



Means
Business

All IP: navigating the PSTN shutdown

PSTN is on borrowed time

In 2017, BT Group announced that the Public Switched Telephone Network (PSTN), the analogue technology which has connected homes and businesses around the world for decades, will be shut down. In the UK, the switch-off is scheduled for 2025; globally, the switch-off process is happening right now – with dates varying by country. (As there are many local voice operators globally, please ensure you check PSTN closure dates per country to avoid any surprises.)

We'll be retiring the old analogue technology and upgrading all

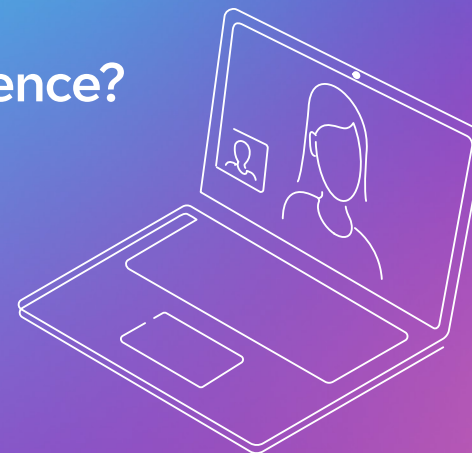
of our customers to digital phone services – often referred to as 'All-IP'. This newer, digital technology can transmit more data at faster speeds, as well as allowing for greater flexibility and scalability.

As an IT decision maker, it's important to understand how this will impact your organisation's infrastructure and services. In this mini-whitepaper, we provide guidance on how to navigate the PSTN shutdown and what to do with your legacy services.



PSTN vs All-IP – what's the difference?

"All-IP" technology is a type of telecommunications network that uses the internet protocol (IP) to transmit voice, data, and video information. This means that all communication is digitised and transmitted as packets of data over the internet.



In contrast, PSTN (Public Switched Telephone Network) is a traditional phone system that uses circuit-switched technology to transmit analogue voice signals over copper wires. This system has been in use for many decades and is still widely used today.

The main difference between All-IP and PSTN is that All-IP is an all-digital network, while PSTN is analogue. This means that All-IP is able to transmit more data at faster speeds and can handle a wider range of multimedia services, such as video conferencing and streaming. All-IP also offers greater flexibility and scalability, as it can be easily integrated with other digital technologies and services.

Replacing legacy services: simple voice

These could be products like analogue phone lines (PSTN) or feature lines where you just make and receive voice calls – perhaps at a branch or remote office.

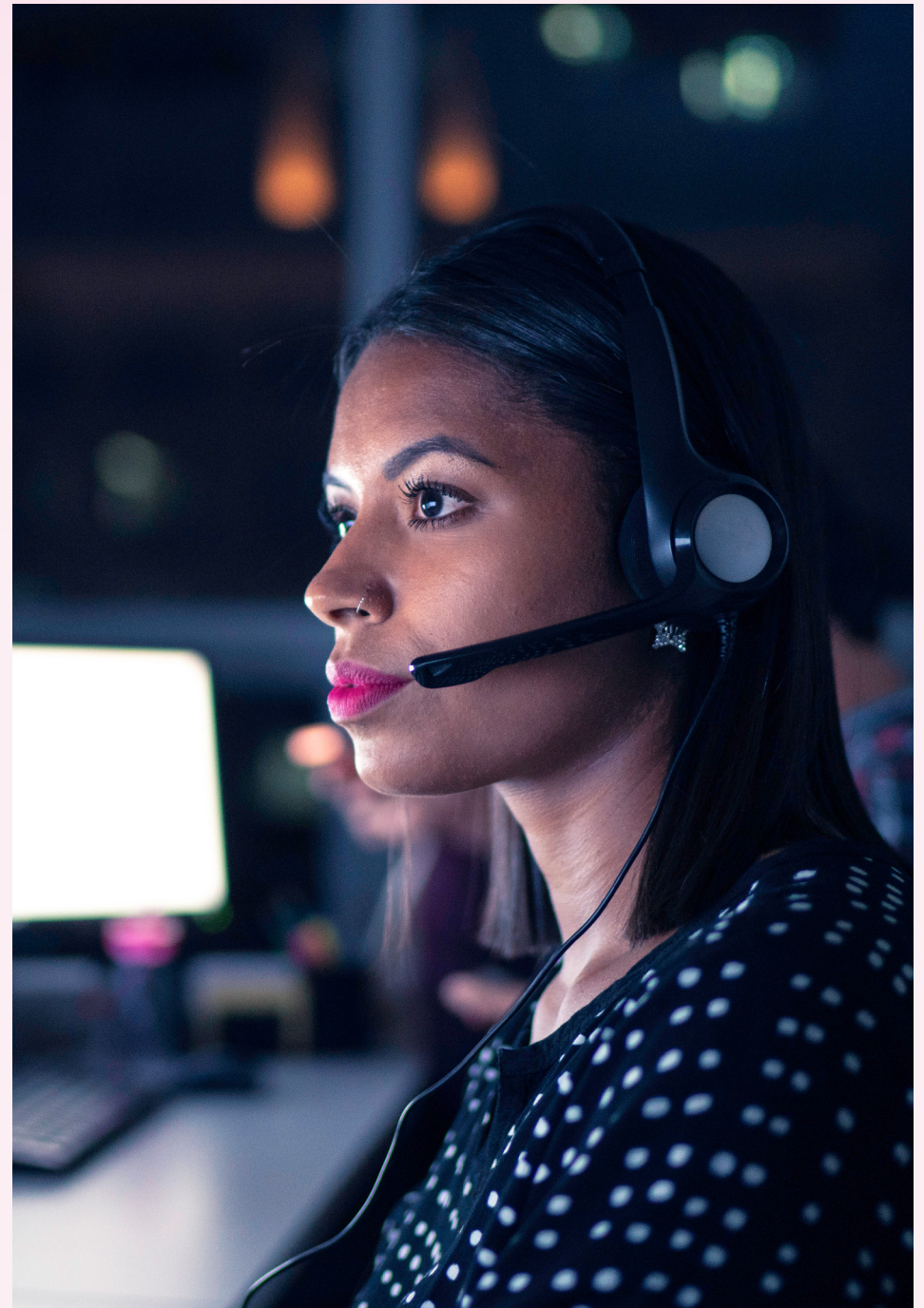
Replacing simple voice services like these may seem straightforward, but it's essential to consider your options and take the right steps for your organisation.

Firstly, in an All-IP world, data connectivity is necessary to support the replacement voice service, which can be a broadband or WAN service. If there's already broadband or WAN at the location, a new or additional service may not be required. Also bear in mind that if there are multiple single lines in one location or building, it may not be necessary to replace all of them on a one for one basis. An adequately sized data connection can support multiple voice users.

How can we help?

We'll work with you to identify the optimal solution suited to your business needs while minimising the associated risks during your transformation. You can rely on our expert services in design, project management, deployment, and user adoption to provide you with the necessary support throughout the process.

We'll help you find the right voice solution for you by following the five-step process outlined on page six.



Replacing legacy services: complex / corporate voice

For complex or corporate voice requirements such as ISDN2 or ISDN30 products that are connected to switchboards at larger offices or HQ buildings, it's essential to consider how the different options align with your company's strategy. You should also think about the technology landscape in which your company operates – not only in the UK, but also globally, in order to align to the right proposition.

The right mobile and enterprise cloud collaboration technologies can turbo-charge agility and output, but concerns about the potential complexity and costs can hold organisations back.

How can we help?

We provide an expanse of digital workplace solutions for a **more complete, cloud-first collaboration experience**, such as device, mobile, streaming or networking solutions.

A more connected workplace can deliver reduced costs and improved productivity, and we'll make it happen whilst taking into account your company's strategy and the technology landscape in the countries where you operate.

We'll also help you manage the complexity, mitigate risks, and provide you with user adoption support for faster business outcomes with minimal end-user disruption.

We'll help you find the right voice solution for you by following the five-step process outlined on page six.



The following questions might help identify the right solution:

- Are you looking to migrate voice to cloud collaboration platform?
- Have you invested in significant switch / PBX equipment that you're looking to maximise return on investment in?
- What is your future global strategy, and how might migrating help expedite this?
- Do you have critical business lines which need more attention - such as: security alarms, emergency lines, and machine alerts, business critical numbers?
- Are you planning to migrate parts of your estate to mobile connectivity?

Your account manager will be able to discuss this further with you.

PSTN switch-off: considerations for special services

The switch-off will, of course, affect any telephony services which depend on PSTN technology. But there's other things which may rely on a PSTN line to work, including:

- machine to machine lines
- lift lines
- alarm lines
- telemetry and monitoring.

As the PSTN switch-off will impact different services in various ways, it's

crucial to consult your service provider to understand how your dependent services will work after the shutdown.

Some special services providers may require PSTN replacement services or compatible equipment, while others are eliminating the need for a fixed connection altogether. An example of this is where some lift manufacturers or maintainers are opting to use mobile sims or intercoms rather than a telephone line.

How can we help?

Firstly, we need to know that you've consulted your service provider before we can offer the required replacement connectivity or service. It's important to remember that although BT may have provided the connectivity to allow a service to work, that doesn't mean that the responsibility lies with BT for the service to continue in its current form. When speaking your provider, you should also be asking if the equipment connected is IP-

compatible – if not, it may need to be replaced or require an Analogue Terminal Adaptor (ATA).

In instances where the special service does not require voice, and the equipment connected is IP-compatible, then you may only need one of our broadband products. Also think about your infrastructure: if you have multiple services in a single location you may not need a separate broadband for each one –

an appropriate new service could cope with multiple requirements at once.

For telemetry or machine-to-machine requirements, our Internet of Things (IoT) and mobile portfolio can offer viable solutions. Certain applications may require emulation of PSTN functionality. Please consult your account manager for these instances.



There's lots of things to consider, but we can help keep it simple with our **five step plan** outlined on page six.

Our five step plan for switching from PSTN to All-IP

We know that every business is different which is why we work with you to help you find the right solution, following this simple five step process:



1 Discovery

Focused on understanding your business and the needs of your people.

2 Design

We'll work with you to develop a tailored digital workplace solution.

3 Build

Implementing the chosen solution, seamlessly integrating it with existing systems and technologies.

4 Adopt

We'll help you achieve faster business results with on-demand end user adoption training.

5 Innovate

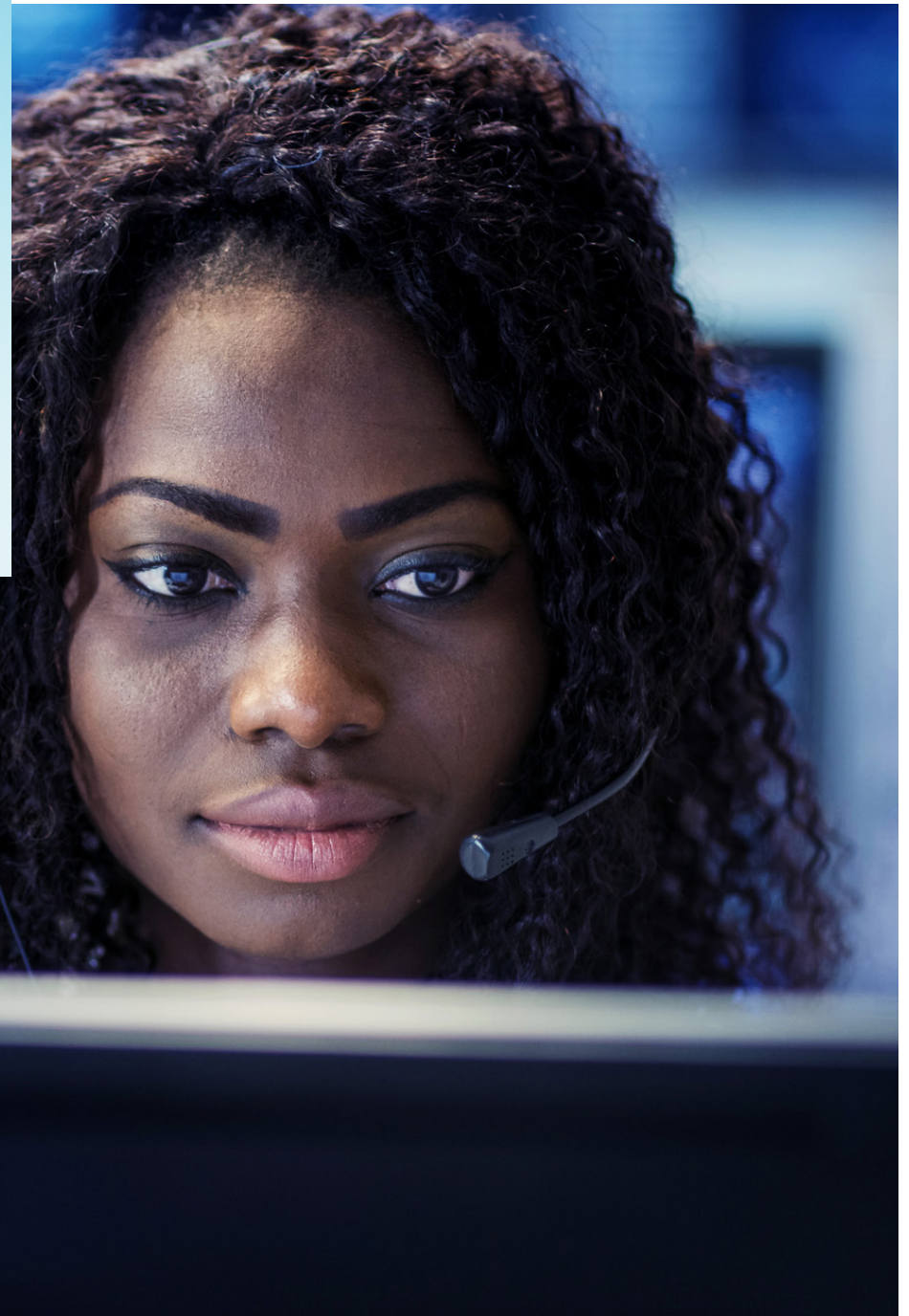
Monitoring and managing to ensure continuous improvement and evolution of your network.

Speak to your account manager to kick start your transformation and find a solution suited to your needs, or [contact a specialist](#).

Kick start your voice transformation today

Upgrading to All-IP services in advance of the PSTN shutdown is essential for businesses to continue operating smoothly. By consulting with your service provider and considering the factors discussed in this whitepaper, you can ensure a seamless transition to digital services that aligns with your overall strategy and technology landscape.

We're here to lend our expertise to help you navigate this transition effectively. Visit [our global voice solutions page](#) to learn more, or speak to your account manager today.





Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2023. Registered office: One Braham, Braham Street, London, England E1 8EE. Registered in England No. 1800000.

June 2023