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How to embrace the future of telephony as the UK prepares for PSTN to be switched off



What's happening?

BT Openreach has announced* it intends to switch off the traditional, copper-based telephone network in 2025. This is commonly referred to as the PSTN Switch Off. While 2025 may seem a while away, from December 2023 you won't be able to purchase any new ISDN or PSTN-based services, with many locations affected by a stop sell much sooner than that. This is a major step towards the United Kingdom's mass IP-network migration, with VoIP core networks set to replace all the legacy PSTN services in just a few years' time.

All the questions, answered.

Why should I care?

The PSTN Switch Off will affect all businesses currently operating using PSTN and ISDN services. If you fall into this category, you will need to move to the new network to keep your phone and your number working.

The All-IP network delivers voice calls using the same infrastructure as data and using VoIP (Voice over Internet Protocol) technology.

The move to VoIP can be quick and seamless, there's no reason to wait until 2025 to make the move.

What is VoIP?

Simply put, VoIP uses a company's existing internet connection to transmit voice calls. When it was first introduced, this solution seemed like a dangerous choice, as it completely relies on the quality of the internet connection to guarantee stable calls.

Nowadays, the speed of most broadband is fast enough to negate any problems around call quality. VoIP telephony is a simpler option than it sounds, requiring a lot less hardware than legacy systems.

It is delivered by Over the top (OTT) applications to which new features are added regularly, it gives your business more flexibility and it can be used on a variety of devices – from desk phones to mobiles, tablets, and computers.



Why should I change?

VoIP is a much better alternative to traditional landlines, and it will be the industry standard for years to come. This technology offers many opportunities and benefits for your business:

- **Lower Costs**
 - VoIP solutions are software-based, which means you don't need any infrastructure, upfront costs, or additional hardware.
- **Greater Scalability**
 - Internet-based solutions can be easily scaled up or down depending on your needs. For seasonal businesses, adding more lines for peak season can be quick and easy.
- **Increased Productivity**
 - VoIP solutions can include many more features than your legacy landline, so that you can handle calls more efficiently and your business can be more productive.
- **Flexibility**
 - VoIP solutions can be accessed from a variety of devices, which means you won't be tied to a desk phone anymore and you'll be able to take your calls wherever you are.



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Timeline

Time is ticking. Its not long till PSTN services will become a thing of the past...



November 2017
Announcement

BT Openreach announces its intention to switch off the PSTN in 2025.

December 2020
Salisbury Stop Sell

Customers In Salisbury cannot purchase new ISDN lines or add new features.

June 2021
117 Exchanges Stop Sell

Customers across 117 locations cannot purchase new ISDN lines or add new features.

December 2022
Salisbury End of Life

The PSTN network is completely switched off in Salisbury.

December 2023
UK Stop Sell

Customers across the whole country cannot purchase new ISDN lines or add new features.

December 2025
UK End of Life

The PSTN network is completely switched off across the UK.

We know 2025 is sometime away, however there will be a rush to get everyone on PSTN services to switch to the latest telephony solution come December 2025. We would love to get you upgraded and connected to the latest telephony we have to offer, and potentially even save you some money on the way!

Get in touch with us today to get upgraded.

Our friendly business solution experts are always ready to discuss your Landline and Telephony needs
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