



11 July 2025

For the attention of UK building managers

Sent via the Lift and Escalator Industry Association.

Public Switched Telephone Network Migration to Voice over Internet Protocol

The telecommunications industry is upgrading the UK's analogue landline networks, also known as the Public Switched Telephone Network (PSTN) to digital Voice over Internet Protocol (VoIP). This was announced in 2017 and will complete in 2027. This is happening because the PSTN is old and is becoming increasingly unreliable. The number of major incidents on the PSTN (each incident affecting 500 or more customers) has been increasing, and in 2024/25, and there were over 2,600 major incidents on the PSTN. Two thirds of PSTN lines have already been upgraded to VoIP, and now fewer than 5.6 million PSTN lines remain operational.

The PSTN provides connectivity for a range of devices, including lift alarms, landline telephones, fire and security alarms, door entry systems, and point of service machines. Most two-way voice alarms installed in passenger-carrying lifts in the UK rely on the PSTN. These alarms need to be migrated to digital alternatives, or they will no longer work once the PSTN has been switched off by January 2027. As a building manager responsible for the lifts in your buildings, I strongly encourage you to:

- Contact your communications provider to identify (1) PSTN lines connected to your building's devices, such as lifts, and (2) digital alternatives that enable their continued function; and
- Contact your lift maintenance provider to check whether your preferred digital alternative is compatible with the model of lift alarms installed in your building, prior to installation.

Many thanks for your support.

Holly Creek

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