

The 2025 PSTN Switch Off

What is being switched off?

Almost 150 years ago the telephone was first invented and shortly thereafter the beginnings of the public switched telephone network (PSTN) were put into place. This term now covers a variety of components that make up the circuit-switched infrastructure we have to date relied upon for our telephony. Over time this has become harder to maintain and developments in other areas of related technology have started to exceed the functionality available. BT Openreach have decided that now is the time to move all voice telephony away from the analogue and ageing infrastructure and at the end of 2025 all PSTN and ISDN lines will be switched off.

Businesses will need to consider how they move their voice telephony over to a digital provisioning along with other tech that to date has been reliant on these analogue lines such as Point of Sale devices, alarms and even lift lines. Over the course of this document we'll break down what your business will need to think about, your connectivity options to become 2025 compliant and how we can help you with the process. Whether your requirements are as simple as a new broadband connection or more in-depth with a dedicated fibre leased line, cabling overhaul and a brand new VoIP telephone system, Ryland Communications are well placed with an in-depth understanding of both "old tech" and the new and emerging alternatives to ensure that you receive exactly what you need from your telecoms.

What are the new options?

Dedicated Full Fibre Leased Line – Offering synchronous speeds of up to 10Gbps, with a dedicated and direct feed from the supplier to your property. There is no degradation of service due to other traffic on the line, and it is reported as the most reliable and fastest to fix when there are issues. With guaranteed synchronous upload/download speeds and uptime service level guarantees of 99% where available this is the perfect choice for high band width operations and businesses requiring almost guaranteed uptime.

FTTP (Fibre to the Premises) – As the name suggests this connection is delivered over fibre direct to your property from your broadband supplier. The feed will be shared between properties along the way so could see some loss of speed depending on distance and number of users along the route. Fast and reliable with speeds of up to 1Gbps download and 200Mbps upload. This is the product currently being rolled out across the country and is ideal for most small to medium businesses.

SoGEA (Single order Generic Ethernet Access) – This connection is delivered over the existing fibre and copper infrastructure, it isn't as fast as FTTP but is currently more widely available. With speeds of up to 80Mbps download and 20 Mbps upload it is ideal for businesses and individuals who currently rely on an FTTC connection, migration options are available.

And finally as an entirely alternative option but well worth mentioning when considering the best fit for your connectivity requirements:

Mobile Internet (3G, 4G and 5G) - With demand on the mobile networks ever increasing we have seen a rapid development in the speeds, coverage, and reliability available which make a mobile internet option a viable consideration when looking at connectivity options. Ideal for remote locations or other places where a fixed internet service is not possible. Limitations do apply regarding signal and speeds will vary.

What are my options for voice calls?

The move of all telephony to a digital basis really comes in to its own when you start to look at the options now available for voice calling. Features that were previously exclusive to large, expensive, physical telephone systems are now widely available for even the single user. Call waiting, hunt groups, on the spot diverts, detailed call reporting, answer phone messages or faxes sent directly to your email and call recordings are all features available on a VoIP system. System builds are easily scalable with additional users or extensions programmable immediately and with the introduction of app based software a smartphone is all you need to make and receive all calls.

Most users will choose to replace their existing tech with built for purpose IP phones while there is the option for some older tech to be converted with adapters added to the existing set up. For users always at their computer you could do away entirely with a desk phone and just use the desktop app and a headset. Those who are always on the go will need nothing more than the app on their smart phone. Hybrid workers who want to use a desk phone will find the move from office to home straightforward and seamless with the ability to take their handset from the office and plug it in at home. With no further configuration required they'll be connected to the company phone system as if they were sat in the office. The options are vast and such a huge change from what businesses have become used to as the norm for telecoms offerings that now is the perfect opportunity to review and see if a full VoIP package is a chance to increase productivity with potentially minimal outlay.

What else do I need to think about?

Your infrastructure and equipment - A move to fibre and a VoIP telephone system could see that old and full to the brim comms cabinet no longer required or at least heavily reduced and tidied up. It doesn't make sense to add new equipment to an ageing network which could have degraded over time and so if your building and/or cabling is particularly old you may need to think about having this overhauled as part of your telecoms works. The increase in broadband speeds you might now be receiving thanks to a dedicated

fibre leased line could then be limited by old WiFi technology so upgrading your access points will ensure you're receiving the fastest speeds possible.

Lift and alarm line and point of sale devices - These technologies also rely on the PSTN lines and so will of course be affected by the switch off. You will need to discuss with your lift, alarm or POS supplier whether your current tech is already compatible. If you find that it is not then there may be the option for Ryland Communications to provide an IP solution. Some suppliers may be able to offer an upgrade to your current equipment, for lifts that could be a replacement control panel for example, that will run on the mobile internet network and Ryland Communications can provide you with the data and voice SIM card tariffs that these will require.

Internal processes and sign-off - Your business may be one that has multiple people/departments involved in making provisioning decisions and it will take time to get any change decided on, agreed and approved. In some parts of the country the switch off has already started and we have now reached the point of the process where new PSTN lines cannot be purchased. Before we know it the end of 2025 will be here and you will want to make sure you have left sufficient time to get all those approvals and sign-offs in place to have made the switch in good time.

Consolidating your suppliers - This is a great opportunity for businesses to review their overall connectivity package and consider whether they could consolidate or simplify the services they receive from their suppliers. Ryland Communications offer bespoke telecoms solutions and can provide you with the full range of products covering everything from your internet connection, 2025 compliant VoIP telephony packages as well as mobile options for where static services just don't work. We want to work with you to understand your requirements as a whole and can offer a range of products and solutions to replace the end of life services you might currently have elsewhere. We're very proud of the wide ranging knowledge and experience delivered by our Helpdesk Team and in-house engineers and are confident that our technical and in-depth understanding of both "old tech" and the new and emerging alternatives make us uniquely and perfectly positioned to ensure that you receive exactly what you need from your telecoms.

Where do I start?

Right here! We're committed to ensuring that all of our customers are prepared for the Switch Off. We'll be looking at each of our clients to review their current services and determine if any adjustments are necessary. However, if you'd like to get ahead of the curve, feel free to email us to arrange an account review or discuss your options. Let us know if you're considering any major changes to your current setup, or if you simply want a like-for-like comparison. Perhaps you'd like to think about consolidating your providers and have us take over existing services you have elsewhere too. We'd be delighted to discuss this all with you and provide you with the required information, connectivity options and pricing details.

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