2027 BUSINESS READINESS CHECKLIST

Start with what you have.

Complete one set per site. Print extra inventory pages for additional services.

Business / organisation

Site / location

Review owner

Review date

Plan ahead of 31 January 2027

Openreach states that traditional phone lines must move to digital services by this date. Confirm the timing for each service with your provider.

01 Find every service and device

- [ ] Gather current phone and broadband bills; identify every site and number.
- [ ] Check desk phones, analogue lines, ISDN and older broadband services.
- [ ] Include alarms, lift emergency phones, payment terminals and fax machines.
- [ ] Check door entry, CCTV, modems and remote monitoring equipment.
- [ ] Record the supplier and the person responsible for each service.

02 Ask suppliers to confirm compatibility

- [ ] Ask the phone provider which services need to change and when.
- [ ] Ask each equipment supplier to confirm the replacement connection it supports.
- [ ] Record upgrade costs, installation lead times and any access requirements.

Use this worksheet to organise a review. It is not a technical assessment or confirmation that equipment is compatible.

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Build your service inventory.

Record each line or connected device. Use “unknown” where a supplier must confirm.

Site / location

Reviewed by / date

Number / service / device	Supplier / contact	Current connection	Required action / owner

Connection examples: analogue, ISDN, broadband, IP / digital or mobile.

Priority: flag safety-related or business-critical equipment for early supplier review. Agree a test plan with the responsible provider before changing its connection.

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Turn the review into a plan.

Agree owners, target dates and evidence of successful testing.

03 Prepare the change

- [ ] Agree which numbers to keep and how incoming calls should be routed.
- [ ] Confirm equipment, connectivity, installation dates and staff training.
- [ ] Discuss power-cut and broadband-outage arrangements with suppliers.
- [ ] Agree the migration sequence and test plan before old services are removed.

04 Track the actions

Action / service	Owner / supplier	Target date	Status / test result

05 Test and record the result

- [ ] Verify calls, routing and each connected device with the appropriate supplier.
- [ ] Record test results, outstanding issues and the agreed fallback arrangements.
- [ ] Update service records and confirm when old services can be cancelled.

Next review date: _____ Review owner: _____

Need help? Bring your completed inventory to EA Systems for a readiness review.

Reference: Openreach, “Switch your business phone line to digital”. Checked 14 October 2026. openreach.com/big-switch-off/digital-phonelines-for-businesses