

BT Switch Off

BT are moving all their customers from the old analogue public switched telephone network (PSTN) to a fully digital network. they plan to have moved everyone over before Openreach stop the PSTN (and ISDN) service in 2025. By then, every phone line in the UK will be digital, routing calls over IP (Internet Protocol) rather than the traditional PSTN.

When we say 'everyone...'?

Yes, we mean everyone. Business and home. And it's not just your phone services you need to think about. It's everything else that currently uses the old phone network, all your non-voice services connected to PSTN or ISDN lines. Things like alarms, EPOS machines, door entry systems, CCTV, and faxes, franking machines and anything using a modem.

Why is this happening?

PSTN & ISDN has been the backbone of the UK's phone network for decades. But we've all seen the dramatic changes in technology over the past few years, especially recently. It's all around us: smartphones, apps, the cloud, Zoom, Internet of Things, and so on.

What you probably don't notice so much is the infrastructure that makes everything work. The telephone lines strung across the streets, the web of copper cables buried beneath your feet, some of which have been down there since the 19th century.

It's now time to leap forward from PSTN / ISDN to embrace the boundless possibilities of digital.



So IP is better than PSTN & ISDN?

Yes. As an essentially 20th century technology, the PSTN & ISDN networks are increasingly out of kilter with the demands of modern communications. As people switch to mobile and internet communications, everyone demands much more than the traditional technologies were designed to deliver. Which is why we're switching to IP.

2025. That's years away. Why are we talking about this now?

You need to start planning your move today because there could be a lot to do. Remember, it's not just about calls. You need to review everything you're connecting to your phone lines, like door entry systems and alarms. Many businesses have already embraced an all-digital model, moving their communications to the cloud, or upgrading their on-premise system to make calls over the internet and embracing the new technologies that comes with it.

Will we be better off with digital?

The move to all-digital isn't just because the old phone system is, well, old. It's because all-digital communications are so much better. Even at the most basic level, you'll be able to make and take calls on any device, from wherever you are, from the same number. You'll link your business applications and systems with video chat, calls and collaboration, so you're closer to customers and colleagues alike. And with everything in the cloud, you'll be able to access systems from anywhere, working from wherever you want. You will also see a reduction in the running cost for your phone system.