



# The Big **2025** Switch-Off

A guide to ISDN and PSTN



## What's going on?

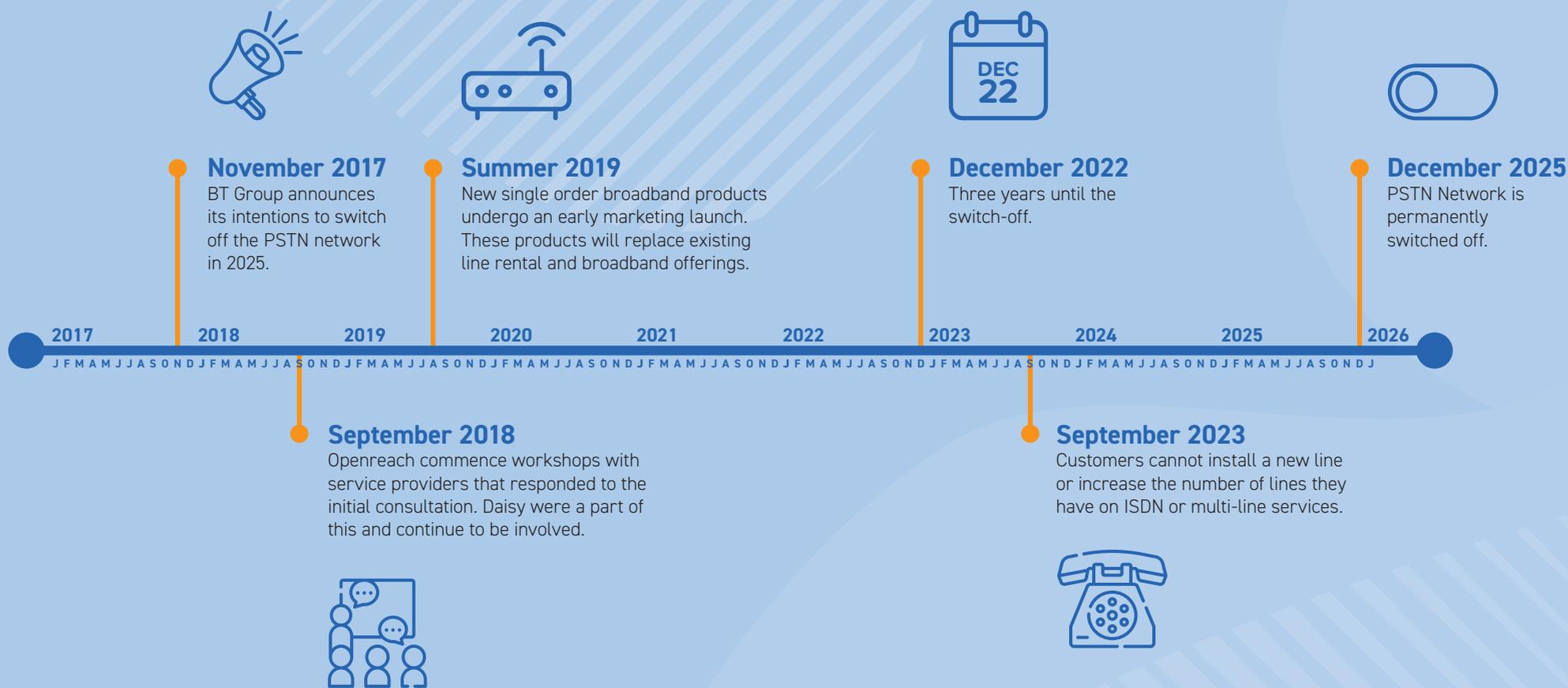
Openreach has announced it will be switching off its PSTN and ISDN networks in 2025 in favour of IP voice services, with a gradual phase-out of the older systems. At this point, Openreach will cease taking ISDN orders, and all housing agencies will be required to find other IP-based options for their housing telephony systems.

## Did you know?

As of Sept 2023, you will no longer be able to install or add lines to existing ISDN or PSTN services.

# Roadmap to 2025

See how far we have come so far on the road to the PSTN switch-off.



## What is ISDN & PSTN?

The Public Switched Telephone Network (PSTN) is the familiar landline telephone system originally set up for analogue voice communication and became the most reliable method of making voice calls and the main carrier for internet activity across the world.

Then came along the Integrated Services Digital Network (ISDN), allowing the digital transmission of voice, video, and other services simultaneously, using the traditional PSTN network.



## Did you know?

Over the last five years ISDN channels have declined in use by 30%.

## Why are they being phased out?

In short, these legacy systems are now deemed out of date, as are the associated maintenance and running costs. Despite having been updated radically over the decades since their inception, these lines are still essentially the same in setup and design as the original phone lines of the 1800s. And with all other fields of technology advancing at light speed around us, it makes sense that our telecoms systems are also updated.

There are undoubtedly many Housing Agencies and tenants that are unaware of the upcoming Switch-Off and the services it could affect. 25% of all business aren't even aware of the Switch-Off. Housing Agencies need to be made aware of the upcoming changes so they can begin the necessary switch to IP-based services such as SIP and VoIP to avoid finding themselves without a phone system.

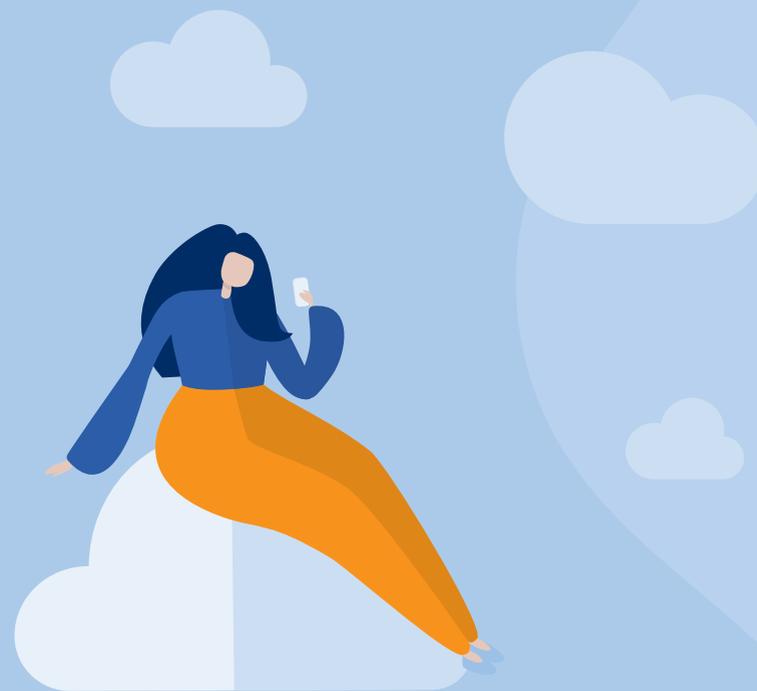
## Did you know?

Your security systems such as RedCare alarms will be affected by the Switch-Off, as will your phonelines and internet connectivity.

## What is SIP & VoIP?

Voice over Internet Protocol (VoIP) is an online-hosted voice system which serves as an alternative to the PSTN system and the traditional landline. VoIP services are cloud-based, meaning that everything is safe, secure, and stored online – away from any potential threats to physical devices or hacking.

Session Initiation Protocol (SIP) is a protocol used over VoIP, allowing users to make voice and video calls on a global scale using computers and mobile devices, with just an internet connection. The most recognisable difference when using SIP is that connectivity is available anywhere – from the agency office to any housing you need to visit. These VoIP communication systems are also often referred to as cloud-based telephony systems.



## Did you know?

As SIP delivers voice via the internet, rather than traditional copper lines, this can help to reduce the cost of your calls and increase flexibility as you're no longer restricted to fixed lines.

## How does it affect you?

Outside of your internet connectivity and the phonelines throughout housing, the Switch-Off will also affect traditional security systems, such as RedCare alarm systems, as these rely on the old PSTN network and copper cabling. As such, you'll need to find a suitable alternative. Whilst the Switch-Off is several years away, finding an alternative early will make things easier closer to the deadline.

Connect RedCare alarms to a purely cellular network with Daisy Anywhere, which utilises the UK's biggest networks to ensure your alarms are always connected. This connection is totally unsteered, meaning that the strongest signal from EE, O2 or Vodafone will be the one it uses. To find out more about Daisy Anywhere, see our [Housing page](#).



## Life after the switch-off

Housing agencies switching to a cloud-based system can save on costs as well as providing a range of extra features. However, you will need to look at whether your existing internet connection is up to the job.

The benefits to your housing by implementing the right data connection go beyond cost efficiencies and speedy web browsing. This increased speed, reliability and reduced latency enables you to take full advantage of bandwidth-intensive and real time applications in the cloud. You need Ethernet solutions that provide dedicated internet access with guaranteed speeds and service level agreements that offer rapid response times.

## Did you know?

Moving to an IP allows you to embrace the latest collaboration tools, enabling you to work seamlessly with mobile or remote workers outside the office.



## What to look for

Look carefully at each provider and the levels of service on offer. Remember that the explosion in VoIP services in recent years has brought about a proliferation of suppliers, so do make sure the supplier can cater for all your housing needs. Ensure you have a quality data connection for uninterrupted calls, as well as a quality of service (QoS).

A good VoIP supplier will be able to take care of the porting process for you and should be able to manage the entire process of switching from ISDN to IP, so that you and your housing agency don't experience any loss in service during the changeover. Although the Openreach ISDN end of life is in 2025, if you currently have a traditional ISDN/PSTN based system, now is a good time to investigate the alternative.



Find out how **Daisy** can take you on your IP Voice journey to find the solution that best fits your business objectives and strategy.

 03300 299 855  [marketing@daisycomms.co.uk](mailto:marketing@daisycomms.co.uk)

## Did you know?

Daisy manages over 250,000 broadband connections and 96% of the UK's internet traffic relies on Daisy-supported infrastructure.