

ALL PSTN LINES SHUT DOWN BY 31 JANUARY 2027

The phone lines behind your lift's emergency alarm are being switched off.

Openreach is retiring the UK's analogue phone network entirely. If your lift's emergency alarm still dials out over a PSTN or ISDN line, it will stop working — unless it is moved to GSM before the switch-off reaches you.

31 Jan 2027

Final PSTN / ISDN switch-off date

Sept 2023

BT stopped selling new phone lines

EN 81-28

Standard requiring a working lift alarm

What this document covers

- The switch-off, what it affects and the compliance risk to your lifts
- How a managed 4G / GSM lift alarm replaces the analogue line
- Costs, and the caveats and limits of liability that apply to the service

Talk to us about your buildings

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WHAT'S HAPPENING

Understanding PSTN and the upcoming changes

PSTN — the Public Switched Telephone Network — is the legacy system of analogue, circuit-switched phone lines dating back to the late 1800s. You might know it as a landline, POTS, or a fixed-line phone. Openreach, the infrastructure provider behind the UK's phone network, is retiring it completely, along with the ISDN and WLR services built on top of it.

Being withdrawn by 31 January 2027

- **PSTN lines** — standard analogue exchange lines
- **ISDN** — Integrated Services Digital Network lines
- **WLR** — Wholesale Line Rental services

BT stopped selling traditional phone lines in September 2023, and no new analogue lines are being installed. The programme underpins the government's target of gigabit-capable broadband reaching 85% of UK premises by 2027.

BEYOND THE PHONE ON YOUR DESK

What services will be affected?

PSTN doesn't just carry voice calls. A lot of equipment quietly depends on that same analogue line to dial out — including several things you'd never think of as “a phone.”

**Lift emergency alarms****Panic & burglar alarms****Traffic lights & information displays****Door & gate entry systems****CCTV & point-of-sale terminals**

Every one of these relies on an analogue line and will cease to function unless it is moved to a digital alternative before the switch-off.

THE TIMELINE

Sept 2023

BT stopped selling new analogue lines

Now

Migrate at your own pace, on your own schedule

31 Jan 2027

Every remaining PSTN and ISDN line is switched off



WHY IT MATTERS FOR YOUR LIFT

Impact on lift emergency alarms

Under **EN 81-28 (2003)**, every UK passenger lift installed since 1999 must have a working emergency alarm system — almost always an auto-dialler wired to a PSTN line, providing two-way speech with a monitoring centre. When that line goes, so does the alarm, unless it has been moved across in advance.

Where the risk sits

- ✗ VOIP conversions can fail on dial tone or power-supply mismatches the auto-dialler was never designed for.
- ✗ Auto-diallers that draw their power from the phone line itself simply stop working once it is gone.
- ✗ VOIP routers need uninterrupted mains power — not a given in a lift motor room or riser cupboard.
- ✗ A failed 3-day line test means the alarm line is deemed non-compliant.

The consequence: a lift whose emergency alarm line is declared non-compliant can be taken out of service until the communication path is restored.

THE ALTERNATIVE

GSM: a reliable alternative

A 4G / GSM lift alarm replaces the analogue line with a mobile connection, so there is nothing left for the switch-off to break.

- ✓ **No physical phone line required** — nothing left for the switch-off to break.
- ✓ **Battery backup** keeps the alarm working through a power cut.
- ✓ **Roaming SIMs** connect to whichever network has the strongest signal on site.
- ✓ **Remote monitoring** of signal strength, SIM data and battery status — problems get caught before they become an outage.

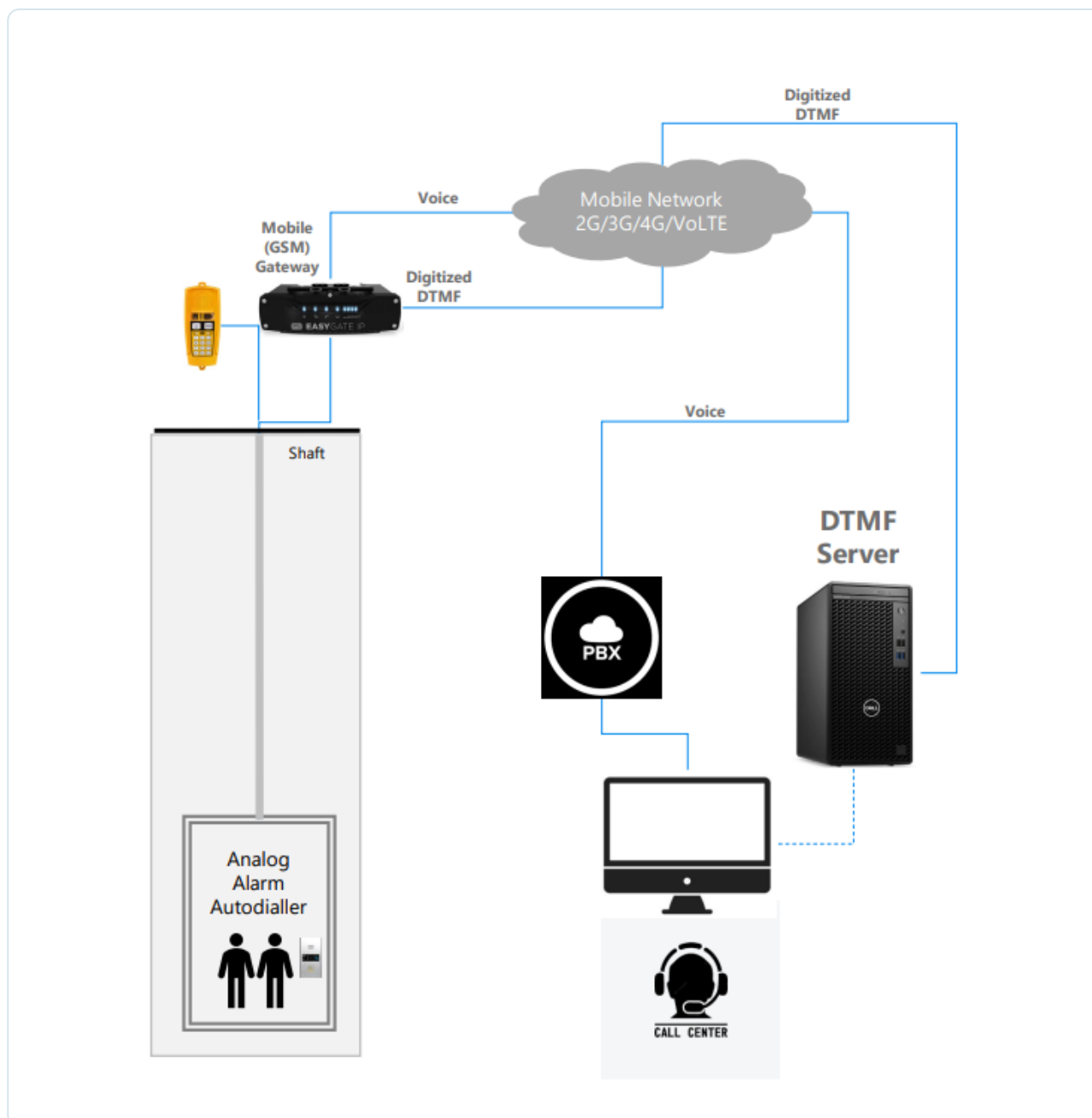
Managed SIM services matter here. Expired credit or an accidental deactivation is exactly the kind of fault that goes unnoticed until a real emergency — so we keep the SIM live, tested and monitored for you.



HOW IT WORKS

From the lift car to the call centre

The existing analogue auto-dialler stays in the car. A mobile gateway in the shaft presents it with a dial tone and carries the call over 2G/3G/4G/VoLTE, with DTMF digitised end-to-end so the monitoring centre receives the alarm exactly as it would over a fixed line.



Lift car auto-dialler → mobile (GSM) gateway → mobile network → PBX and DTMF server → 24/7 monitoring centre.



THE PAYOFF

Cost and compliance benefits

An upgrade needs GSM hardware and a compatible auto-dialler. Beyond that initial outlay, GSM is significantly more cost-effective than maintaining a commercial phone line, and the saving offsets the setup cost over the life of the contract.

Moving now, ahead of the deadline, means it happens on your schedule rather than in a scramble once a line stops working. It also means your buildings stay demonstrably compliant with EN 81-28 without relying on infrastructure that is being switched off from underneath you.

COSTS

£100

One-off installation

Per lift line, including commissioning

£50 /month

Managed service

Per lift line, over a 36-month term

Prices exclude VAT. Site survey included; signal enhancements such as an external antenna or booster are quoted separately if the survey shows they are needed.

WHAT HAPPENS NEXT

Four steps to a compliant line

1 Site survey

We check 4G coverage at each lift position and confirm the hardware needed. If an external antenna or booster is required, it is quoted before any work starts.

2 Installation

The mobile gateway and managed SIM are fitted in the shaft or motor room. Your existing auto-dialler is retained wherever it is compatible.

3 Test and certify

The line is tested end-to-end through to the monitoring centre and the result is documented for your compliance records.

4 Ongoing monitoring

We keep the SIM live with periodic test calls, and monitor signal strength, battery status and firmware for the length of the term.



TERMS OF SUPPLY

Caveats & liability protection

Supply and maintenance of 4G lift alarms

This section sets out the caveats and limitations of liability that apply to the supply and maintenance of 4G lift alarms. It clarifies the responsibilities of Hosted Companies Ltd and identifies the areas where responsibility remains with the customer, building owner, or lift maintenance provider.

1 Network & connectivity

- Hosted Companies Ltd is not responsible for mobile network coverage or signal strength at the installation site.
- A site survey is carried out to assess 4G coverage. Where enhancements are required (for example an external antenna or signal booster), additional costs apply.
- Hosted Companies Ltd is not liable for network outages, service discontinuations, or infrastructure changes made by mobile operators.
- SIM card activity is maintained by Hosted Companies Ltd, including periodic test calls to prevent deactivation by the network provider.

2 Power supply & battery backup

- The 4G lift alarm requires a continuous power source. The customer is responsible for ensuring reliable power at all times.
- Hosted Companies Ltd is not liable for power failures, electrical faults, or disruptions to the power supply.
- A battery backup system can be supplied and monitored by Hosted Companies Ltd. Battery degradation is managed and replacements provided under normal wear and tear.
- The customer must ensure the battery backup unit remains continuously powered and operational.
- UPS integration is not included in the standard supply agreement and must be arranged separately.

3 Compliance & regulatory responsibility

- Hosted Companies Ltd supplies equipment compliant with EN 81-28 (where applicable) and related standards.
- Responsibility for ongoing compliance with building regulations and lift maintenance law lies with the customer.
- The customer must arrange regular testing, certification, and maintenance of the lift system.
- Hosted Companies Ltd manages testing and certification for the 4G lift alarm unit only.
- Hosted Companies Ltd is not liable for penalties, fines, or legal consequences resulting from non-compliance with lift emergency communication regulations, except where directly related to the 4G lift alarm unit.



4 Maintenance & service

- Routine testing and servicing of the lift alarm system must be carried out by the building owner or designated maintenance provider.
- Hosted Companies Ltd is not responsible for missed tests or system failures arising from lack of maintenance.
- Firmware updates and software patches for the 4G lift alarm unit are applied by Hosted Companies Ltd, provided access is granted on the agreed date.
- Hosted Companies Ltd is not liable for system failures caused by outdated software where access was not provided.

5 Third-party services

- The 4G lift alarm relies on a third-party monitoring service. Hosted Companies Ltd is responsible only for the performance of the 4G lift alarm unit.
- Subscription costs for external monitoring services or call centres are chargeable to the customer.
- Hosted Companies Ltd is not liable for service disruptions caused by non-payment, provider changes, or external service failures.

6 Warranty & exclusions

- Hosted Companies Ltd provides a warranty covering manufacturing defects, as per agreed terms.
- The warranty excludes damage resulting from tampering, power surges, vandalism, or misuse.
- Any unauthorised modification or alteration to the system will void the warranty.

Customer acknowledgment

By accepting delivery of the 4G lift alarm, the customer acknowledges and agrees to the caveats and limitations of liability set out in this document. Hosted Companies Ltd is not responsible for failures, damages, or legal consequences arising from circumstances beyond its control.

Get ahead of the 2027 deadline

Tell us a bit about your buildings and we'll take it from there — most applications take a few minutes.

portal.hostedcompanies.co.uk/apply-now.html

Prefer to talk it through first? pstn@hostedcompanies.co.uk · 020 3886 3391

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