Navigating the PSTN switch-off

BT Means Business

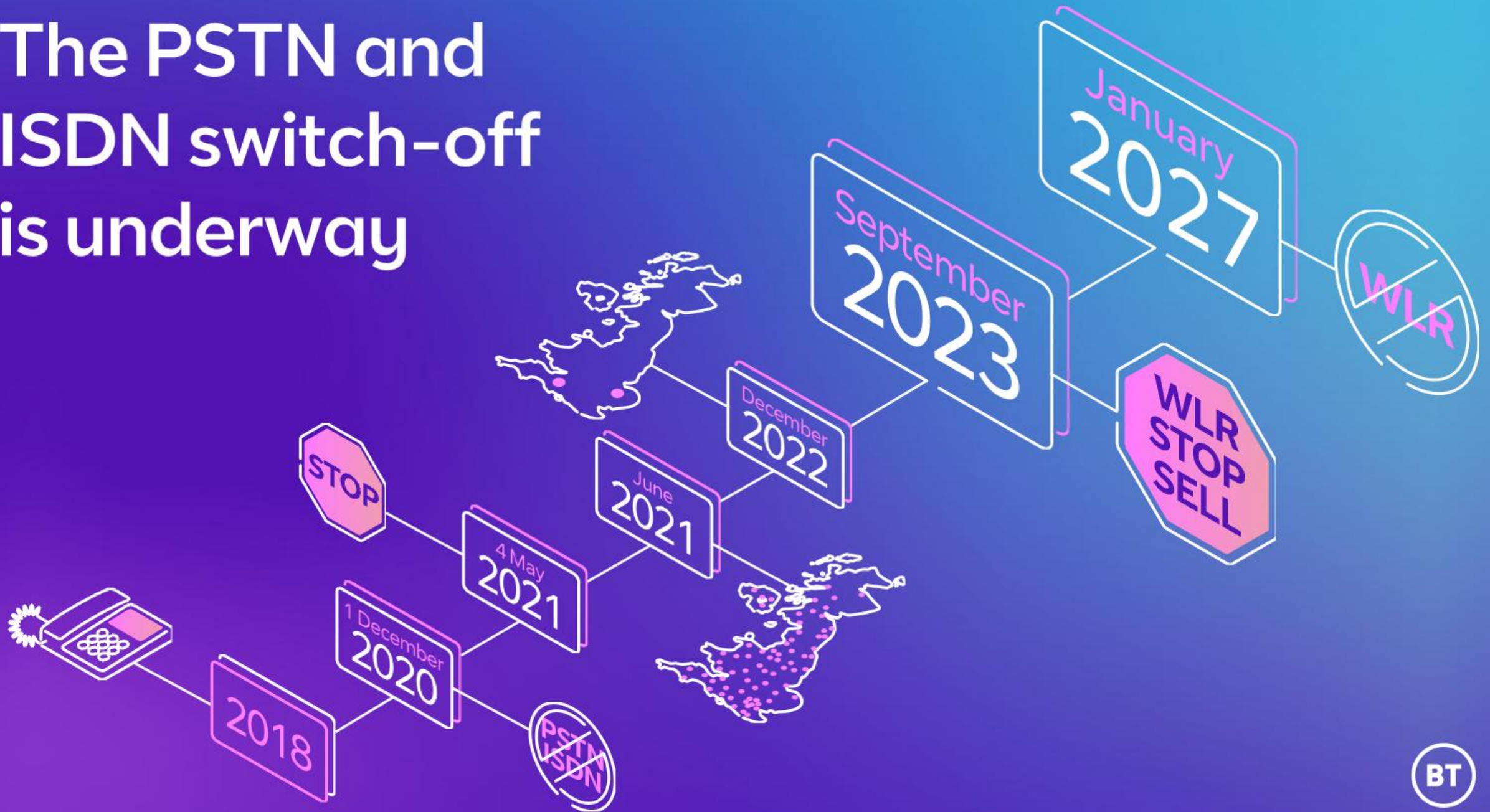Graham Passmore

Industry Engagement

BT

This is a once-in-a generation upgrade

Better communication, now and forever, with our resilient, sustainable and energy-efficient digital phone service – we're keeping our customers connected.

Speak with your account manager

The PSTN and ISDN switch-off is underway

STOP

2018

1 December 2020

PSTN ISDN

4 May 2021

June 2021

December 2022

September 2023

WLR STOP SELL

January 2027

WLR

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Telcos across the world are making this journey

Ageing networks are limiting the growth of the UK economy by holding back its technological evolution. In response, customers are reshaping their WAN strategies – all 29 analogue products being switched off are important.

Ageing network equipment	End-of-life elements and scarcity of spares	Service availability challenge	The cost of misaligned portfolio
Legacy data networks aren't just outdated, they're also costly. Relying on ageing equipment leads to higher failure rates, rising costs, and unreliable service assurance.	The outdated equipment used in ageing networks is hard to maintain. Due to increasing scarcity, spare parts are only available on the grey market – a potential security weak point.	Telecoms services rely on contractual service levels against known availability measures. Our customers rely on BT to deliver this. Higher failure rates, and scarcity of spares, raises the risk profile of legacy network services.	Misaligned protocols and ageing equipment unnecessarily complicate and constrain operations, impairing architectural roadmaps.\n\nAs protocols and equipment are aligned to single platforms, the service will simplify.

BT Business are urging customers to be off PSTN by December 2025

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Our go-to access services
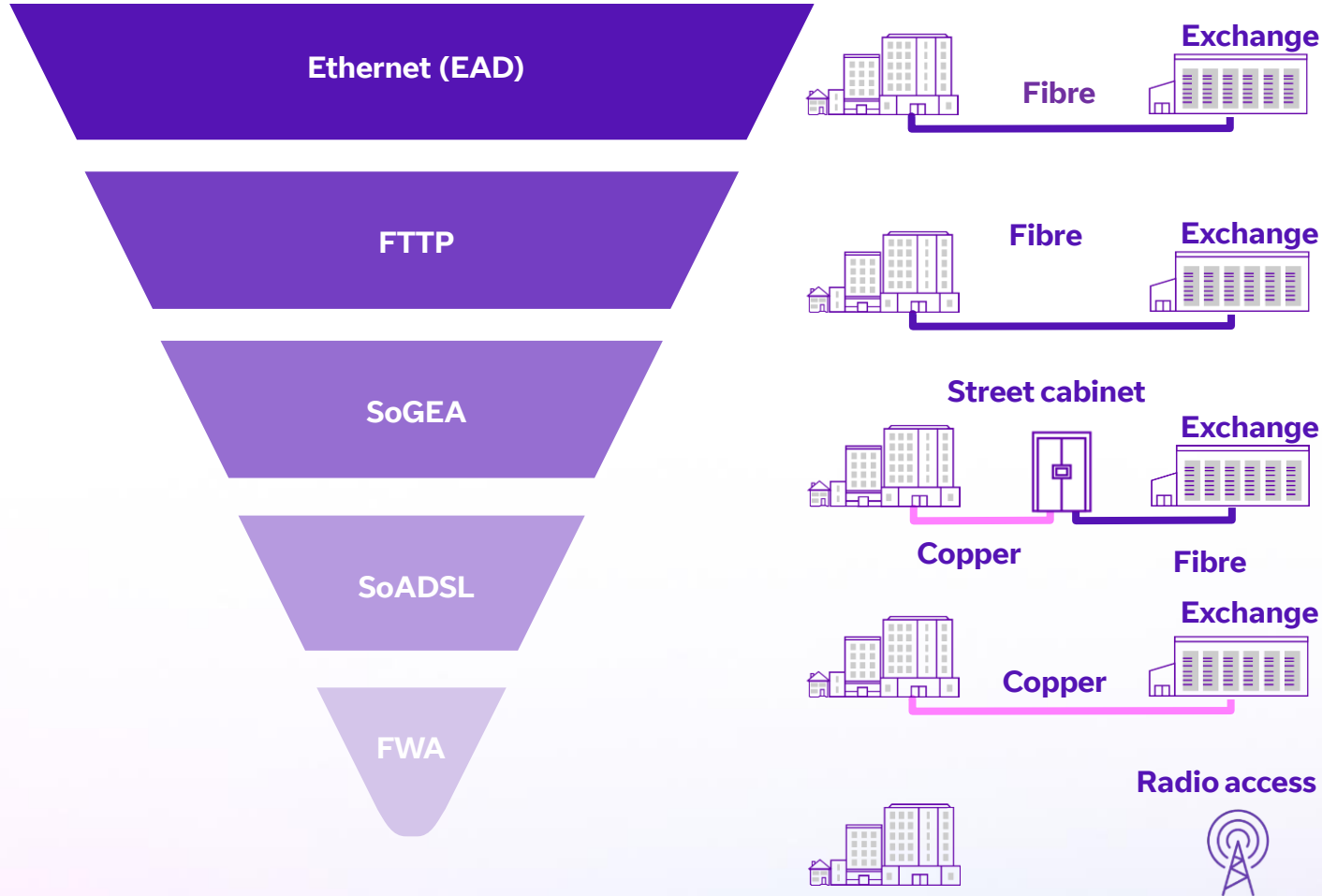
Ethernet (EAD)
Via BTnet, IP Connect and Ethernet Connect Speeds up to 10Gb

FTTP
Available via Broadband One, Business Broadband and IP Connect. Available 23/24 on BTnet and Ethernet Connect Speeds of up to 1Gb downstream

SoGEA
Available via Broadband One, Business Broadband and IP Connect. Available 23/24 on BTnet and Ethernet Connect Speeds of up to 80Mb

SoADSL
Available 23/24 via Broadband One, Business Broadband and IP Connect. Speeds of up to 8Mb and 24Mb downstream

Fixed wireless access
EE Smart 4G/5G hub. Average speeds c.146Mb (5G)

Our go-to voice services

Small office (one – four users)	Small business (five – 100 users)	Mid-market (100 – 250 users)	UK corporates (251+ users)	Global corporates (251+ users)

PSTN replacement

Cloud Voice Express
Hosted Voice over IP phone combining small office features of a traditional phone system with the flexibility of the cloud

Cloud Voice
Hosted VoIP phone combining business features of a traditional phone system with the flexibility of the cloud

Cloud Work
Leading cloud PBX powered by RingCentral, supporting cloud first telephony and contact centre, with a suite of APIs to integrate a workspace

MICloud
Private hosted cloud PBX from Mitel with combined UC and CC
Ideal for organisations with concerns about platform availability and security

One Cloud Cisco
Cloud-based voice and collaboration platform, providing voice, instant messaging and presence, video and desktop sharing on a pay-per-user, per month basis

Microsoft Teams
Cloud-based voice and collaboration platform. Teams provides voice, instant messaging and presence, video and desktop sharing on a pay-per-user, per month basis

Webex Calling
Cloud-based calling using our global voice network and comprehensive managed service

PBX replacement

Cloud Voice SIP
Flexible SIP solution for smaller solutions and direct PSTN replacement – ideal for on-premesis PBX voice connectivity

One Voice SIP
High performance SIP for large capacity deployments, giving customers an online portal to manage performance – also includes an approved, certified and tested SBC list

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Our IP transformation professional and managed services

We offer six professional service modules to our customers to ensure their successful migration to IP

Audit

A team of dedicated project coordinators and technical architects conduct remote or on-site surveys with the customer

Portfolio analysis and mapping

Architect analysis of audit data and customer requirements to identify use cases, then substitutional IP services

Solution design

For very large or complex customers, we provide bespoke solution design services

Service set-up

Fully managed data access and voice provision

Service migration

Number porting for voice migration; user acceptance testing; optional training/ floor walking

Managed decommission

Fully managed removal and regulatory compliant disposal/ recycling of legacy CPE
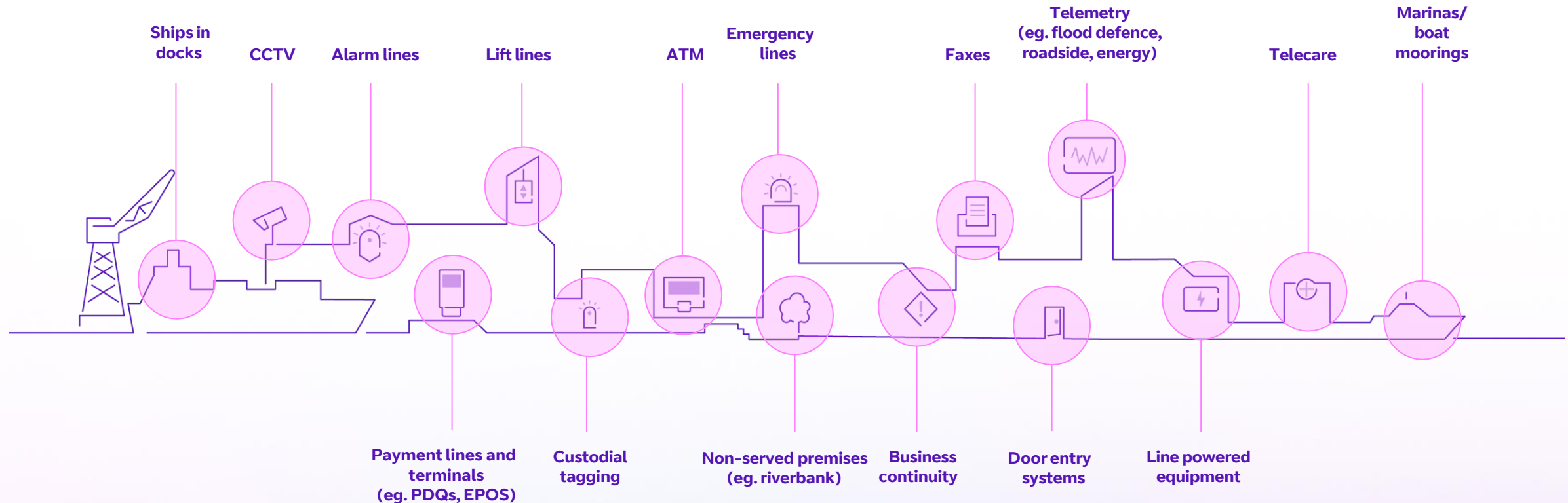
Project management services

Three levels of project management offered: project management office (PMO), dedicated project manager, shared project management and coordinators

https://business.bt.com/insights/ip-professional-services/

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Edge use cases

Analogue networks are used for more than voice

Ships in docks

CCTV

Alarm lines

Lift lines

ATM

Emergency lines

Faxes

Telemetry (eg. flood defence, roadside, energy)

Telecare

Marinas/ boat moorings

Payment lines and terminals (eg. PDQs, EPOS)

Custodial tagging

Non-served premises (eg. riverbank)

Business continuity

Door entry systems

Line powered equipment

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What can you do to ensure your use cases are ready for switchover?

Identify what you're using your lines for – what devices do you have connected to these services?

Contact your device providers for advice – what steps do you need to take to ensure your devices will work after the switchover?

Let your communications provider know if you have any critical services – would disconnecting them cause harm?

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BT Digital Services Test Lab facility

Our test facility, located at Adastral Park near Ipswich, is available free of charge for special service suppliers or customers to come and test their equipment. Simply register an interest by emailing **business.ip.transformation@bt.com**
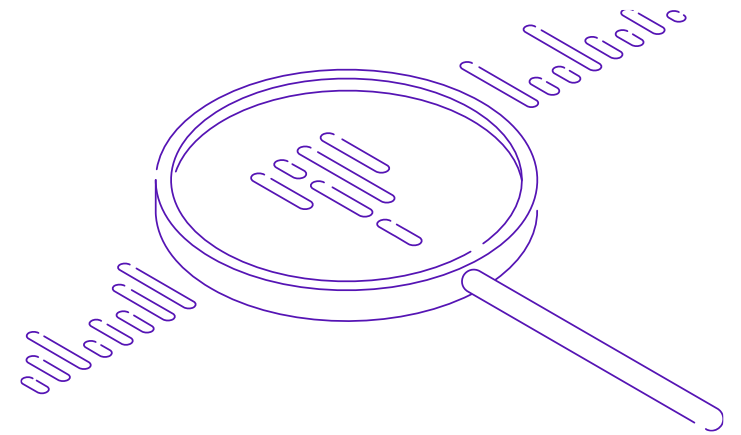
BT Enterprise IP digital connectivity

- **Broadband** – copper-connectivity

- **Fibre or superfast** – SoGEA (Single order Generic Ethernet Access or FTTP (Fibre to the Premise)

- **Ultrafast one or two** FTTP
- **Pre-digital Phone line**

Testing support

- Engaging manufacturers, vendors, and industry bodies with invitations of support

- Dedicated test manager **supporting** customers through **required testing**

- IP customer **technology testing facility at Adastral Park**

Special services

Some common examples, but not exhaustive:

- Alarm lines
- ATMs
- Door entry systems
- Payment card machines
- CCTV
- Faxes
- Modems
- Telemetry

BT Digital Services Test Lab facility

Handsets
Ancillary Phone devices (Bells & Visual Alerters)
Telecare Devices
Lift Auto Diallers
Power meters
Telemetry
Security Alarms

Register for testing at Digital Service Labs

Pre-Digital Phone Line (PDPL)

What is Pre-Digital Phone Line?

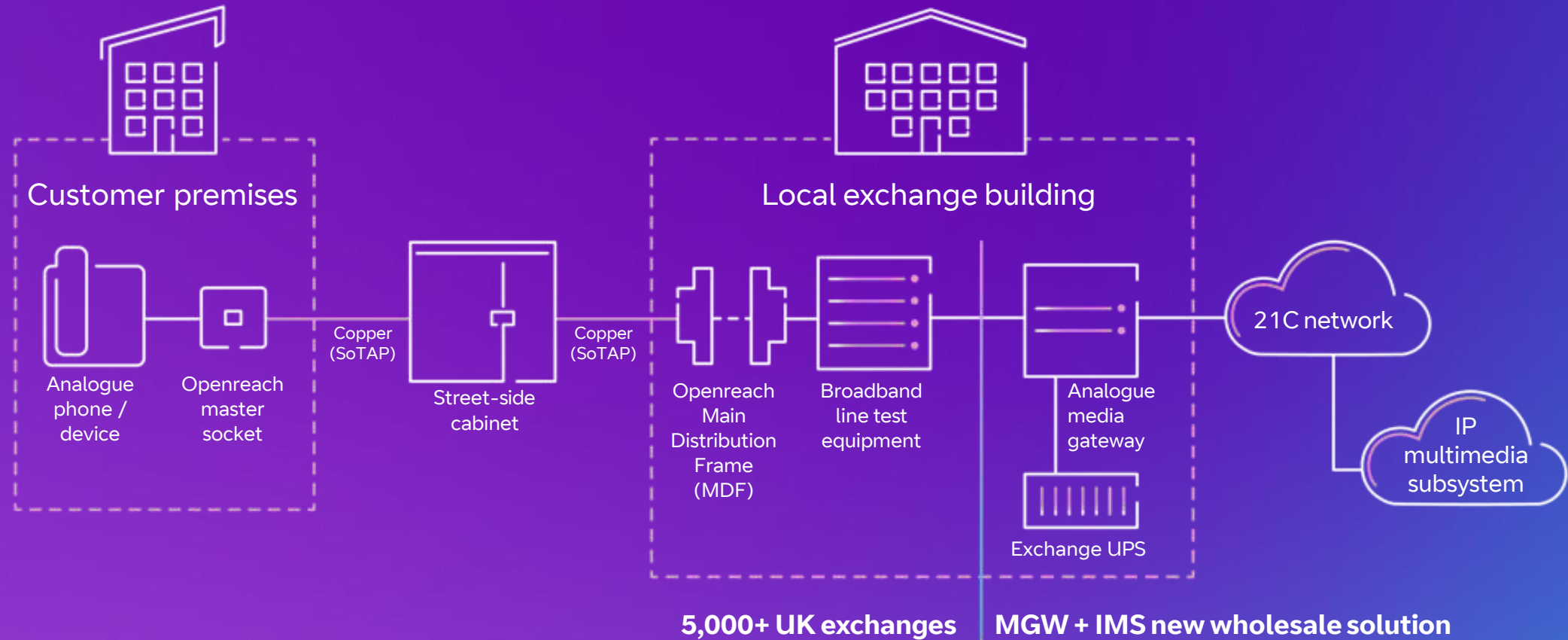An interim solution that helps move customers off the PSTN

Allows customers to retain legacy PSTN handsets and devices & carry over their voice services*

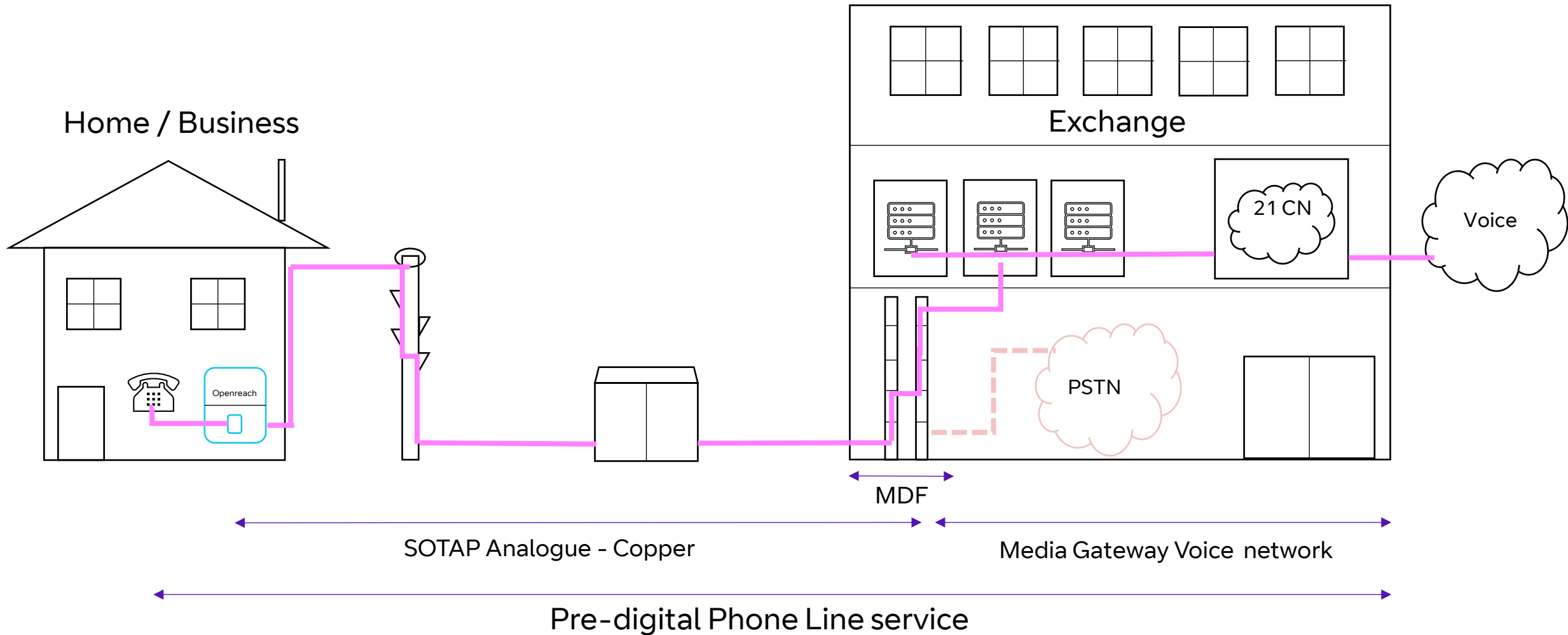Allows you to manage edge-use cases and voice customers without broadband where there's currently no alternative

*partially emulated, as some services may not be fully replicable

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How Pre-Digital Phone Line works

Customer premises

Local exchange building

Analogue
phone /
device

Openreach
master
socket

Copper
(SoTAP)

Street-side
cabinet

Copper
(SoTAP)

Openreach
Main
Distribution
Frame
(MDF)

Broadband
line test
equipment

Analogue
media
gateway

Exchange UPS

21C network

IP
multimedia
subsystem

5,000+ UK exchanges | **MGW + IMS new wholesale solution**

1partially emulated, as some services may not be fully replicable

Pre Digital Phone Line (PDPL)

Home / Business

Exchange

Openreach

21 CN

Voice

PSTN

MDF

SOTAP Analogue - Copper

Media Gateway Voice network

Pre-digital Phone Line service

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Thank you

Speak with your account manager