

nimans connect

**PSTN
ISDN**



Switch Off
Overview

A guide to the PSTN & ISDN Switch off

What's happening?

In 2015 BT announced the PSTN and ISDN switch off - moving the UK to a full fibre network by 2025. Although the timeframe given seemed to be a way off at the time, it's been a phased approach. As of September 2023 all exchanges moved to 'Stop Sell' status, meaning that legacy copper based services were no longer available for new provision from this date.

Businesses and consumers who still utilise traditional analogue and digital services will need to move to IP solutions when their local exchange is enabled. Moving to data only connectivity means that the voice aspect of customers' communications needs to be considered and applied separately, as there are no 'voice only' substitutes.

Update to Original Schedule

In May 2024 BT announced a delay to the originally planned switch-off date of 2025 – extending by 13 months to January 2027. The reason for the date change was centered around ensuring vulnerable customers and those with special needs are properly protected and supported.

What connection types are being phased out?

Analogue and digital voice and copper based broadband services - PSTN, ISDN 2, ISDN 30, LLU, SMPF, SLU SMPF, NBLS and Classic services.

What other services are affected?

Not only the physical connections need to be considered, but what are they currently being used for apart from voice calls and providing broadband? The following are examples of consumer and business critical services that will also be affected:

- Fax lines
- Fire and security alarms
- CCTV
- Redcare
- Payphones
- Lift emergency lines
- EPOS systems
- Door entry
- Panic alarms

What does stop sell mean?

Stop sell means the new provision of any of the aforementioned services that are being phased out. Customers will still be able to use these products after their exchange has moved to stop sell, however there will be restrictions to these existing services such as:

- Working line takeovers
- Start of stopped lines
- Changes to DDI ranges
- Migrations and Like for Like Communications Provider (CP) transfers
- Addition of broadband to copper voice lines
- Bandwidth modifications
- Additions of lines and channels to existing installations e.g. adding/removing ISDN channels

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Switch-Off Milestones

- Two trial exchanges – Salisbury exchange stopped providing PSTN and ISDN in December 2020 and Mildenhall in May 21
- September 2023 – UK WLR stop sell (WLR withdrawal) - All exchanges
- January 2027 - All legacy, copper services switched off

Why it's important to migrate your customers now

The delay to the original target date is only 13 months and it's important to note that there will be no further investment made into the copper network and Openreach will not be slowing down their activity with the roll-out of the fibre network.

Reasons to move your customers now:

- 60% less faults on FTTP than copper services
- In 2023 PSTN faults increased by 20%
- In 2023 there was a 60% increase in lost hours on PSTN
- The Copper network is heavily affected by the weather whereas the FTTP network isn't as severely impacted
- Regular (twice a year) and higher price increases on WLR
- FTTP is more reliable and has better speeds available
- While your customers are on the copper network they are open to be poached by your competitors

What solutions do customers need to move to?

There are 2 main options. Customers' services need to be migrated to either SoGEA or Fibre to the Premise (FTTP). Nimans Connect can provide both these solutions now, as well as the voice capability many customers will require through our [Simplified UC](#)

What is SoGEA?

Using FTTC (superfast broadband) SoGEA is stand alone and does not require a PSTN line. Simple ordering, quick to install and offers speeds of up to 80Mb, SoGEA truly future-proofs customers' connectivity.

Current UK footprint is 98% (as of May 2024).

[Find out more](#)

What is FTTP?

FTTP is a true end-to-end fibre solution – from the local exchange to the premises. Currently available to 14 million UK businesses, homes and public services (May 2024) and expanding month on month in line with the switch off campaign.

[Find out more](#)

Considerations

- Understand when your customers are able to migrate to SoGEA or FTTP. Don't wait until the exchange moves to stop sell status. **Check availability** – remember SoGEA has over 98% UK coverage so the time could be now! Openreach WLR price increases could also be a deciding factor for customers to move now.
- Do a full inventory of current lines and what they are used for. Find out how existing services like alarms etc will be supported on IP connections.
- Find out about the customer's voice requirements. As SoGEA and FTTP are data only connections a hosted voice application will be needed – **View our Hosted UC licences and bundles** for fast deployed data and voice connections.
- Look at hardware and device requirements. Do customers still need as many handsets as when using PSTN/ISDN or could they move to desktop and mobile applications for calls?
- How many sites and people are there, do customers need like for like infrastructure after the pandemic? How has their working environment changed? Do they encourage flexible / home working?
- Back-up – if customers need extra backup, consider 4G/5G SIM solutions to deploy easily and kick in should IP connections incur a fault. Talk to us about our 5G and data only (M2M) options.

Get in-touch

Speak to your Nimans Connect Account Manager today to find out more about the Switch Off.

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