



How the PSTN Switch-Off Will Affect Your Lift

Understanding PSTN and the Upcoming Changes

The **Public Switched Telephone Network (PSTN)** is a legacy system of analogue, circuit-switched telephone lines dating back to the late 1800s. Known by names like *landlines*, *Plain Old Telephone Service (POTS)*, or *fixed-line telephones*, PSTN has long enabled real-time communication across vast distances. However, with the rise of digital technologies, PSTN is being phased out.

What Is the PSTN Switch-Off?

Openreach, the UK's telecom infrastructure provider, has announced that **all PSTN services will be discontinued by 31 January 2027**. This includes:

- **PSTN lines**
- **ISDN (Integrated Services Digital Network) lines**
- **WLR (Wholesale Line Rental) services**

Since **September 2023**, BT has stopped selling traditional phone lines, and no new analogue lines are being installed. The switch-off supports the UK government's goal of **gigabit-speed broadband access for 85% of premises by 2027**.

What Services Will Be Affected?

While most discussions focus on **voice telephony**—home landlines, office phones, PBX systems—many **non-voice devices** will also be impacted:

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

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These devices rely on analogue lines and will **cease to function unless upgraded** to digital alternatives.

Impact on Lift Emergency Alarms

Under **EN 81-28 (2003)** standards, all UK passenger lifts installed since 1999 must have an emergency alarm system. These systems use **auto-diallers** connected to PSTN lines to provide two-way communication during emergencies.

Key risks:

- **VOIP conversions may fail** due to lack of dial tone or power supply issues.
- Auto-diallers that draw power from the phone line will **stop working**.
- VOIP routers require **uninterrupted power**, which may not be feasible in all lift environments.

If your lift's emergency alarm fails a **3-day line test**, it will be declared **non-compliant and shut down**.

GSM: A Reliable Alternative

GSM (Global System for Mobile Communications) offers a robust solution:

- No need for physical phone lines
- Easy installation with **battery backup**
- **Roaming SIMs** ensure strong signal by connecting to the best available network
- Remote monitoring and alerts for SIM data, signal strength, and battery status

Managed SIM services are essential to avoid issues like expired credit or accidental deactivation—problems that may go unnoticed until a real emergency occurs.

Cost and Compliance Benefits

Upgrading to GSM may require:

- GSM hardware
- A compatible auto-dialler

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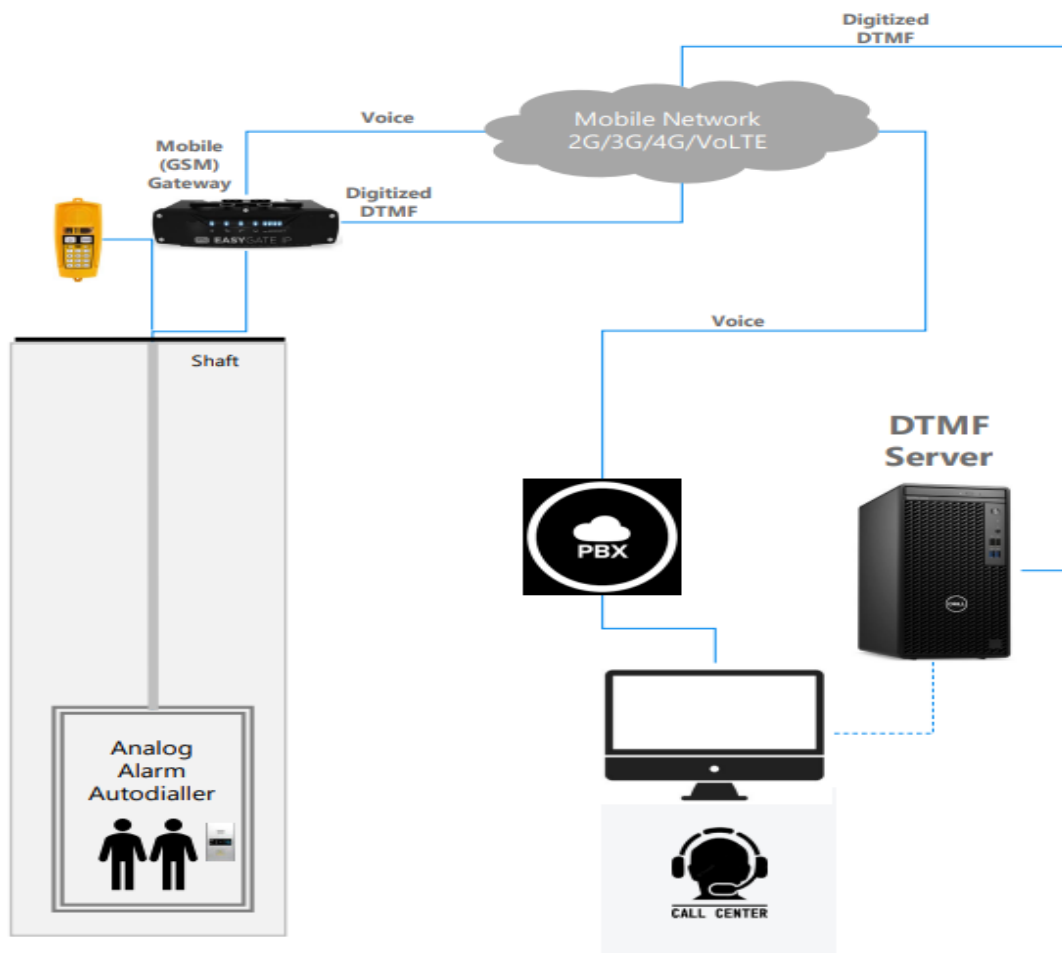


However, **GSM is significantly more cost-effective** than maintaining a commercial phone line. Over time, savings will offset initial setup costs, while ensuring **compliance and passenger safety**.

Costs

£100 initial payment per lift line,

£50 per month for each lift line over 36 months.



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Caveats & Liability Protection
Supply and Maintenance of 4G Lift Alarms

1. Introduction

This document outlines the caveats and limitations of liability associated with the supply and maintenance of 4G lift alarms. It clarifies the responsibilities of Hosted Companies Ltd and identifies areas where liability remains with the customer, building owner, or lift maintenance provider.

2. Network & Connectivity Limitations

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

3. 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 will be managed and replacements provided under normal wear and tear.
- The customer must ensure the battery backup unit is continuously powered and operational.
- UPS integration is not included in the standard supply agreement and must be arranged separately.

4. 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 laws lies with the customer.
- The customer must arrange regular testing, certification, and maintenance of the lift system.

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- Hosted Companies Ltd will manage testing and certification for the 4G lift alarm unit only.
- Hosted Companies Ltd is not liable for penalties, fines, or legal consequences resulting from noncompliance with lift emergency communication regulations, except where directly related to the 4G lift alarm unit.

5. Maintenance & Service Responsibility

- 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 due to lack of maintenance.
- Firmware updates and software patches for the 4G lift alarm unit will be 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.

6. Liability for 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.

7. 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 modifications or alterations to the system will void the warranty.

8. Customer Acknowledgment

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

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