

# Tell me about the Digital change

## Why is this happening?

The PSTN is an aging network that is becoming harder and more expensive to maintain. The network is just not capable to continue into the next generation and in future calls will be carried over the broadband network instead.

The withdrawal of the PSTN is industry-led. It is not the direct result of government policy. Decisions on migrating customers are made by the companies that operate and provide services on the network.

Phone companies intend to withdraw the PSTN by the end of January 2027. This is the date when the PSTN itself will be switched off, but individual customers are already being 'migrated' off the PSTN. Ofcom, the UK telecoms regulator, estimated in its December 2023 [Connected Nations](#) report that less than half of landlines (41%, 9.7 million) are still on the PSTN. Ofcom expects that most customers will see minimal disruption from this process.

The industry had originally targeted a switch-off date of 31 December 2025. However, the migration of customers has been 'paused' twice in response to concerns raised about the impact on customers who rely on landlines or other devices that use the PSTN.

**THIS IS HAPPENING – SO PLAN NOW**

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