

# Ringling the changes

All you need to know about the ISDN switch-off  
**A jargon-free guide.**



## What's it all about?

ISDN. PSTN. VOIP. There's a lot of acronym-based talk about phone lines at the moment. But we like to keep things simple. And jargon-free.

Here's everything you need to know about the ISDN switch off. So you can decide what to do and when to take advantage of the changes.

At the end of this, we hope you'll be:

- ✓ **Clear** on what it all means
- ✓ **Calm** about how rollout will happen
- ✓ **Completely in control** of what to do next
- ✓ **Clamoring** to upgrade and get the benefits of VOIP

## Getting clear What does it all mean?

### What is ISDN?

BT introduced ISDN in 1986, only one year after Connaught was born. Now, we're not going anywhere but ISDN has come to the end of the line. Quite literally.

ISDN stands for **Integrated Services Digital Network**. It's a digital telephone network that transmits voice and data through the UK's phone lines. The ISDN switch-off is simply the shutdown of the traditional telecommunications network.

BT have announced that they will have shut down all traditional phone lines by 2025. Which means that when it comes to the ISDN switch off, no-one's off the hook. So you will need to move any traditional landlines to IP (or Internet Protocol lines).

### Why is it happening?

Communications and technology have advanced significantly over the past 30 years. Although some improvements have been made to the ISDN network, these have been overtaken by the progress of internet-based communications.

Internet Protocol (IP) simply means that calls and data are exchanged over the internet. Exchanging information over the internet is faster and gives greater flexibility for users too. With a nationwide infrastructure and investment in fast internet products, Internet Protocol is the modern alternative to the ISDN.

### When do I need to act?

All traditional phone lines will be switched off by 2025.

### Dates & Deadlines

From September 2023, ISDN lines will no longer be available for purchase. The switch off will be complete by December 2025.

However orders for new lines have already been stopped in some parts of the country. For example, in the Midlands, you can no longer purchase new ISDN lines in some areas of Birmingham, Solihull and Coventry. And as of 28th June 2020, copper lines are no longer available from 118 exchanges across the UK.

You can wait until your local exchange is switched off. Or you can take action and upgrade now. It's entirely up to you.



# Feeling calm

## How the rollout will happen

The ISDN is made up of lots (hundreds) of exchanges across the UK. A telephone exchange is essentially an intersection or a connection between two phone lines.

BT will confirm a Stop Sell date for each exchange. After that date (which will vary by region) no new ISDN lines or services can be purchased. Updates to existing lines will also not be possible.

It's worth bearing in mind that this doesn't just affect phone lines.

Any BT Openreach service that uses copper lines will be affected, including:

- Alarm systems
- CCTV
- Door entry systems
- EPOS machines
- Fax machines
- Modems
- PDQ machines

To make the switch-off possible, BT is busy rolling out the full fibre network (FTTP) across the UK to enable faster cloud-based telephony like VOIP.



# Get in control

## What Internet Protocol means for you

The good news is that IP telephony has many benefits. Benefits that are worth having right now. Which means you don't have to wait for your local exchange to be switched off to upgrade.

### Switch on the benefits of VOIP. Before ISDN switches off.

VOIP stands for Voice Over Internet Protocol, sometimes shortened to 'Voice Over IP'. It means that voice and data are transmitted over Internet Protocol instead of copper wires. It's essentially telephony in the cloud. VOIP is an opportunity to future-proof your business. You can upgrade straight away to take advantage of free calls, lower line rental, greater flexibility and better performance.

#### **COST SAVING**

FREE local, national and UK mobile calls and lower line rental. Without the expense of new and complicated hardware.

#### **CONNECTION & CONTROL**

VOIP connections are more reliable, and you can scale lines up or down when you need to. Ideal if you need to upsize, downsize or move.

#### **CONTINUITY**

VOIP can handle emergencies easily. Designed to support disaster recovery and business continuity, you can re-route calls to an alternative location. Fast.

#### **COMPATIBILITY**

In most cases, your phone system equipment will be compatible with VOIP services. So you won't need to change your phone system.



# ISDN vs VOIP

ISDN	VOIP	YOU GET
Expensive	Lower line rental & FREE calls	<b>SAVINGS</b>
Little flexibility	Add lines. Or take them away.	<b>FLEXIBILITY</b>
Changes can take longer to implement	Make changes instantly. Choose how and where you want calls delivered.	<b>CONTROL</b>
Going nowhere and gone by 2025	Future proof	<b>ASSURANCE</b>
Emergency? What emergency?	Handles emergencies with ease. Re-route calls to backup sites in seconds.	<b>CONTINUITY</b>

## Clamouring to upgrade to the cloud? Here are the key takeaways

- ISDN stands for Integrated Services Digital Network. It's a digital telephone network that transmits voice and data at the same time
- BT will be shutting down all ISDN lines by 2025
- VOIP lines (Voice over Internet Protocol or Voice over IP) will gradually replace ISDN lines
- The benefits of VOIP are worth having right now. You don't need to wait for ISDN lines to be switched off to upgrade
- VOIP is easy to install and doesn't require a change to your phone system
- You'll get FREE calls and lower line rental
- Installation is also FREE

### What's involved?

We like to keep things simple. So all you have to do is give us the nod and we'll take care of the rest. No downtime. No new system. No interruptions. You won't even know we're there.

- ✓ Book a quick chat to arrange your upgrade
- ✓ You keep your existing phone system and handsets
- ✓ We'll pop out to your site and install the upgrade (1 day or less)
- ✓ You enjoy reduced phone bills and FREE UK calls

Call to upgrade today:  
0800 652 7681





### Why Connaught?

Our customers tell us that we make their life easy, because we take care of everything from start to finish. And, our no-nonsense approach means fast, no-fuss installation. Our expert engineers keep your services up and running, while you focus on getting down to business.



Connecting customers since ISDN began

**Get ahead. Upgrade to VOIP today.**

Call: 0800 652 7681  
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