



Chief Fire Officer Stewart Nicholson

This matter is being dealt with by:
Fire Safety Department

Direct Dial: 0191 444 1664

E-mail: Fire.Safety@twfire.gov.uk

Your Ref:

Our Ref:

Date: June 2026

Dear Responsible Person

Upcoming Change – Public Switched Telephone Network (PSTN) Migration

I am writing to inform you of an upcoming national change that may affect telephone services within your premises.

All premises, commercial and residential (including Care Homes) that rely on monitored fire alarms for life and property protection could be affected.

The UK is in the process of migrating away from the **Public Switched Telephone Network (PSTN)** by **January 2027**. This means that traditional analogue telephone lines will be replaced with **digital (IP-based) services**.

What this means for your premises

Any systems currently relying on analogue phone lines may be impacted, including:

- Fire alarm monitoring systems
- Lift emergency lines
- Security alarms and intruder systems
- Telecare or critical communication devices
- Older business telephone systems



Actions required

To ensure continuity of service and avoid potential risk:

- **Review all systems** within your building that use analogue telephone lines
- **Contact your service providers/maintainers** to confirm compatibility with digital networks
- **Plan and complete any necessary upgrades** ahead of the national switch-off

Importance

Failure to migrate affected systems could result in:

- Loss of automatic alarm signalling
- Failure of emergency communication systems
- Increased risk to life safety and business continuity
- We strongly recommend that you engage with your providers at the earliest opportunity to assess and address any required changes.

Yours faithfully

A handwritten signature in black ink that reads "Kenneth Reed." The signature is written in a cursive style.

Kenneth Reed, BEng (Hons) MSc AIFireE MIFSM
Head of Fire Safety (Protection)