

Your Guide to the ISDN/PSTN Switch-Off

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EMBRACING THE FUTURE OF UK TELEPHONY

In 2025, telephony in the UK changes forever, thanks to the most fundamental upgrade to the way we make and take calls since the 1980s.

The ISDN telephone network was introduced in 1986, and in three years time it is being switched off. The underlying PSTN network is being phased out, too. From that date on, all telephony will be internet-based.

In this guide, we'll take you through everything you need to know about the ISDN switch off, in simple, straightforward terms. We'll talk about why it's happening, when it's happening and, most importantly, what it means for you.



WHY IS IT HAPPENING?

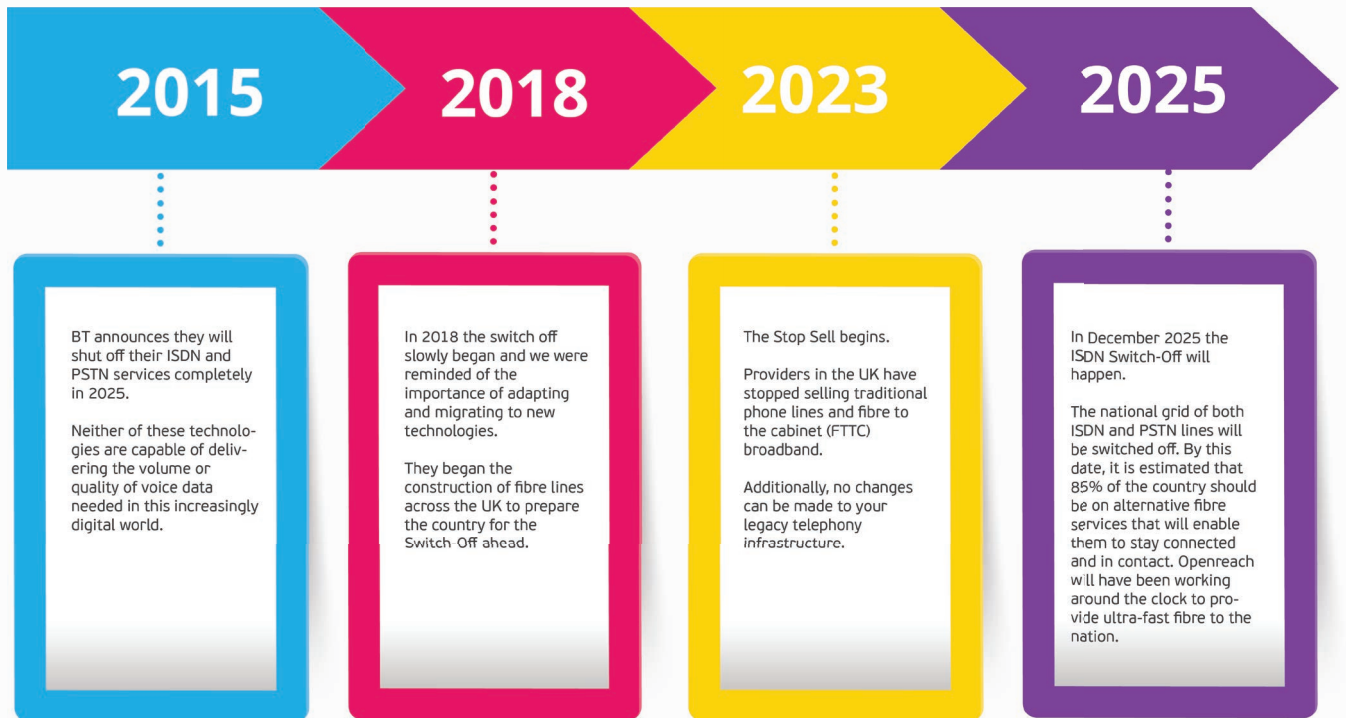
The reason the PSTN/ISDN is being shut down, is because it no longer serves the needs of the modern world. We've moved on from only needing voice capabilities from our business phone system. We're utilising video calls, instant messaging and other channels that the PSTN or ISDN wasn't designed to support. We are also demanding more from our connectivity to power a range of business services such as communications, technology, security and more, which copper solutions don't have the speeds or bandwidth to cope with. Instead, the world is moving on to digital solutions powered by full-fibre connectivity and delivering voice services over the internet.



ISDN stands for Integrated Services Digital Network. ISDN uses the traditional copper telephone network for both voice and data. In 1986, this was revolutionary. You could make phone calls over your telephone line, and also transmit digital information. It paved the way for the first wave of internet adoption a few years later.

PSTN stands for Public Switched Telephone Network. It's basically the telephone system that's been in use since the 1880s. You might know it as the 'landline'. People talk about the ISDN and PSTN switch-offs somewhat interchangeably, because the end result is the same.

YOUR SWITCH-OFF TIMELINE



Although it may still feel as though 2025 is a long way off, you should start thinking about the ISDN switch-off if you're currently using a traditional on-premise PBX based phone system, or even just a single landline phone.

The reality is that choosing to switch now could save your business money and avoid potential backlogs or delays further down the line when the rest of the UK decides now's the time to change.

You'll still be able to use your old ISDN-based phone system right up until the switch-off date in 2025, but you won't be able to expand or upgrade your current and existing ISDN/PSTN phone systems.

After the switch-off, if you haven't migrated an alternative VoIP based system, you'll be forced onto basic internet-based telephony services that likely won't meet your business needs.

WHAT IS INTERNET BASED TELEPHONY?

Internet-based telephony, also known as Voice over Internet Protocol (VoIP), is a technology that allows voice communication and multimedia sessions to be transmitted over the internet rather than traditional telephone lines.

The word VoIP may bring a shudder to those who remember the early times and the first incarnations of Skype and other internet telephony services.

Back in those dark days, VoIP promised much but often delivered frozen calls and drop outs. It was too unreliable for everyday business use. **But this has changed and technology has evolved a lot since then!**



WHY VOIP?

VoIP can do much more than ISDN. They can combine voice and video, and at the same time provide integrated conferencing, chat, instant messaging and collaboration services.

They also come with a host of call management features. They can be used to share screens and pool ideas.

VoIP is also ideal for equipping new remote and semi-remote employees. Because they're internet based, VoIP services can be accessed from anywhere, via handsets or softphone apps on laptops, tablets and smartphones. That means they're perfect for today's highly mobile workforce.

Six Steps to Future-proof Your Business Communications

Discovery



- Discovery process involves evaluating your existing phone system and setup.
- A comprehensive assessment including hardware, software, and call flow analysis.
- Our goal is to understand your system's functionality and business needs.

Planning

- After discovery we can draw up the plan for your new system.
- We will identify what you want and need and what you can expect from your new system.
- We always aim to reduce operational cost and increase productivity and implement better business continuity.



Solution & Hardware

- Our expert team will make recommendations of different solutions that they think will work best for your needs.
- From Kube Teams Connect to KubeNet Hosted Telephony, or SIP trunks; it will depend on your needs and set up.
- All our solutions come with strong cyber security resilience ensuring your network is always up and running and protected against cyberattacks.



Testing

- Our team will carry out an extensive testing to ensure functionality alignment and everything will work as expected.
- This step is important to confirm that the system meets expectations.
- After successful testing, the team proceeds with the porting process.



Porting

- Porting is an important step in migration, enabling you to keep your existing phone numbers.
- The duration of porting varies based on the number of phone numbers to be transferred.
- Porting also ensures a seamless transition while enjoying the advantages of your new solution.



On-boarding

- Final stage of migration involves coordination with your team for a seamless transition to your new phone system.
- Training is offered to ensure productivity among your employees.
- Our team will provide you with ongoing support after migration is complete to address any issues and queries, and to ensure continued assistance and support.



YOUR TELEPHONY OPTIONS



KUBE TEAMS CONNECT

Kube Teams Connect is a simple addition to your MS Teams; designed to work seamlessly and add enhanced telephony features - streamlining your business communications.

It's a cost-effective, more flexible alternative to both traditional PBX and Microsoft Calling Plans - allowing your business to implement voice services, benefit from our user friendly platform, seamlessly integrate products, work with a familiar functionality and experience full support from our KubeNet engineers.

Kube Teams Connect combines the resilience and global reach of KubeNet's own private voice network, with the speed and flexibility of our fully managed services - plus access to our team of voice experts.



KUBENET HOSTED TELEPHONY

Hosted telephony, also known as hosted VoIP (Voice over Internet Protocol), is a cloud-based telephone system that enables businesses to make and receive phone calls using the internet. Instead of relying on traditional phone lines, hosted telephony uses the internet to transmit voice data in the form of digital packets.

With advanced telephony features that fit around your business needs, more reliable connections and the ability to take calls no matter where you or your team are located, hosted telephony allows your business to connect faster and work smarter.



SIP TRUNKS

With both Private and Public SIP Solutions, KubeNet are perfectly positioned to connect you to your customers and partners, with low cost national and international calls.

KubeNet SIP will replace rigid and expensive ISDN solutions and will reduce costs, increase resilience, flexibility and control within your business

FAQ

ARE LANDLINES BEING PHASED OUT?

Traditional landline telephony is being phased out in favour of feature-rich, reliable and resilient VoIP telephony. Rather than calls travelling over the complex, analogue PSTN system, traffic will now be routed via your broadband connection instead. If your business still relies on traditional telephony that utilises analogue lines rather than the internet, you will need to switch over to VoIP telephony soon.

SHOULD I WAIT UNTIL THE 2025 DEADLINE TO SWITCH?

No. The 2025 deadline is just that - a deadline for the completion of the project. Work has already started in locations around the UK with businesses losing access to the PSTN. The time is now to switch to prevent disruption to your business and in order to find the best deals on new solutions for your business.

HOW DO I SWITCH FROM AN ISDN SOLUTION TO AN ALTERNATIVE?

First you need to analyse which solutions within your business will need replacing before the switch off, then you will need to research which internet-based alternatives will be the best solution for your business. Engaging with a reputable and knowledgeable provider, like KubeNet, will ensure that you find the best solutions for your business at the best price. Our expert team will work with you to identify your needs, before matching the right solution for your needs.

WHO IS AFFECTED BY THE 2025 SWITCH-OFF?

Anyone who is still relying on the PSTN and ISDN to power their solutions. Basically, if a solution is not delivered solely from an internet connection, then you will need to look at replacing that solution for an internet-based one. From telephony to broadband and infrastructure solutions, like CCTV, alarms or even lifts - if it connected to the PSTN/ISDN in any way, you will need to upgrade to an internet-based solution or risk downtime when this solution becomes obsolete during the Switch-Off.

WHAT REPLACEMENT PRODUCTS ARE AVAILABLE?

Whether you need to move your broadband away from ADSL and onto a digital connectivity solution or you need to upgrade your phone system from a PSTN-reliant solution to a VoIP-ready solution, we're here to help. Our product suite and team of experts provide everything you need to move away from the old PSTN, whilst improving your business and even, potentially, saving your business money and improving productivity along the way.

DO I NEED TO REPLACE ALL MY PHONES AND HARDWARE?

Not necessarily. If you plan on accessing your new VoIP solution via an app, you can access it from a range of devices, including mobile phones, laptops, PCs and tablets, as well as VoIP-ready handsets. If you are still planning on utilising desk phones, then you will need to ensure that they can be connected to the internet or adapted for VoIP via an adapter. If you are not planning on using an app to access your business phone system and your handsets cannot be connected or adapted for VoIP, then you may need to consider replacing your hardware.

IS IT EASY TO SWITCH FROM A PSTN SOLUTION?

Making the move from the PSTN and onto digital solutions can be a daunting task if you don't know where to start. From finding the right solutions at the right price to implementing them within your business - there are a lot of hurdles that your business will have to manage. Working with KubeNet will help you eliminate these hurdles as our team will work with you to identify the solution you need for your business and take care of any installation and training you need so you get the most out of your new digital solution.

WHAT ABOUT CALL DIVERT? WILL THAT WORK?

No, call diverts won't work after the Switch-Off if you haven't moved the numbers. Any call diverts that were previously set up on ISDN lines will not work if the numbers haven't been moved to a VoIP solution. This is because the infrastructure supporting ISDN technology will cease to operate, meaning any call forwarding features that were set up on ISDN will fail.

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