

THE BIG SWITCH GUIDE



ARE YOU AWARE?
ARE YOU PREPARED?



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Introduction

The UK Phone Network as we know it is changing forever!

The '2025 Switch Off' has been a key milestone within the telecommunications industry for a few years, and although it may still be a couple of years away, you need to start planning your move NOW to ensure your business isn't impacted when the switch is flipped.

It is IMPORTANT to note that this switch off isn't just about phones. All analogue lines will be switched off, so you need to review everything connected to them, which could include things like alarms, payment terminals, fax and franking machines.

If you are using older broadband services such as ADSL or FTTC, both of which will have a supporting analogue telephone line, you will need to be upgraded to a new future proofed broadband product, such as SoGEA, FTTP or a dedicated Leased Line. Again you want to do this sooner rather than later to ensure you are covered when the time comes.

Why is this happening?

It was announced way back in 2017!

Openreach announced in 2017 that the PSTN (Public Switched Telephone Network) system has become old, the cost of installing new lines and subsequent maintenance and repair was more expensive than newer internet based services; and will reach its end-of-life by December 2025.

From this point, all businesses will need to have upgraded to an IP based phone system to be able to continue making calls, and upgrade any other services which use analogue lines to a newer service.

Though December 2025 is the final 'switch off' deadline, PSTN and ISDN services are being withdrawn across the country in phases, meaning this could impact you earlier than you expect. All new installations of PSTN and ISDN will be stopped from September 2023, and this includes adding additional lines to an existing PSTN / ISDN service.

What are PSTN and ISDN?

All these Acronyms are confusing right...

The Public Switched Telephone Network (PSTN) is what most would classify as a traditional telephone line. It's an old technology, using the same setup as the first phone network from the 1800s. It's become increasingly costly to maintain and run and needs replacing with more modern technology that is suitable for the world we live and work in today.

ISDN (Integrated Services Digital Network) was introduced in 1986 and while using the PSTN circuits, has allowed the digital transmission of voice calls, video calls, and other data services simultaneously. It has become a more expensive network to maintain, and with it using the PSTN circuit, will also reach its end-of-life in 2025.

What's replacing it?

What does the future look like?

VoIP (Voice over Internet Protocol) represents the upcoming generation for the country's telephone network. By December 2025, all businesses will be required to transition their landline to a VoIP phone system to maintain their calling capabilities.

This shift doesn't solely impact phone systems. Any fax machines, alarms, CCTV systems, payment terminals, door-entry systems, information displays, and emergency phones currently relying on the older PSTN circuit will also need upgrading by December 2025.

Moreover, customers will need to enhance their broadband connection to either FTTP (Fibre to the Premises), a new broadband product known as SoGEA (Single Order Generic Ethernet Access) or a dedicated internet Leased Line. SoGEA enables broadband access without the need for a phone line.

What's VoIP?

Isn't that what Skype was back in the day?

VoIP (Voice over Internet Protocol) offers the capability to conduct calls through an internet connection. It converts voice communication into digital data, which then travels across the internet to reach its intended recipient.

With VoIP, calls can be made from any device equipped with a dependable internet connection, such as smartphones and laptops.

The flexibility of a VoIP phone system allows for remote provisioning, making it effortless to add extra lines to the system as needed.

Moreover, call expenses with VoIP are notably lower in comparison to traditional phone systems and often come with a range of innovative features.

Key Features of VoIP

It's more than making calls over the Internet

There are numerous features that are available within a VoIP solution; the most common include:

- Voice & Telephony, including Mobility.
- Meeting Solutions – audio, video & web conferencing.
- Messaging – email with voicemail & unified messaging.
- Presence & Instant Messaging.
- Cross-Platform usability – Desktop, Mobile & Thin Browser Clients.
- Communication-enabled Apps – Integrated Contact Centre, Communications Platform as a Service & Work-stream Collaboration

These features alone can give your business an uplift almost immediately, especially if you have been stuck with an old solution.

Key Advantages of VoIP



Surely this is going to cost me more £££

While there is no way to guarantee that a VoIP solution will save you money, there are still some big advantages to be had:

- Improved Efficiency – work from ANYWHERE!
- Lowering the cost of IT and Maintenance.
- Provide AI driven data to enable actionable insights.
- Maximising uptime through reliability, security and resiliency.
- Providing modern communication tools to unify employees & contact centre agents whilst improving productivity.
- Endless Opportunity for expansion – provider driven upgrades & hundreds of third-party integrations.
- A Communications Platform that works across multiple devices.

Timeline



What Next?

Don't bury your head in the sand and do NOTHING!

You are much better off taking action NOW rather than in 12 months time.

If you are not sure what to do. You have options:

1
Get a **VoIP Quote** which will give us an indication of your business practices and how you currently operate so we can help you with some options.

2
Book a 15 minute **NO OBLIGATION** discovery call so we can talk about your business and what you are looking for.

Scan the QR Code to take action TODAY!



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