



The ISDN Switch-Off

What is it and how can you be prepared?

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Where did this start and why?

In 2015, BT Openreach made the decision to bring the PTSN/ISDN to a complete stop. This is set to be one of the biggest communications changes we have seen during our generation and will change the way we all communicate. A 10 year plan was put in place and the roll-out is now in full swing! The phase out began in 2020 and we are currently (2023) in the Stop Sell section of the timeline.

Despite best efforts to keep the ISDN as modern as possible, with the everchanging communications landscape being as diverse and flexible as it is, it started to become outdated and unreliable. In short, the ISDN could no longer compete with new technologies. Traditional ISDN lines often offer little flexibility and lead to businesses being tied to physical locations. With businesses expanding globally and modern ways of working often meaning remote working, being tied to physical locations can hinder operations.

To remain afloat in the modern world, we are now seeing many businesses switch their communications to internet based alternatives. Don't be fooled though! The ISDN switch off will not only effect businesses, but homes as well. Anything connected to the old phone network will be terminated by 2025. Things like alarms, door entry systems, CCTV and fax machines (more examples of effected services below).

What services will the Switch-Off affect?



Analog telephone lines



Emergency Services



Fax Machines



Alarm Systems



Telecare Services



Card Payment Machines



Electronic Point of Sales (EPOS)



Lift Emergency Services



Conference Calling Systems



some Broadcasting Services

What are the alternatives?

The only alternative for ISDN is VoIP. But what does that mean and how will it affect your business?

VoIP is an advanced telephony option which has been used by small, medium and large businesses for many years. Whatever option you choose, rest assured VoIP and cloud based systems are adaptable, scalable and most importantly, modern. VoIP allows voice and video data to be seamlessly transmitted over the internet so that you can benefit from a cost-effective and flexible communication infrastructure.



What is VoIP?

VoIP (Voice over Internet Protocol) is an advanced phone system that uses an internet connection to process (make and receive) calls rather than relying on traditional landlines. VoIP eliminates the need to be tied to a desk or physical copper wire, which is great for the recent switch to hybrid working. VoIP works by converting voice into a digital format (analog-to-digital conversion) and then dividing this into small packets. The packets are then transmitted over the internet, with routers and switches forwarding them to their intended destination by analysing the destination IP address. Once the packets arrive at the destination network, they are then converted back into analog signal which is what you hear on the end of the phone/headset! This process occurs in both directions and happens in real time. VoIP also integrates with traditional telephony systems, allowing calls to be made between VoIP and regular phone lines.



What does SIP mean?

You may have heard the word SIP being thrown into the mix however, not to worry, SIP is simply the technology behind all VoIP communications. SIP (session initiation protocol) trunking is an innovative form of telephony that connects your company's phones to the public PSTN telephone network via internet-based data transfer rather than through the traditional phone lines.

What happens next?

To help you through the process of migrating from the ISDN to VoIP, it is essential to find a provider who listens to your requirements and who will support you through the transition. You will also need to ensure that you have a quality internet connection in place to guarantee seamless communications. This can (and should!) all be checked beforehand by your provider.

Get in touch today to discover your next steps for the ISDN Switch-Off!



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Opening Times: 8.30am - 6pm (Mon-Fri)



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