

The Countdown Begins

A guide to switching to VoIP before the
UK PSTN network switch-off in 2025

Transformation is coming to the nation

What's happening?

The UK's phone network is due for an upgrade, which is why every landline cable from Cornwall to Caithness and Cambridgeshire to County Fermanagh is switching to faster, more reliable and responsive Internet Protocol (IP) technology.

To use the IP network, any systems connected to a Public Switched Telephone Network (PSTN) or Integrated Services Digital Network (ISDN) phone line will need to be moved to a IP-based service.

While 2025 may seem a while away, from December 2023, new ISDN or PSTN-based services will not be able to be purchased, with many locations affected by a stop sell sooner.



2025 is years away. Why talk about it now?

Start planning your move today because there could be a lot to do. Remember, the switch-off is not just about calls. You should review everything connected to your phone lines, like door entry systems, alarms and payment systems.

Many businesses have already embraced an IP model, moving their communications to VoIP and making calls over the internet.

The PSTN switch-off will affect all businesses currently using PSTN and ISDN services. If you fall into this category, you should move to the new network.

Ready for the future with an IP network

Companies and organisations today need high-quality and reliable connectivity that the PSTN network just can't provide. By moving to the UK's new IP-based network, you will have the infrastructure to support every communication need today, tomorrow and beyond.

Factor in the lower costs that IP can bring: it makes sense to get your skates on and go IP as soon as possible. No need to wait until the last moment.



What are the benefits of the IP network?

Collaboration

Link business applications and systems with video, chat, calling and collaboration, bringing customers and colleagues closer together.

Sustainability

Hosting in the cloud reduces energy costs, saving money and the environment.

Flexibility

Make the most of the cloud, accessing systems from anywhere and working wherever you want – whatever the future brings.

Security

BT has you covered. Get faster security updates to protect your business against threats.

What about my Special Services?



Before you get started, don't forget to ask: what else is using your voice line? Businesses often use phone lines for more than just phone calls. These could be door entry systems, alarms, lift emergency lines, payment terminals, cash machines and so much more. They could all be using your old PSTN phone lines. We call them Special Services.

Upgrading to digital will impact how Special Services work, so it is vital that you track down everything that runs off your PSTN and ISDN lines. There is an increasing range of services to help you minimise the impact of upgrading to a digital voice and collaboration service. The better informed and engaged your people are, the higher your chances of squeezing every last benefit from it.



Why BT?

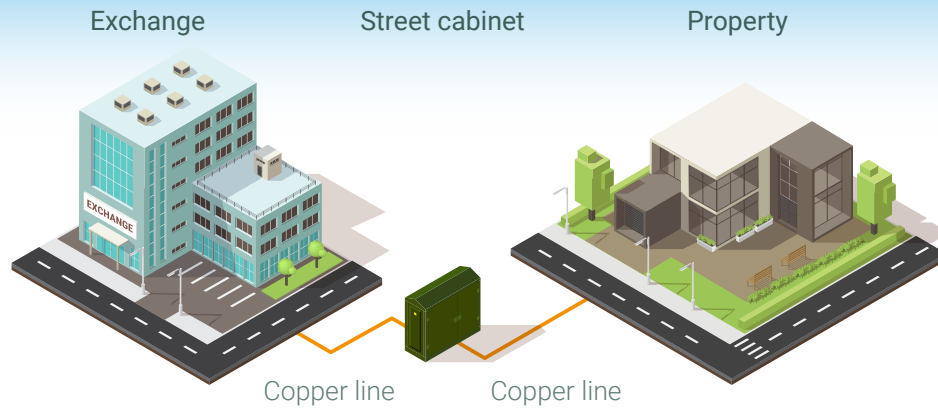
Reliability is at the heart of the BT network: built to the highest standards, with exceptional levels of resilience.

The network is engineered so no more than 50% of its capacity is in use. Extra capacity is added as the use of IP technology grows.

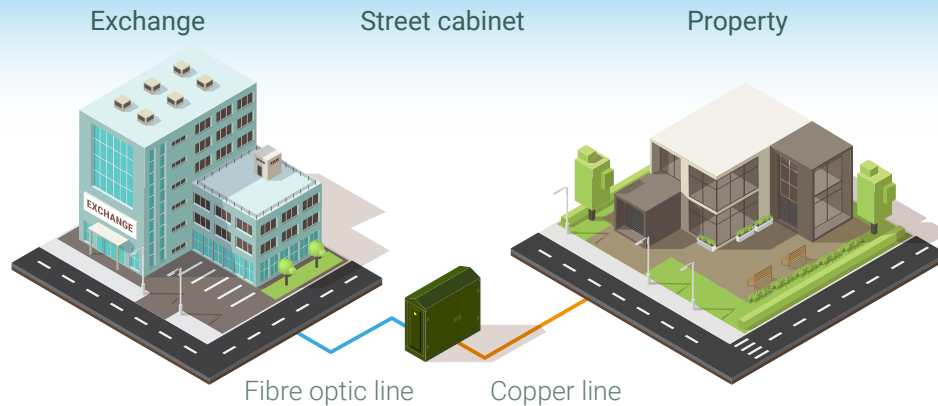
The BT network supports the country's critical infrastructure, keeping the emergency services connected. The 999 service locates every call within three metres and has never gone offline.



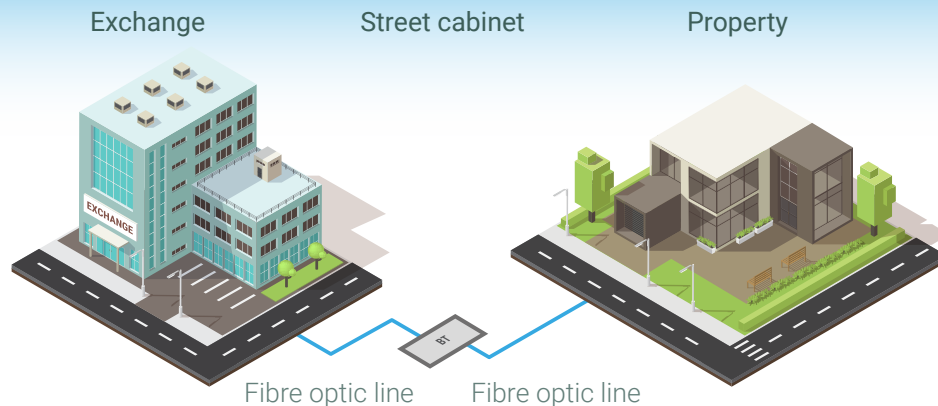
ADSL broadband



FTTC broadband



FTTP broadband



The broadband network has evolved with multiple access types, offering a variety of speeds

For BT, this translates to:

ADSL	Up to 17 Mbps <i>Old broadband</i> Currently needs a phone line	15-20% customers can only get this
FTTC (Fibre to the Cabinet)	Up to 76 Mbps <i>Regular fibre broadband</i> Currently needs a phone line	Most customers can get this – roughly > 70%
GFast	Up to 300 Mbps <i>FTTC on steroids</i> Currently needs a phone line	Few customers can get this – about 1-2%
SOGEA	Up to 76 Mbps <i>Digital fibre broadband</i> Doesn't need a phone line	Most customers can get this – roughly > 70% (The same as FTTC network without a phone line)
FTTP (Fibre to the Premises or Full Fibre)	76-900 Mbps <i>Full fibre delivering the fastest speeds available</i> Doesn't need a phone line	About 20% of customers can get Full Fibre

SOGEA (Single Order Generic Ethernet Access)

The broadband of tomorrow, in one easy order journey

BT SOGEA delivers the same performance and data rates as FTTC broadband. It uses the same infrastructure and has the same geographic availability and future-proofing connectivity as the UK moves to an all-IP network.

BT Fibre Broadband gives data speeds up to 76 Mbps. Goals can be achieved faster and with a better customer experience. With SOGEA Broadband, you are already set for the legacy switch off. No disruption, no migration, no hassle later.



Cut costs

Landline rental is no longer needed, reducing your monthly costs as you will only pay for a broadband data connection.

Deal with only one provider

With BT SOGEA, everything comes from one supplier. The landline contract is not with someone else.

Increased reliability

SOGEA uses an established network without a phone line, reducing the chance of interference or an unstable connection.

To learn more about BT SOGEA solutions, contact Getech on 01473 243411 or email btsales@getech.co.uk



BT Full Fibre (FTTP)

A Full Fibre connection replaces copper between the exchange and the business premises. It is a game changer, giving unprecedented broadband speeds and reliability.



BT Full Fibre business broadband gives you...

Strength and reliability

Unaffected by poor weather or distance from the exchange, you can depend on a Full Fibre connection.

Powerful performance

Multiple users and devices on super-sharp video calls, sharing huge files, running cloud apps – all without a hitch.

Speeds of up to 900 Mbps

With lightning-fast broadband, everyone can work at full tilt without worrying about internet slow down.

Future-proof connectivity

Say, Hi! to your final broadband upgrade. BT Full Fibre is the best of the best, ready for the changing demands of your business.

To learn more about BT Full Fibre solutions, contact Getech on 01473 243411 or email btsales@getech.co.uk



Take your comms to the cloud



BT Cloud Voice

Take business communication to the next level with a VoIP (Voice over Internet Protocol) solution. It does everything a traditional phone system can while being hosted in the cloud resulting in lower hardware and maintenance costs. VoIP provides the flexibility to take calls from wherever you are – at your desk or on your mobile phone – so you will never miss an important call with cloud telephony.

VoIP will be the essential change for many businesses as we approach the 2025 switch-off. But there is no need to wait until then; VoIP is available now. Thinking about this now gives your business time to prepare.

It is all about enhanced phone services using the internet with the added benefit that the phone number goes wherever the business goes – at home, on the go, or at the workplace.

A VoIP service gives you...

A number to keep

If a business changes its address, it can take its number, keeping it as part of its identity.

Calls with control

Receive voicemails alerts in emails or listen to them in the app. Divert calls easily and filter known nuisance numbers automatically.

Calls on the go

Use a business number on a smartphone when out of the office with the Cloud Voice app.

24/7 support

Free 24/7 support from a BT business expert is ready as and when it's needed.

To learn more about BT Cloud Voice solutions, contact Getech on 01473 243411 or email btsales@getech.co.uk



Ten myths about VoIP debunked

Calls over the internet are not as good as those made over a copper phone line

There have been immense improvements in network connectivity. It is mature and sophisticated, delivering crystal-clear audio with no more dropouts, tinny voices, echoes or delays. Bottom line: the better the internet connection, the higher the call quality.

It all sounds very technical, unlike me

There is no need to worry: you don't need to understand what happens under the bonnet to be able to drive a car. VoIP services are easier to manage than on-premises systems. With a simple web admin interface, users can be added, moved and updated with just one mouse click. Because it is IP, all updates and maintenance are remote and timely, requiring no waiting for an engineer or a physical upgrade. The latest features and updates are always available.

I will not have enough bandwidth for calls and data

Calls do not use as much bandwidth as you might expect, so most businesses will not notice any problems. BT always works to understand its planned use when supplying a VoIP service. That way, they ensure the correct internet connection with plenty of bandwidth left over.



Moving from the old system will be a massive job

It can be easy with the correct planning. If you run separate voice and data networks, you can bring them together, providing your network has sufficient bandwidth. An entire phone system can be swapped in one go or take a phased approach by introducing it to one office at a time. The choice is yours.

Ten myths about VoIP debunked *[continued]*

VoIP is not reliable. What if the cloud goes down?

VoIP can be more resilient than PSTN (public switched telephone network – the traditional landline network) lines. For instance, BT VoIP services run across multiple data centres. If one goes down, no problem. Traffic switches seamlessly to another: the service carries on regardless.

It runs over the internet. That cannot be safe, can it?

Wrong. It is as safe as you want to make it. As long as your internal network is secure, your phone network will be too. Firewalls, encryption, authentication, employee training and so on ensure your calls and data are protected. Maybe even more so than with the PSTN.

I would need a new number: I could lose customers

On the contrary, you can keep your current numbers if you want to. It is an opportunity to review your numbers and consider whether you still need all of them. One of the advantages of VoIP over traditional landlines is that you can have the same number on multiple devices, wherever you are. So, if a customer rings your office number, you can answer the call anywhere you can get an internet connection. You would never miss a call again.



Ten myths about VoIP debunked *[continued]*

It's not for me. It's only for big business

Again, untrue. It works for everyone, from the sole trader to the big corporation. The flexibility, agility and scalability mean it is easy to use. From a single IP user pitched at the micro-business to collaboration systems for enterprises employing hundreds or thousands of people, there is a VoIP service that is perfect for every business, whatever the size. Start as small as you want and expand in line with your business.

You can't do as much with a VoIP service

Cloud systems do everything your on-premises phone system can do and then some. Call forwarding, diversion, hunt groups and so on. You can integrate your VoIP solution with your business applications, making for fast, fluid and effective customer service.

Something this good must be pretty expensive

Nope. Cost saving is one of the main reasons many businesses are already using VoIP. As it is easily scalable, you can grow it as needed without the costs you would have to endure with PSTN. It is very cost-effective to run, too. You essentially pay for the service rather than laying out for installation, operation and maintenance. There is no premises-based hardware to buy and no ongoing maintenance costs. With BT Cloud Voice, you allocate features separately to your people, so you only pay for what you need.

Ready to get started?

The migration away from PSTN is a journey we can help you navigate right now. Although planning, choosing and installing a digital phone system is pretty straightforward, we appreciate that you may want a helping hand.

Contact us for help and guidance.

