

# THE BIG SWITCH OFF.

## Overview of the PSTN switch off

### THE NEXT BIG CHANGE.

You've probably already heard about either the PSTN or ISDN switch off in 2025, also referred to as the Wholesale Line Rental (WLR) withdrawal, which was announced by Openreach back in 2015.

We're now edging closer to the switch-off date, so we've created this guide to keep you updated on key dates and events leading up to the final switch off in December 2025.

Our guide will help you understand what PSTN is, why it's being switched off, when and how it will affect your customers, and what you can do to avoid any major disruption to your customers' business operations and those of their end-users.

### WHAT IS PSTN?

PSTN is the Public Switched Telephone Network, or the landline telephone system many of us are familiar with, that has operated since the 1800s.

That date might shock you, and you might be thinking with the rapid evolution of technology, it needs an upgrade – you'd be right. It is now deemed a legacy telephone network and the upgrade will be completed by December 2025.

This means your customers will have to migrate their business telephone system to either hosted voice or VoIP, which uses internet lines to make phone calls rather than traditional copper lines.

Switching to either option will provide them with more features, more flexibility and less restrictions to physical hardware and infrastructures, which can also reduce average costs.

### WHAT IS ISDN?

ISDN refers to the Integrated Services Digital Network which came after PSTN in 1985 and allowed for the digital transmission of voice, video and other services simultaneously, while using the traditional PSTN network to do so.

However, with most of us utilising smartphones, apps, the cloud and other online collaboration tools via the internet, this technology has become outdated.

### TODAY.



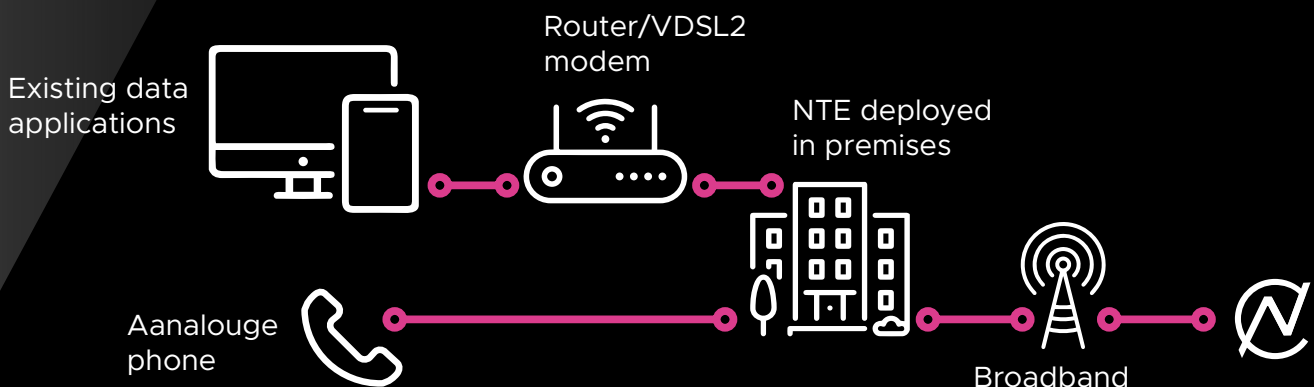
Current broadband services like DSL and FTTC are reliant on WLR to deliver the service.



Separate voice and broadband services are delivered to a property.



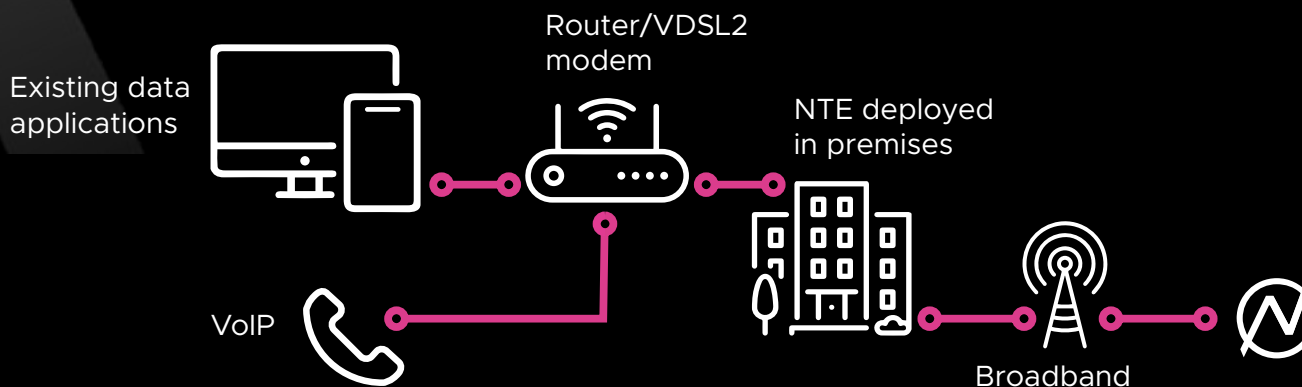
If the WLR service is ceased, the broadband is also ceased.



## AFTER THE SWITCH OFF.

With next-generation broadband services like SoGEA and FTTP, WLR will no longer be required.

Data services will be delivered to the property with voice delivered using IP as an Over The Top (OTT) service if required.



## HOW WILL THIS AFFECT YOUR CUSTOMER’S BUSINESS?

The PSTN network will be ceased in 2025, meaning all businesses still using fixed line services such as analogue or ISDN lines will no longer be available.

If your customer has a broadband service running on the PSTN line, like ADSL or FTTC, this will be impacted by the switch off, even if they don’t use the voice services of the connection. This means they will need to consider alternative broadband data connectivity services like SoGEA and FTTP.

Your customers will need to evolve their current telecoms before 2025 in order to collaborate, communicate and connect following the switch off. Your customers will need to start thinking about migrating their comms to the cloud, adopting hosted telephony or implementing a VoIP phone system.

Leading up to 2025, exchanges will become ‘stop sell’. This means you will be unable to order any new analogue or ISDN phone lines or add new phone lines or channels to existing installations.

## SOGEA: THE NEXT GENERATION OF DATA CONNECTIVITY.

Single order Generic Ethernet Access (SoGEA) is a data-only broadband solution that is provisioned on a single order. It does not include voice services or a WLR line. Voice can be provided as an OTT service.

SoGEA is based on the current FTTC technology, using a combination of copper and fibre technology, without requiring a traditional telephony connection. It is available as a 40:10 and 80:20 service, with two installation options – standard managed and premium managed.

## SOGEA: HOW WILL SOGEA BENEFIT YOUR CUSTOMER’S BUSINESS?

- Equal speeds to FTTC
- Costs and installation times are lower than Ethernet-based connectivity technologies
- Future-proof connectivity to prepare your customers for the PSTN withdrawal
- Available to 28 million UK premises
- Easy migration journeys
- Simple to sell and simple to support

## FTTP: THE FULL FIBRE OPTION.

Fibre to the Premises (FTTP) uses a full fibre connection and offers speeds reaching 1Gbps. The FTTP product uses fibre infrastructure and provides an alternative solution to SoGEA.

FTTP and SoGEA seek to complement each other, and as a result, SoGEA and FTTP may both be available within an individual exchange area. However, each set of premises will generally only be served by one product or the other.

## FTTP: HOW WILL FTTP BENEFIT YOUR CUSTOMER’S BUSINESS?

- Ultrafast speeds up to 1Gbps download
- Costs and installation times are lower than Ethernet-based connectivity technologies
- Future-proof connectivity to prepare your customers for the PSTN withdrawal
- Availability coverage increasing quickly
- No degradation of performance due to distance from exchange
- Easy migration journeys
- Simple to sell and simple to support

## TIMELINE FOR CHANGE.

### Stop sell - 2023

- Ability to change or order new services is removed
- Existing services will continue to operate as normal until withdrawal

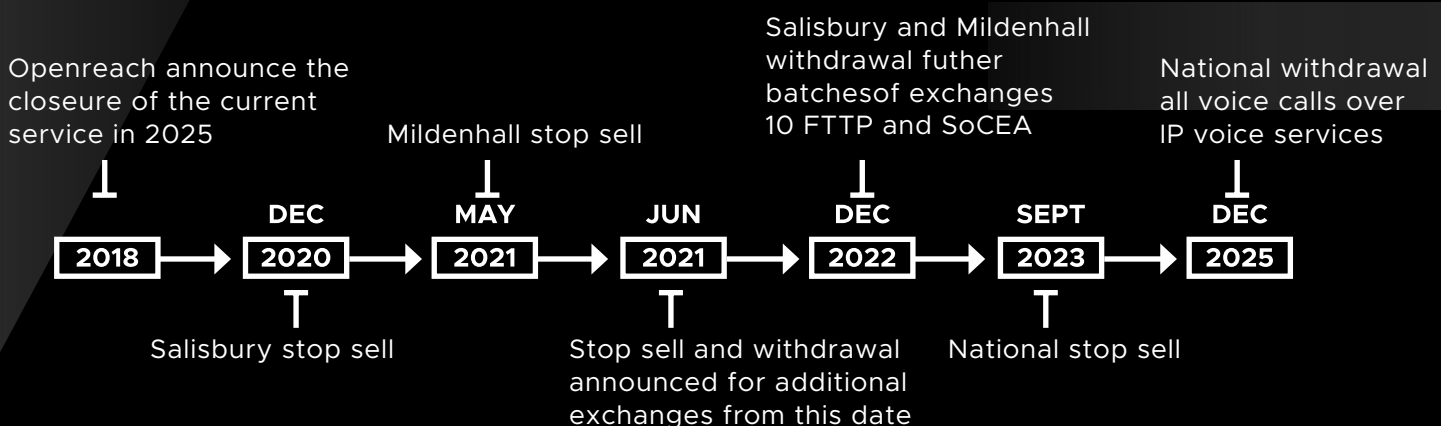
A stop sell will be announced one year before it comes into force, giving time to migrate to FTTP or SoGEA.

### Withdrawal (Big Switch Off) – 2025

- Product is retired and all services ceased.

### Affected services

- WLR
- PSTN
- ISDN 2
- ISDN 30
- ADSL
- ADSL 2+
- FTTC
- G.FAST



## PARTNER RESOURCES: THE SWITCH-OFF HUB.



### Talk to us

Your partner team and account manager are here to guide you through the switch off, so let's chat.



### Visit the switch off centre

Our online guide will be kept up to date with useful information and key dates.



### Download the content

We have created a range of white-label content that you can use to inform your customers.