it stops, unless you have a battery backup.
- We offer a **free switchover check**. Call 01425 705035.

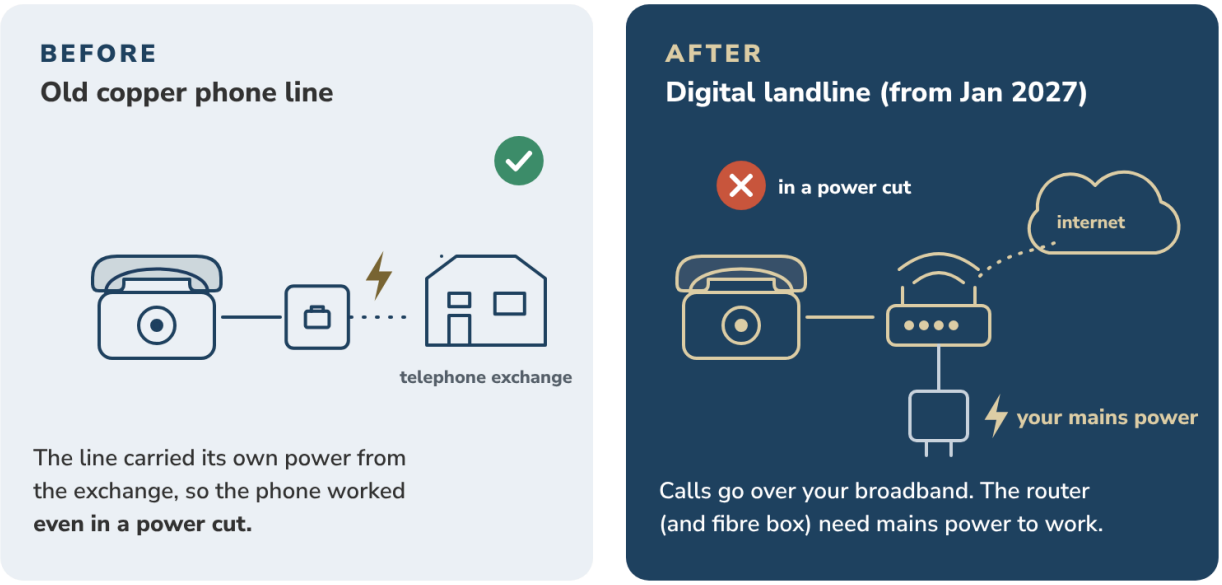
WHAT'S CHANGING

Same phone. Different plumbing.

For decades your phone has plugged into the socket on the wall. The line carried its own little bit of electricity from the telephone exchange, so it kept working even when your house had no power.

From 31 January 2027 that old network (the techies call it the **PSTN**) is switched off. Your phone will plug into your **broadband router**, or a small adapter box, and calls travel over the internet.

What's changing on your phone line



What you need to do

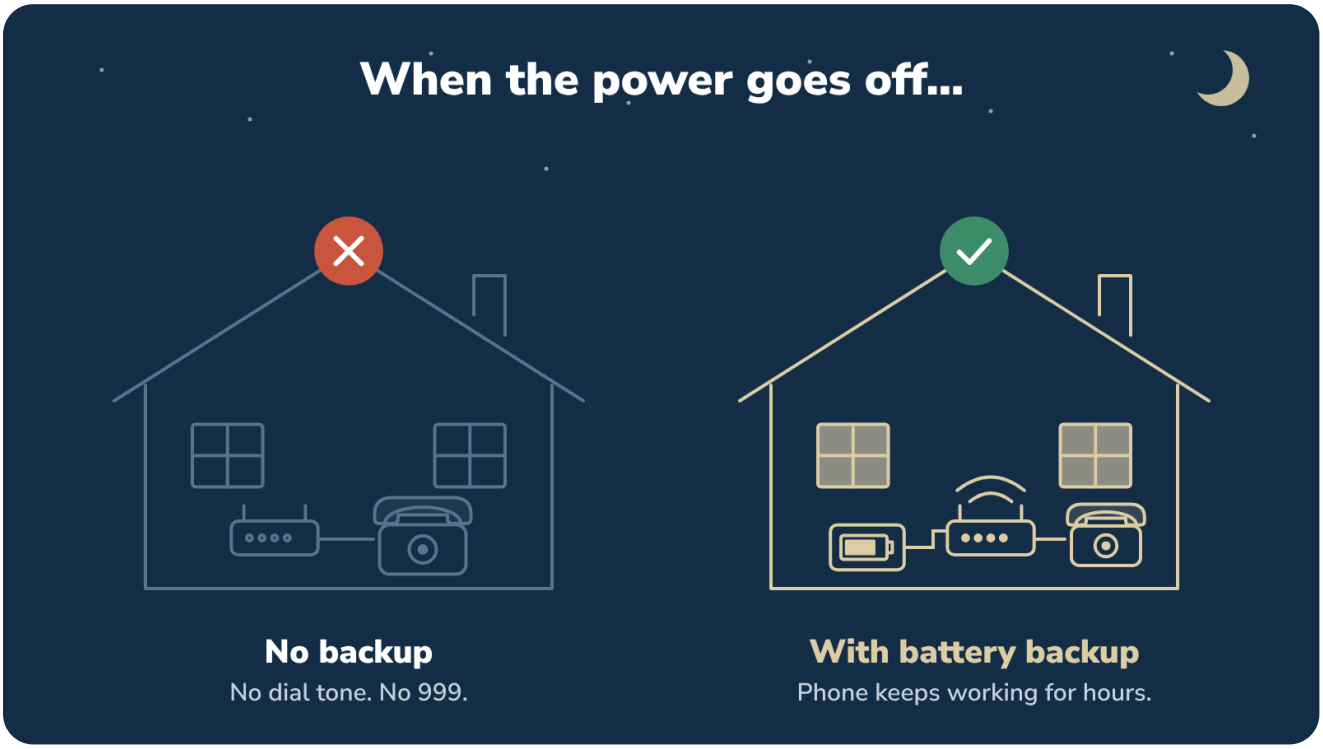
1. **Wait for your provider** (BT, Sky, TalkTalk, Vodafone…) to contact you. They switch you over and tell you where to plug the phone in.
2. **Tell them if you rely on your landline**, use a personal alarm or telecare, or have poor mobile signal. They must take extra care.
3. **Ask them:** *"What do you offer to keep my phone working in a power cut?"* Write the answer on the back page.

Missed the switch? Most home customers won't simply be cut off on 31 January. They'll be moved onto a temporary emergency line while things are sorted. **Businesses don't get that safety net.**

THE CATCH

Power cuts.

A digital landline needs electricity in your home. When the power goes off, so does the phone. No dial tone, no calls in or out. Including 999.



Think about backup if...

- you rely on your landline
- your mobile signal at home is poor
- you have a personal alarm, pendant or telecare
- your burglar or fire alarm uses the phone line
- you work from home or run a business
- you lose power a lot (hello, New Forest storms)

What the rules say

Ofcom says providers must give people who depend on their landline a way to call 999 for **at least one hour** in a power cut, often a small battery, **free** if you rely on your landline.

One hour is the minimum. Power cuts often last longer. A properly sized battery backup (a "UPS") can keep the router, fibre box and phone going for several hours, and switches over by itself.

Tip: cordless phones need power at their base, so they stop in a power cut too. A simple **corded phone** plugged into the router is the most reliable. And keep a charged mobile handy.

HOW WE CAN HELP

Your free switchover check

We're a Lymington company looking after homes and businesses across the New Forest and south coast. We'll take the worry out of this for you, or for a relative who'd rather not deal with it.

1. **Check your service**: whether you've been switched yet and what your provider has planned.
2. **Find everything on the phone line**: alarms, telecare, intercoms, that mysterious grey box in the hall.
3. **Check your mobile signal** where you actually live, not on a map.
4. **Recommend the right power backup** for your router, fibre box and phone, sized for longer than an hour.
5. **Fit it and set it up** if you'd like us to, and show you how it works.

Businesses: act now

Check anything still plugged into a phone socket: card machines, alarm signalling, lift phones, door entry and gate intercoms, fax and franking machines, old phone systems.

My notes

My provider · switch date · power-cut backup offered

Book your free check

No pressure, no jargon. Just friendly advice.
newforesttech.services/contact

01425 705035

Facts correct as of November 2026, from BT, Openreach and Ofcom. Your own provider's plans may differ, so it's always worth asking them.

© 2026 New Forest Technology Services Ltd. Reg. in England & Wales 14901070 · 11 Blakes Yard, New Street Mews, Lymington, Hampshire, SO41 9NW