

# OPENREACH CUTS THE CORD

**on Analogue and ISDN lines**

**IT'S NO SECRET ANYMORE THAT  
BT OPENREACH ARE SWITCHING  
OFF ALL OF THEIR ANALOGUE AND  
ISDN LINES ACROSS THE BT  
PUBLIC SWITCHED TELEPHONE  
NETWORK (PSTN).**

# Why you need to migrate

## LINES WILL STOP WORKING BY 2025

The phase-out program started in September 2019 with an early market deployment launch. By September 2023 all analogue and ISDN telephone lines will cease being sold; the phase-out of the old telephone lines will be completed by 2025.

## COMPLETE UPGRADE FOR EVERYONE

This program represents a complete upgrade and modernisation of the UK telecommunications network infrastructure with the national network converting to Internet protocol (IP) technology.

## BROADBAND NETWORK UPGRADE

This means that all telephone calls will be placed across the broadband network and also includes a long overdue upgrade of outdated broadband services.

## A TAILORED PHONE SYSTEM

Businesses should explore the new options now; if you are not currently using IP technology or are using analogue or ISDN lines you should be considering the technology upgrade that best meet your business needs.

## IP TECHNOLOGY BENEFITS

A big advantage is that you will no longer need to pay for an analogue telephone line just to receive broadband, saving the cost of the line. You can also look forward to the many benefits that the new IP technology can provide your business including lower cost calls, free line rental and a host of productivity features that will benefit your business.

## ULTRA-FAST CONNECTIVITY

ISDN will also be left behind as an outdated legacy system by the introduction of new broadband, ultra-fast connectivity such as Fiber to the Cabinet (FTTC), G-Fast, Fiber to the Premises (FTTP) and Ethernet Leas Line



## Introduction: What is the PSTN and ISDN

**PSTN** | The **P**ublic **S**witched **T**elephone **N**etwork has its origins in the manually controlled, copper based local networks of the late 1800s. Improvements such as automatic telephone exchanges, trunk lines and computer based CCS7 signalling and more recently undersea telephone cables, fibre optic cables, satellites and mobile networks kept improving both coverage and capability, but at its heart it is still optimised to deliver analogue voice data between two handsets

**ISDN** | On the other hand, **I**ntegrated **S**ervices **D**igital **N**etwork, was first deployed in 1986 to provide standards for digital based voice and data communications, allowing a single telephone line to carry voice calls, video and data. It was an attempt to provide a more data-based telephony network, but was still bound to the low bandwidth legacy of the PSTN. Most of the companies in the UK still rely on this phone network technology.

## Where are we going

With the almost universal adoption of computers, broadband and the Internet producing an ever-increasing need for high speed data transfer, the PSTN is becoming less and less relevant. Internet Protocol (IP) based phones can use the same data networks as computers, known as Voice over Internet Protocol (VoIP), no longer needing dedicated voice lines. This means that the PSTN can be retired, and ISDN, which is superseded by the far more versatile Internet, is being retired with it.

It will be replaced by the Internet as a transport network with Session Initiation Protocol (SIP) based signalling. BT Openreach will therefore be able to deliver both voice, video and data over a single common network. That's why those ones who are stuck with these old technologies should move smoothly to the latest phone systems ASAP.

*Digitel Group offers a cloud telephone solution, Temovi, which meets the needs of any small and medium-sized business. Temovi provides a hosted telephone service with all the features organisations need plus unified communications.*

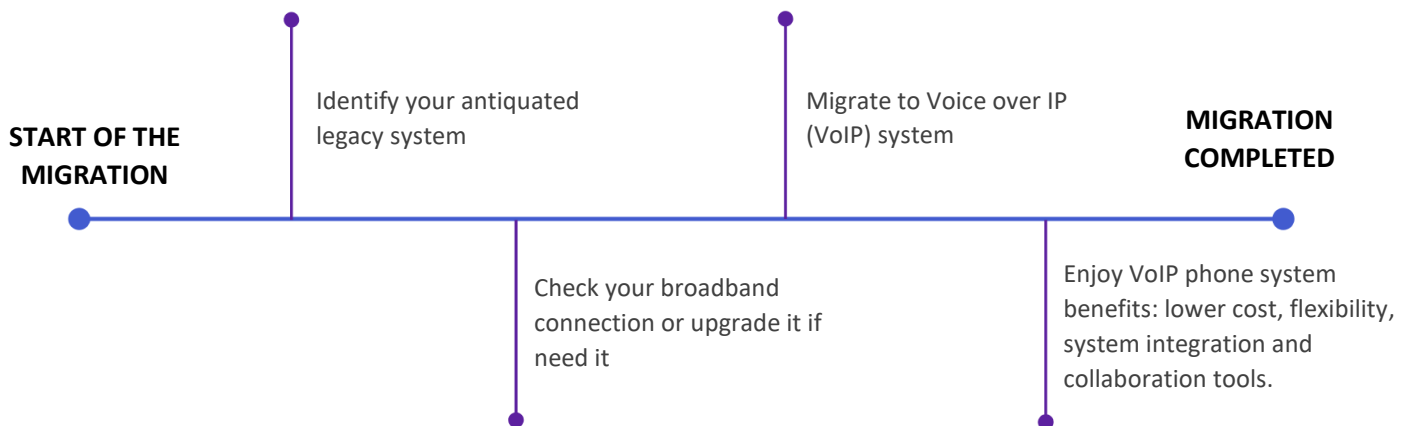
## Next Steps

This Switch off will require businesses and residences to move all its voice networks to VoIP (Voice over IP). The main difference between antiquated legacy tools and VoIP is that this last one does not run over PSTN lines, making them and line rental unnecessary. The only requirement in order to start using your VoIP system is to have an active internet connection.







*Temovi Cloud system saves us money compared to our old suppliers, BT and Utility Warehouse. I can dial in; I can work and listen to voicemails remotely. We can easily transfer calls, it's **a lot easier** to talk with people.*

**Adam Poole, Easi-Way Mobility Director**



## What else will be affected

-  Card Machines and Vending Machines
-  Alarm Lines
-  Fax Lines
-  Bank Line with Modem



## The right migration steps

Today, approximately a million of users have migrated away from PSTN since the switch-off was confirmed in 2018.

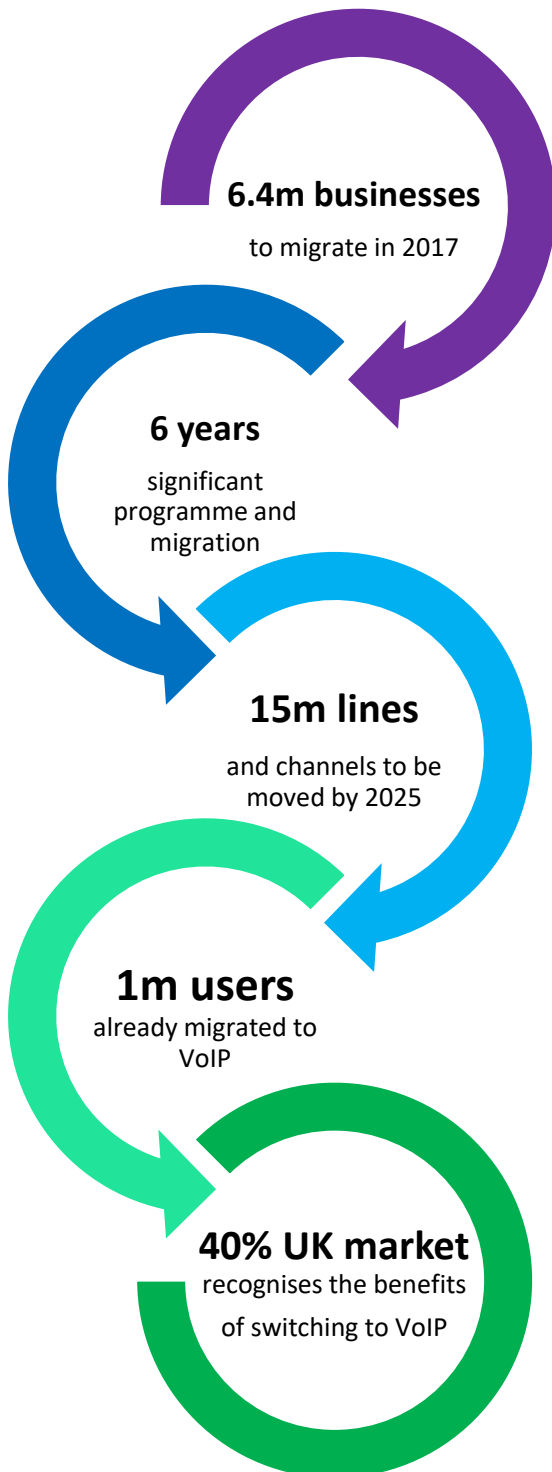
Leaving the migration for the last minute shouldn't be an option for any business who wants to secure a business continuity regarding its operations.

Organisations shouldn't rush into making a decision when there is still time to go through the process and evaluate every business' needs. It is recommended to start the migration few years before the switch-off, so businesses are more prepared and will successfully adapt to any variation or impact the migration may have on the business.

## Businesses' satisfaction during the migration

One of the biggest fears for businesses when migrating to the digital telephony will be maintaining their old phone business numbers, especially for those with local presence and whose customers reach them by phone.

However, with the Cloud Telephony and SIP services this is not a barrier. Cloud Phone Systems enable the option of keeping old phone numbers while giving a major flexibility to add as many users on the go.



*When **Digitel** recommended that we switch to the new **Temovi cloud system**, it was an easy decision because we know longer have to pay for lines calls or maintenance as we did with the old system.*

Savings on the new system of £1,500.00 per annum

**Richard Houghton, BVH Director**



## The right VoIP system for your business

Temovi, enables businesses to communicate and collaborate more effectively and efficiently anywhere any time on any communications device desk phone, mobile phone, notepad, laptop and personal computer.

## Temovi delivers real benefits

- Virtually eliminate telephone line charges
- Provide free local, national and mobile call's
- Integrate your mobile phone or other personal device with your Temovi service
- Virtually eliminate maintenance charges
- Provide a management portal to manage your Temovi subscribers
- We can bring a new extension or line into service in minutes
- We can provide foreign exchange lines from any city in the UK or around the world
- Plus, a whole host of features and benefits from a truly unified multimedia network

*Temovi is an award winning platform that supports millions of IP lines and provides billions of minutes of use by customers worldwide.*



*The cabling for telephony was nearly at the end of its life as everybody's handset was crackly, we had really good support from **Digitel** with any current system issues and so we didn't really want to invest. However, we spoke to Digitel because of our ongoing good business relationship with them and all the features that Neil highlighted on the **Temovi Cloud System** sounded really good and **useful** to our business.*

Savings on the new system of £2,544.00 per annum

**Mike Acton, Hans Lingl UK Head of Engineering**



*We wanted to **upgrade** our old system which was a more basic phone system to a new system which was more future proof and **flexible**, providing more flexibility for the distribution of calls and for the system to fail over to a backup plan in the event of an unforeseen incident as part of a business continuity plan.*

Saving on the new system of £1,640.00 per annum

**Mandy Ashworth, Biofortuna Office Coordinator.**



## Who should you talk with about your switch-off options?

We have been helping a number of customers with this ISDN and PSTN migration to our Cloud-based Phone System, **Temovi**, since Openreach released the switch-off in 2018.

You can **contact our support** team, who will make sure your business migration is painless and smooth and adapting to your upgraded communications solution is equally trouble free.

If you are already a customer you can contact your **Account Manager** for a personal assessment on your business system upgrade.



**digitel**  
group

Get in touch with us!

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