UK Analogue to Digital Switchover

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April 2025

openreach

Openreach

A bit about us

We build and maintain the UK's largest wholesale communications network which provides phone, broadband, TV and data services to millions of homes, businesses and other organizations.

We're owned by the BT Group but we're legally separate and heavily regulated.

We work on behalf of Communications Providers like Sky, Vodafone, BT, TalkTalk, Zen and hundreds of smaller players.

Our engineers work in every community in the UK, around the clock, and in all kinds of weather to install and maintain equipment that provides fast, reliable broadband to millions of people.

We provide around 24.5m voice and broadband lines to homes and businesses in the UK.

We are upgrading the UK's broadband infrastructure to pass 25m homes and business with Full Fibre connections by 2026.

We are committed to a balanced build including over six million premises in rural and semi-rural areas.

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↳ **Communications provider**

↓

End customer

690+
Communications providers

35k+ employees

Building Full Fibre to
25m premises by Dec 2026

17m+ Full Fibre build complete
(4.3m rural), building 78k a week

6m end customers
connected to Full Fibre

The PSTN is becoming less reliable as time goes on

Ofcom Connection Nations UK Report 2023/4

Equipment is beyond its intended lifespan and reduced skills in legacy technology

Since 2020, the fault rate on the copper network was 50% higher than on FTTP

In 2023 the number of PSTN incidents increased by 20%

In 2023 there was a 60% increase in hours lost for customers on the PSTN

In 2024 the number of PSTN incidents increased by 45%

In 2024 there was a 55% Decrease in hours lost for customers to due moving to Digital Voice Services

"The volume of fixed incidents, particularly relating to PSTN voice, has **grown** over the years due to the equipment being **beyond its intended lifespan** and the **reduction of qualified personnel within industry** with experience of these legacy technologies. "

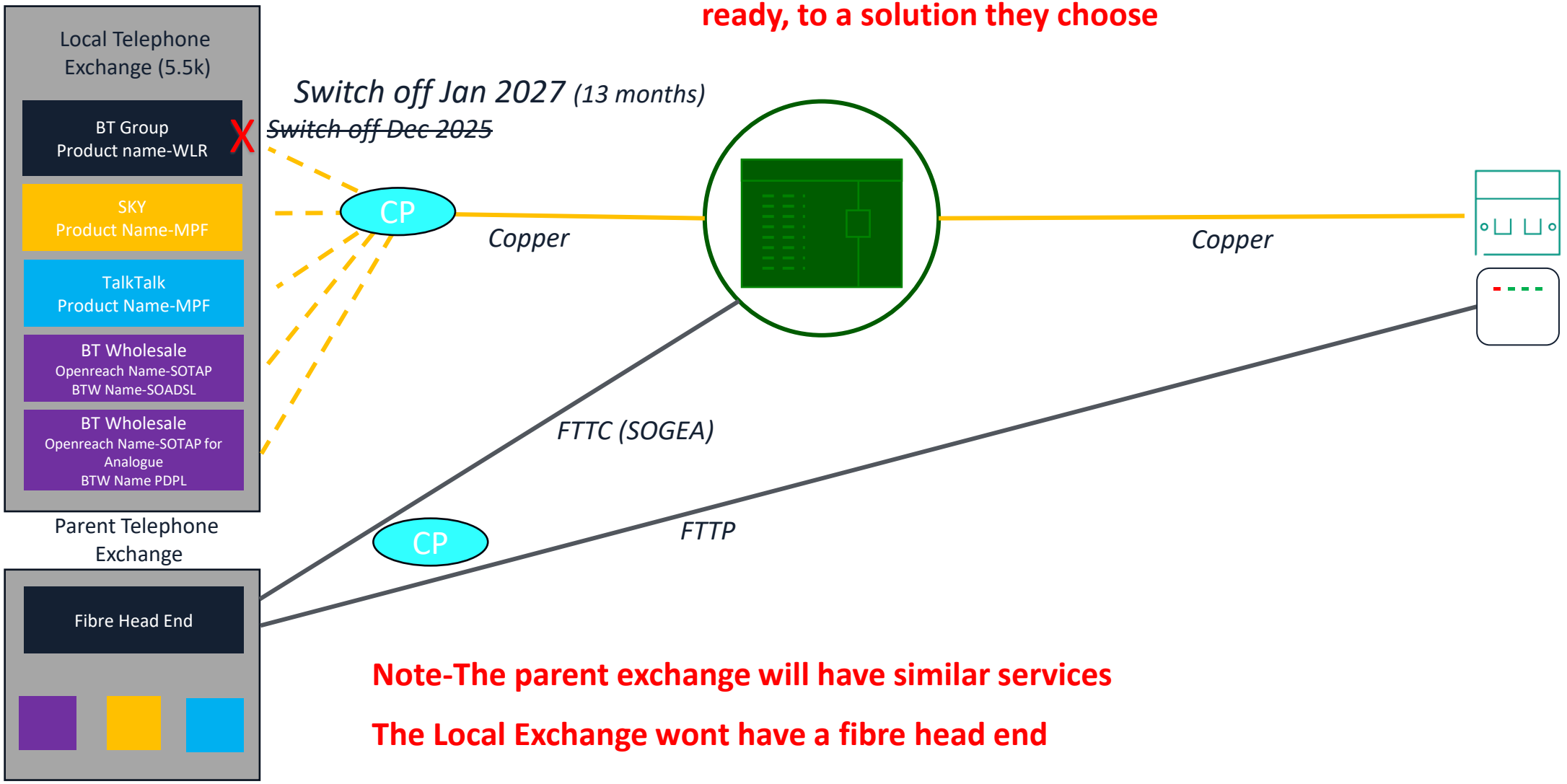
"This year has seen a **45% increase** in the number of PSTN incidents reported to us, although a **55% decrease** in the amount of service hours being lost for customers (the ongoing migration of customers from PSTN to Digital Voice services means that fewer customers are impacted by service loss when the incidents occur)"

Connected Nations 2024 page 52

The Network

Note-There will not be Exchange switch-over!

Each CP will migrate their own customers when they are ready, to a solution they choose



Note-The parent exchange will have similar services

The Local Exchange wont have a fibre head end

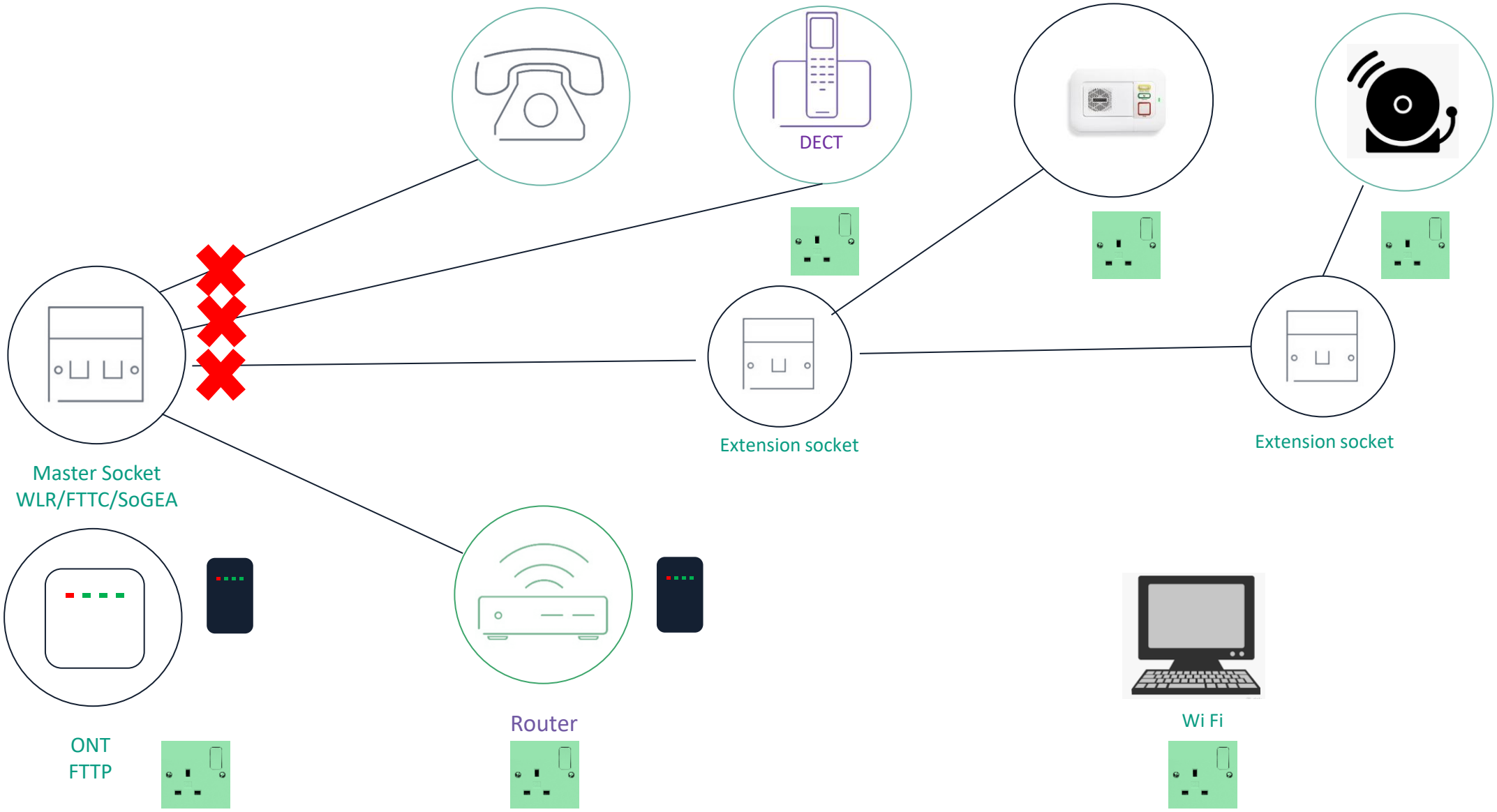
The Communications Provider

Their choices

- CPs need to move their PSTN customers from that exchange equipment before the end of **Jan 2027**
- Each CP will choose how **they** want to do this. The choices are:
- Move to **FTTP** if at the premises or **FTTC** (SOGEA) if not.
- Where there is **no Fibre** product, they can move their customer to BT Wholesale's SOADSL product (ADSL service)
- Even if Fibre is at the premises, they can move their customer to SKY or TalkTalk who have their own exchange equipment that works on an all-copper line and where there is a Special Service and the CP feels that they don't want to move their customer to Fibre. they can use BT Wholesale's PDPL (Pre-Digital Phone Line) product.
- The long-term goal should be to move to All IP on a fibre line.

So what's changing inside the premises ?

On Migration by CP to SoGEA (FTTC)/FTTP



Use Cases

- Special Services (non-standard Phone use)

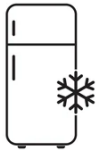
Alarms
CCTV
Door Entry Systems
External Bells
Fire Alarms
Intruder/Security
Lift Alarms

Government
Custodial Tagging
Helicopter Pads
School Security
Weather Monitoring

Telephony
Emergency Phones (Coastal or Bridges)
Fax Machines

Business
EPOS (Tills)
Franking Machines
Printers

Health
Baby Unit Alarms
Blood Fridges
Medical Equipment



Travel
Bus Stops
Car Park Barriers
EV Charging
Motorway Signs
Pay and Display Machines
Railway Level Crossings
Traffic Lights
Train Platform Help Points
Underground (Oyster)

Entertainment
Arcade Machines
National Lottery Terminals
Vending Machines

Monitoring
Air con units
Electricity Telemetry
Environment Agency Monitors
Flood Monitors
Gas Telemetry
Sluice Gates
Smart Meters
Streetlights
Water Telemetry

Finance
ATMs
Chip and Pin Terminals
Paypoint Machines
Stock Market Systems

Vulnerable
Telecare Alarms
Telehealth Alarms (biometrics)

Learn to C.L.A.P.

Communications

- Who is likely to receive them?
- Will they understand it?

Logistics

- Will they be able to make the changes?
- Will the router plug into the **master** socket easily?
- Will there be power available for the router/ONT?

Adjustments

- Will the CP provide an ATA port?
- Will the existing devices plug into an ATA port?
- What are the risks?

Power

- Is there power on-site?
- What will you do in a power cut situation (UPS/BBU)?

How can you get ready?

1. Audit your own telephone estate records

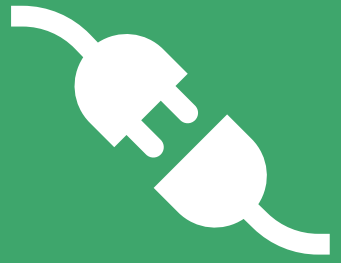
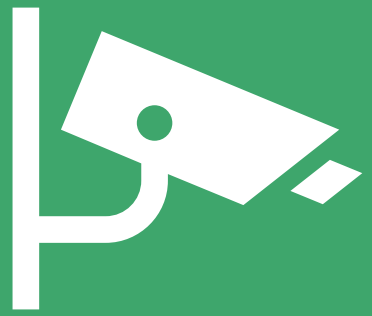
Check which devices you use today that are plugged into a main phone or extension socket.
This could be a telephone, a system, a telecare device, or many other things. Take the 13-month extension as a safety net, don't delay your plans.

2. Contact your device providers

Ask them how the devices will work when plugged into a router (supplied by the CP).
Do they have solutions to ensure your devices work when not using the PSTN

3. Contact your CP

Speak to your account manager or customer services, and ask their advice for your migration.
They may have a specialist team or good information for you to read


Thank you

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