

# ISDN 2025 Switch Off

## Telephony Switch Over, Are You Ready?

With the Wholesale Line Rental (WLR) date moving ever closer, and the pressure to change solutions increasing, here at **Hosting IT 4U** we discuss the right way to prepare. We have been involved in the telecommunications industry for over 30 years and have broad experience across telephone systems, IP services, wide area networks and legacy telephone lines. We specialise in supporting business through transitions within their communications and technology environment, having done so for a wide range of organisations, including **Gillette, Sainsbury's & Coca Cola**. Have a look at a recent bill and glance at the items listed:

- ISDN30
- ISDN2
- Analogue Line
- Business Line
- Alarm Line
- PSTN Line

If you see any of the above then you need to start thinking about your long term telephony arrangement. In short, anyone with an on-site PBX, telephone line, fax line, PDQ line or broadband line is affected and will need to make a plan.

### **What's happening?**

BT & Openreach had announced some time ago the intention to switch off the ISDN services from the Public Switched Telephone Network (PSTN) by 2025. They have also announced, that they now intend to switch off the whole PSTN supply by 2025, with no new supply after 2023.

Although the most reliable solutions until now, PSTN and ISDN are rapidly becoming out of date technology, and expensive to operate and maintain. Openreach plans to invest instead in fibre infrastructure rather than further invest in a new version of the PSTN (essentially Victorian technology).

This means that anyone or any organisation still using traditional voice services (such as those listed above) will need to have moved to newer SIP and IP voice solutions by then, or won't be able to use their phones.

### **What are SIP and VoIP?**

The terms SIP and VoIP refer to telephony based services delivered using IP signalling. Historically, these services have been delivered using technology and signalling which is now over 30 years old, such as ISDN30 and PSTN lines.

SIP services are generally used to connect lines to a telephone system and these are a direct replacement for the ISDN30 technology.

VoIP is a general term used to describe routing voice calls over an IP network, the term is closely associated with Hosted telephones, where a telephone system installed at a customers premises is replaced with a central system shared between many different companies.

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## What do I do now?

Essentially we all have 3 options...

### 1. Ignore and do nothing...

It should go without saying, but consider how important your phones are to your business. Though 2025 may seem like a long way off, 6 years can fly by, it doesn't seem like that long ago for example that Barack Obama was inaugurated for his second term as US President.

Recent studies have concluded that a large proportion of UK businesses are unaware the change is taking place. Don't run the risk. Have a plan in place and be ready for the change. VoIP and SIP based solutions will almost certainly offer cost-savings if deployed correctly, offer more functionality for your business, and be future-proofed for years to come.

### 2. Panic and rip it all out tomorrow...

Though it is time to take action, that doesn't mean now is the time to change – you may not be ready. It may not make economic sense, or you may not have resource available to manage the transition. You could make the wrong decision, and chose a solution that offers little or no additional benefits over your current service, or even worse, something that will not future-proof your business for the next 10 years. Make an informed decision, you still have time – and options to explore...

### 3. Engage with an industry professional...

To better understand my options and make a self-paced evolution to the future. Hosting IT 4U have decades of experience providing communication solutions to business, including traditional calls and lines based services, and more recently SIP and VoIP solutions, refining their portfolio to best match their customers' requirements.

Hosting IT 4U has a number of IP and VoIP services to offer which are available to replace the current PSTN and ISDN services and would be happy to discuss the benefits of these over your current solution.

Hosting IT 4U offers both new and existing customers alike the opportunity for a free telephony audit. This audit will review all of the telephony services currently supplied to your business, providing a report on the services and a recommendation of the actions needed to prepare for the withdrawal of the PSTN and ISDN network in 2025.

If you'd like to discuss you telephony requirements in more detail or to book a free telephony audit please get in touch using my Contact Details below:

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