VCG

# 2027 Ready: Your Roadmap to PSTN-Free Operations

# Content


**Introduction** 3

What Is Happening? 3

Key Terms 3

**Why Is PSTN Being Switched Off?** 4

**What Will the New Network Look Like?** 5

Who Will Be Affected by the Switch? 5

**How Will Businesses Be Affected?** 6

**Preparing for What's Next** 7

**The Benefits of Cloud-based VoIP** 7

**A Chance to Future-Proof Digital Infrastructure** 8

**Why Now?** 9

Three Questions a Business Should Consider 9

# The Big Change

In 2027, the UK's largest telecom operator will shut down all PSTN circuits, marking the end of traditional analogue telephony.

While this shift presents a clear challenge for businesses, it also unlocks exciting opportunities to embrace modern technologies. Making organisations more agile, relevant, and prepared for the digital future.

**In this guide, we explore what the PSTN switch-off means for businesses and highlight why proactive planning is the key to a smooth and successful transition**

## Key Terms Simplified

### PSTN

**Public Switched Telephone Network**

Decades -old network of analogue cables and hardware that allows traditional telephones to connect to each other.

### ISDN

**Integrated Services Digital Network**

Launched in 1986 to update traditional landlines, ISDN allows transmission of voice and data digitally, enabling things like video conferencing.

### VoIP

**Voice over Internet Protocol**

The new national telecoms network which allows voice communications over IP networks such as the internet. VoIP calls only need an internet connectionand can be made from almost any internet-enabled device.

### Hosted VoIP

**A telephony system using VoIP and based in the cloud**

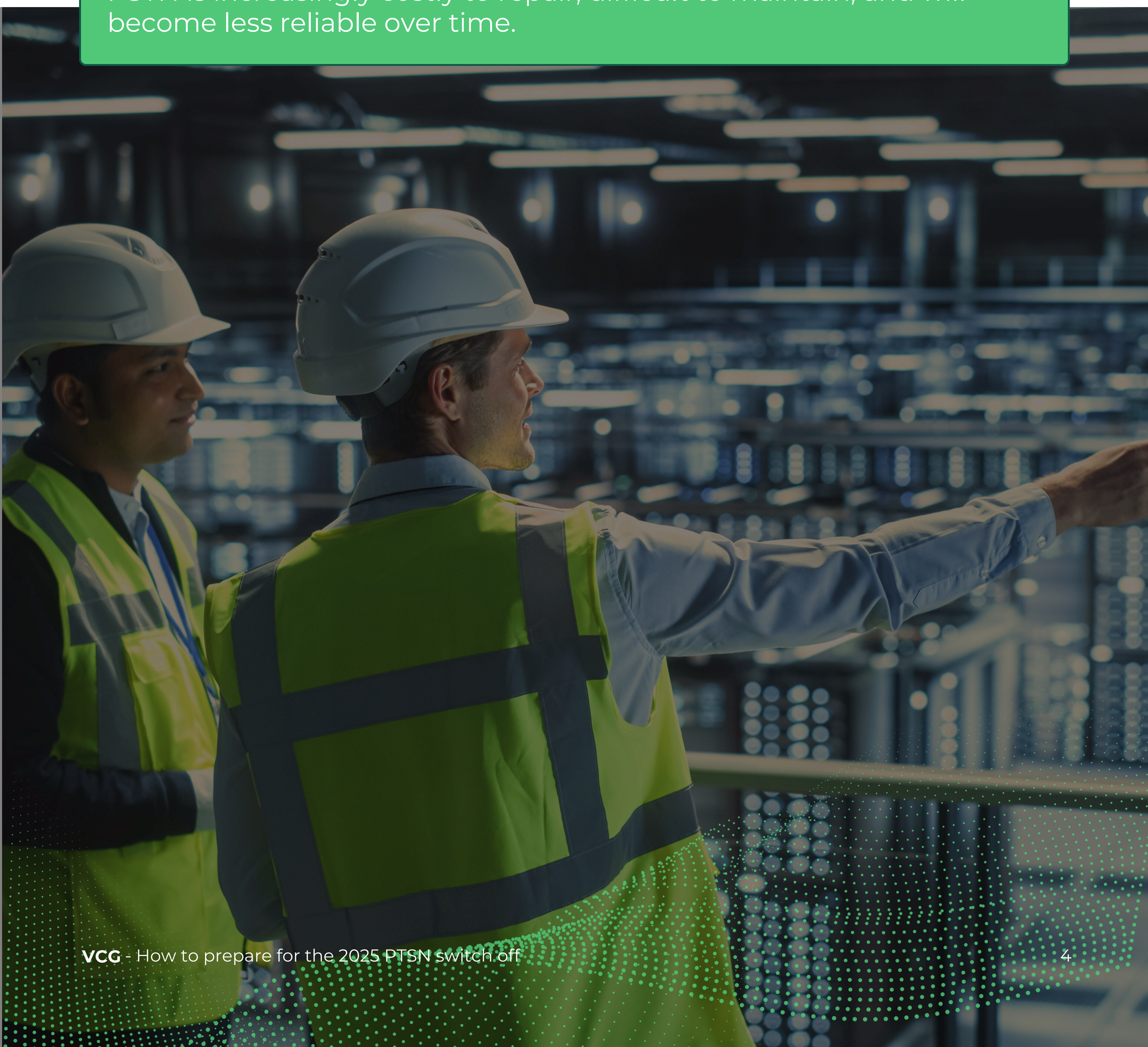
Businesses can access all the features and functionality of VoIP without having to buy, manage or maintain expensive hardware on-site.

# Why Is PSTN Being Switched Off?

The PSTN network, introduced in the 1800s, relies on a vast mix of telephone lines, cables, satellites, and other hardware to support analogue calls. Over time, this infrastructure has become expensive, complex, and increasingly unreliable.

**Now that modern technology can deliver faster, more efficient communication through internet-based systems, BT is moving towards a nationwide IP network. This shift will replace outdated systems with a streamlined, digital-first solution that's easier to maintain and better suited to today's needs.**

PSTN is increasingly costly to repair, difficult to maintain, and will become less reliable over time.



# What Will the New Network Look Like?

The alternative technology will run on a single fibre broadband network, offering the speed and bandwidth needed to support Voice over Internet Protocol (VoIP) for everyone.

VoIP calls can be made using a wide range of devices, including desktop computers, mobile phones, landlines, and virtually any internet-enabled device.

**From 2027, all consumers and businesses will make phone calls using Voice over Internet Protocol (VoIP) that allows voice communications over IP networks like the internet.**

**By moving away from costly hardware and analogue maintenance, businesses will benefit from a more reliable, modern, and scalable communications setup that meets the demands of today's digital world.**

## Who Will Be Affected by the Switch?

Anyone still using analogue PSTN or ISDN systems, including fax machines, landlines, CCTV, EPOS, and alarm systems, will be impacted by the transition to VoIP.

Despite the upcoming switch-off, 88% of UK businesses still rely on PSTN for essential services.



The switch off is expected to affect **42% of SMEs** (over 2.4 million) and **33% of larger firms,** which are reportedly still using analogue lines to transmit data.

# How Will Businesses Be Affected?

The impact of the PSTN and ISDN switch-off will depend on how reliant a business is on analogue systems and what hardware is in use. The biggest disruption will be felt by organisations that frequently use fax machines, landline phones, or rely on analogue lines for payments and security systems.

**But it's not just about phone calls. Businesses must audit everything connected to phone lines—including door entry systems, EPOS, PayPoint terminals, and fire or intruder alarms.**

After the switch-off, there will be no maintenance or recovery of PSTN or ISDN lines. Any data or services still running on these networks will stop working, making it essential to migrate to VoIP before the deadline.

## Affected services:

- PSTN
- ISDN
- ADSL
- FTTC
- G.FAST
- WLR

## Timeline for change

**2018**

Openreach announced closure of current services in 2025

**Dec 2020**

Salisbury stop sell

**May 2021**

Mildenhall stop sell

**June 2021**

Stop sell and withdrawal for additonal exchanges from this date

**Dec 2022**

Salisbury and Mildenhall withdraw, further batches of exchanges move to FTTp and SoGEA

**Sept 2023**

National stop sell

**Dec 2027**

National withdrawal, all voice calls over IP voice services

# Preparing for What's Next

## How can businesses switch to VoIP?

**A move to VoIP can be simple and quick, and it could save businesses a lot of money.**

There are several ways for businesses to switch. Certain hardware can be made VoIP-ready with a simple adaptor device, which gives fax machines and phones reliant on landlines internet connectivity and works by converting the data into a format readable by VoIP.

For most business this won't be enough, and it will be sensible to future proof systems with a more robust, all-encompassing solution. Assessment of connectivity options and network setup is where most businesses need to start looking. What are the digital connectivity options to build the infrastructure for services your business needs?

## The Benefits of Cloud-based VoIP

Hosted VoIP services offer one of the simplest and most cost-effective ways for businesses to prepare for the PSTN switch-off.

Because they're cloud-based, these solutions require no physical storage space and eliminate the costs and hassle of maintaining on-site hardware. For a small monthly subscription, businesses gain access to modern communication tools that support day-to-day operations - and even enable growth.

The pay-as-you-use model adds to enhanced budget predictability, and there is no need to fork out for new hardware.

IP telephony saves businesses money with low-cost international calls from any internet-enabled device worldwide, ensuring users can stay connected. Most VoIP providers will also offer a wide range of advanced features including audio conferencing and inbound call management.

Features can be added, removed and scaled as required, and rolling, flexible contracts allow for ultimate responsivity.

# A Chance to Future-Proof Digital Infrastructure

With the PSTN switch-off, business leaders have a golden opportunity to fully embrace digital transformation to future proof operations and remain relevant to customers and partners who are demanding more and more digital readiness

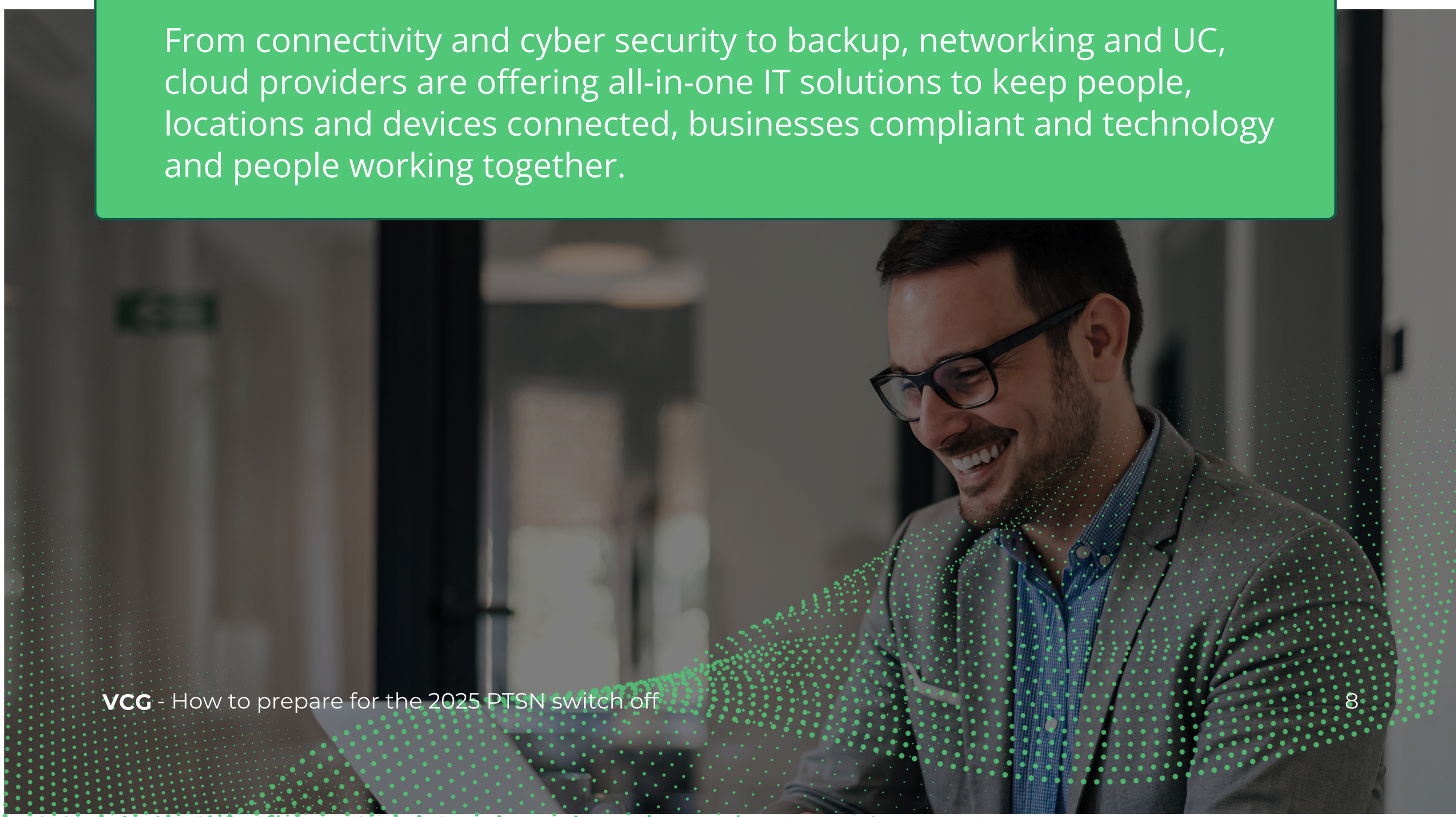
Stepping into the Cloud with a VoIP solution for telecommunications will open up a world of cost-efficiencies, streamlined processes, automation and enhanced customer experiences that will help all businesses grow and adapt for years to come.

Businesses need agile, flexible, and user-centric IT that adapts with their environment and grows with them, and the cloud offers solutions that scale and flex without limits.

An all-digital communications environment means businesses can connect applications and systems with video chat, calls, and collaboration tools, so that they are closer to customers and colleagues alike.

And with everything in the cloud, everything is accessible for everyone and from anywhere, making hybrid and remote working easily achievable and, last but not least, keeping business services and customer experience relevant in the marketplace.

From connectivity and cyber security to backup, networking and UC, cloud providers are offering all-in-one IT solutions to keep people, locations and devices connected, businesses compliant and technology and people working together.



# Why Now?

## Assess Business Impact and Needs

Making even small changes to the technology environment can be a complicated task that has a ripple effect across the entire business. While BT's PSTN switch-off isn't the choice business leaders have made, it now falls to them to ensure there is no fallout from the move to VoIP, and the rest of the IT environment will work seamlessly with the new system.

A well thought through and considered technology roadmap can help businesses see how one seemingly small change can open the door to new and exciting opportunities for growth and transformation.

## Three Questions a Business Should Consider

**1**

### What is missing in your business?

How much do you know about your existing infrastructure, and what more can you do using your existing set up? Is continuous digitalisation still on your plan, and if so, what are the opportunities you can discuss with your service provider to help you keep IT operations cost-effective and develop a strategy for the longer term.

**2**

### What is your next for tech?

What do customers and partners want to see more of, and does it make sense to build this into the plan now, so you can be proactive rather than reactive? Consider the technological and digital advancements of the past five years and think about where the business would be if there were similar developments over the next five – what can you do now to be ready for whatever comes next?

**3**

### Does your business need a tech roadmap?

A technology roadmap helps businesses plan the best way to introduce technological change, and can include everything from rolling out new solutions replacing legacy infrastructure, to upgrading networks and security, cloud migrations and unified communications roll out.

VCG

# Are You Ready For the Next Step?

Our team of specialists is here to help you navigate a seamless migration from PSTN to VoIP, with no headaches and no disruption.

We can help to evaluate your business's needs, supporting you to take the steps you need to transition to new networks and unlock opportunities to power your business into the future. By equipping you with all the technology, infrastructure, and services you need, we are committed to getting you and your business ready for bigger, better, and brighter things to come.


info@vcg.group

0161 406 1820

www.vcg.group