

# THE BIG SWITCH OFF ...IS COMING

If you have an alarm system connected to an analogue telephone line you need to upgrade  
**by 31 January 2027!**

...otherwise your system  
**will no longer work.**

*"Openreach do not recommend the use of ATA ports for critical lifesaving lines. Ideally, newer technology products should be used where possible on this new network."*

John Livermore, Openreach

**BEAT THE BIG SWITCH OFF**  
**TAKE ACTION NOW**



THE VOICE OF THE PROFESSIONAL SECURITY INDUSTRY

# BEAT THE BIG SWITCH OFF TAKE ACTION NOW

The British Security Industry Association (BSIA) are working with the UK's alarm installers to highlight the importance of all alarm systems connected to analogue telephone lines must upgrade to an All-IP network to ensure that their alarms work effectively after the old PSTN telephone lines are closed by January 2027.

## WHO DOES THIS AFFECT?

This change impacts **all areas of the UK** and anyone that uses a traditional phone line. The bigger impact is around those customers that use this older technology to support other services such as burglar, hold-up and fire alarm systems, lift alarms and warden call systems.

## WHAT HAPPENS IF I DON'T UPGRADE?

If you do nothing and you have a service that uses the phone line, in the event of an alarm or a similar critical incident, **the information that needs to be sent via that phone line will not be received** and as a worse case scenario, **a loss of property, possessions or even life** could occur.

## IF I DON'T UPGRADE WILL MY INSURANCE BE VALID?

If you have told your insurers that you have a monitored alarm system, or there is a specific term in your insurance that says you will have a monitored alarm, and it fails to operate due to inaction, **this could invalidate your insurance cover.**

## IS THERE A COST ATTACHED TO UPGRADING?

Each upgrade is different and most alarm companies will try to do this on one of the two yearly maintenance visits. There may be **a charge** for this service and your alarm company will advise you accordingly.

## CAN I WAIT UNTIL NEW YEAR 2027?

With nearly one million alarm systems being operated across traditional phone lines, **it is important to act now.** Your alarm company will already be upgrading hundreds or even thousands of customers, and this is causing increased product demand and labour resources, which will ultimately mean delays will be experienced and as a consequence, there could be downtime on your alarm monitoring.

## WHO DO I CONTACT?

Please contact your alarm company. They will be able to explain your options in more detail.

**PLEASE NOTE:** Openreach do not recommend the use of ATA ports for critical lifesaving lines. Ideally, newer technology products should be used where possible on this new network.



OUR PARTNERS



THE VOICE OF THE PROFESSIONAL SECURITY INDUSTRY

