

avoira

A guide to the
2025 PSTN & ISDN
switch off



What's happening?

In 2015 BT announced the PSTN and ISDN switch off, moving the UK to a full IP network by 2025. Although the timeframe given seemed to be a way off at the time, it's been a phased approach with many exchanges soon to be operating as IP only and many services being moved to 'stop sell' status, meaning that they are no longer available for new provision.

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.

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 will be affected?

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?

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:

- Start of stopped lines
- Addition of lines and channels to existing installations
- Change of address
- Migrations and CP transfers
- Working line take overs
- Bandwidth Modify and Addition of Broadband to copper voice lines etc.



When is it happening? It's already started

- Two trial exchanges – Salisbury exchange stopped providing PSTN and ISDN in December 2020 and Mildenhall in May 21
- 29th June 2021 – 13 exchanges moved to stop sell status
- 13th October 2021 – 120 exchanges moved to stop sell
- 25th January 2022 – 62 exchanges move to stop sell
- 29th April 2022 – 92 exchanges move to stop sell
- 2nd August 2022 – 88 exchanges move to stop sell
- 1st November 2022 – 77 exchanges move to stop sell
- September 2023 – National stop sell

What solutions do customers need to move to?

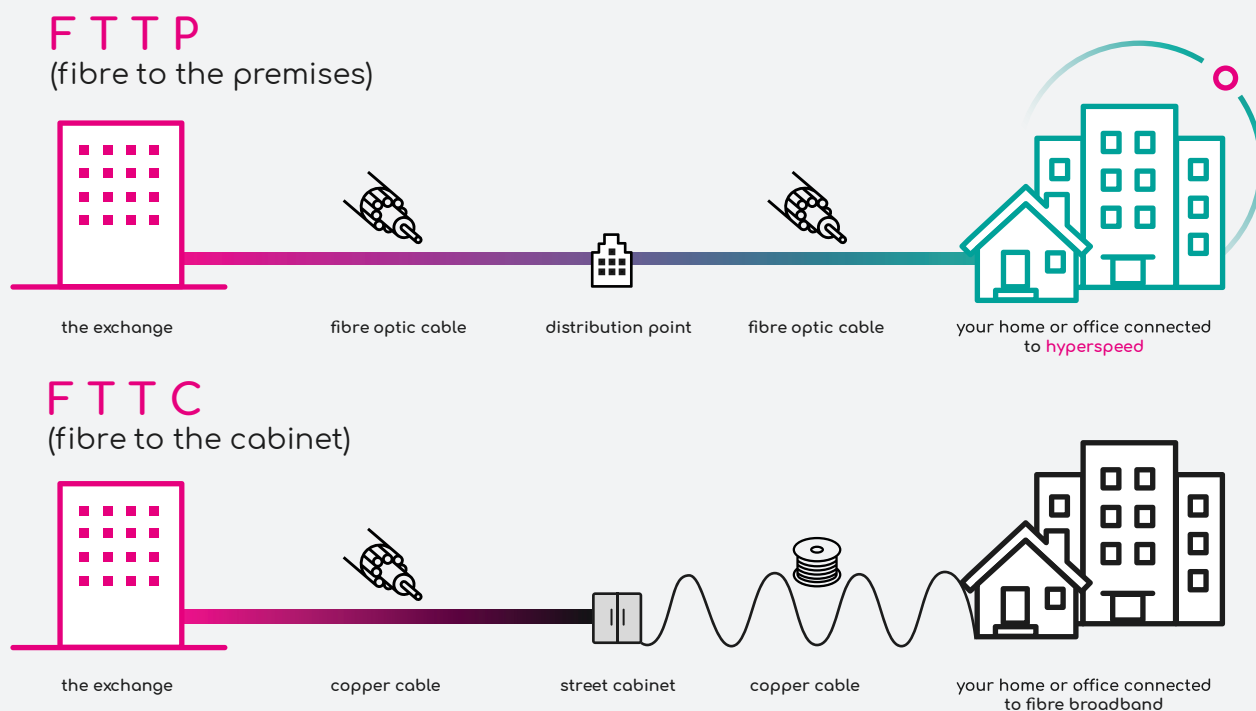
There are 2 main options. Customers' services need to be migrated to either SoGEA or Fibre to the Premise (FTTP). Avaira can provide both these solutions now, as well as the voice capability many customers will require.

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.

SoGEA's current UK footprint (as of June 21) is 96.8%.

What is FTTP?



FTTP is a true end-to-end fibre solution – from the local exchange to the premises. Current UK footprint is 23.2% (as of June 21) and expanding month on month in line with the 2025 switch off campaign.

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 with us now – remember SoGEA has over 96% UK coverage so the time could be now! Recent 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 – ask us about our connectivity and hosted voice bundles.
- 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. Contact us about our 5G options.



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