



Means  
Business



Keeping you switched on  
during the migration to IP



The Public Switched Telephone Network (PSTN) will close by 2027. By then, every phone line in the UK will need to move to a fully digital network that uses Internet Protocol (IP) across fibre broadband. ISDN (Integrated Services Digital Network) will also stop working.

This change could also impact other equipment that currently uses PSTN or ISDN.



# Keeping your alarms working after the migration to IP



## What are my options?

Contact your providers for guidance. They'll be able to advise you on the best option for you. You may need to consider:



Upgrading to an IP-enabled alarm. There are a variety of IP-compatible solutions on the market and your alarm provider will be able to talk you through your options.



Using an Analogue Telephone Adaptors (ATAs) — this may work with your existing analogue system. You'll need to confirm with your equipment provider whether an ATA will work with your equipment.

## I've got alarms. How will they be affected?



### Power

A small amount of power (up to 60 volts) runs over copper lines to operate the PSTN service. If you're using this to power your alarms, you'll need to find an alternative power source when you migrate. If you want added resilience so that your broadband hub stays online during a power cut, then consider a backup battery or generator.



### Monitoring

In the majority of cases, power must be consistently available over the line. If it isn't, this could be an indication that someone is tampering with the line and could trigger an alert. After migration, this service won't be available.



### Dual Tone Multi Frequency (DTMF)

Existing equipment that uses high-speed signalling may not work after the move to digital. Check with your alarm provider before migrating.



### Copper requirement

Your current network may rely on old copper cabling, which will need to be swapped out for ethernet after the move to digital in **2027**.

### Disconnection

If you still have an existing system that runs over a PSTN line, you must act quickly. It may be disconnected following the migration as not all devices are IP-compatible. Make sure when you place your order to migrate you let us know of any critical devices connected and contact the relevant equipment provider.

For more information on the migration to IP, visit [business.bt.com/insights](https://business.bt.com/insights) or talk to your account manager.

# Keeping your lift lines working after the migration to IP



## What are my options?

Contact your providers for guidance. They'll be able to advise you on the best option for you. You may need to consider:



Upgrading to an IP-enabled or a Global Service Mobile (GSM) lift line. There are a variety of IP-compatible and GSM solutions on the market and your lift provider will be able to talk you through your options.



Using an Analogue Telephone Adaptors (ATAs) — this may work with your existing analogue system. You'll need to confirm with your equipment provider whether an ATA will work with your equipment.

## I've got lift lines. How will they be affected?



### Power

A small amount of power (up to 60 volts) runs over copper lines to operate the PSTN service. If you're using this to power your lift lines, you'll need to find an alternative power source when you migrate. If you want added resilience so that your broadband hub stays online during a power cut, then consider a backup battery or generator.



### Dual Tone Multi Frequency (DTMF)

Existing equipment that uses high-speed signalling may not work after the move to digital. Check with your alarm provider before migrating.



### Copper requirement

Your current network may rely on old copper cabling, which will need to be swapped out for ethernet after the move to digital in **2027**.



### Signal

If you're looking to migrate to a mobile solution, you might want to check you've sufficient signal strength as the location and build of lift shafts affect the signal.

### Disconnection

If you still have an existing system that runs over a PSTN line, you must act quickly. It may be disconnected following the migration as not all devices are IP-compatible. Make sure when you place your order to migrate you let us know of any critical devices connected and contact the relevant equipment provider.

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# Keeping your fax working after the migration to IP



## What are my options?

Contact your providers for guidance. They'll be able to advise you on the best option for you. You may need to consider:



Upgrading to an IP-enabled fax. There are a variety of IP-compatible solutions on the market and your fax provider will be able to talk you through your options.



Some IP Voice solutions offer a fax feature, allowing you to send and receive faxes online or through the IP Voice app. Your IP Voice provider will



be able to let you know if this feature is available.

Using an Analogue Telephone Adaptors (ATAs) — this may work with your existing analogue system. You'll need to confirm with your equipment provider whether an ATA will work with your equipment.

## I've got fax machines. How will they be affected?



### Power

A small amount of power (up to 60 volts) runs over copper lines to operate the PSTN service. If you're using this to power your faxes, you'll need to find an alternative power source when you migrate. If you want added resilience so that your broadband hub stays online during a power cut, then consider a backup battery or generator.



### Signal

If you're looking to migrate to a mobile solution, you might want to check you have sufficient signal strength as this may be affected by metal or built-up areas.



### Copper requirement

Your current network may rely on old copper cabling, which will need to be swapped out for ethernet after the move to digital in **2027**.



### Alternatives

As an alternative to a fax, you could either scan documents or take a photo of it on your mobile, before sending as an email attachment.

### Disconnection

If you still have an existing system that runs over a PSTN line, you must act quickly. It may be disconnected following the migration as not all devices are IP-compatible. Make sure when you place your order to migrate you let us know of any critical devices connected and contact the relevant equipment provider.

For more information on the migration to IP, visit [business.bt.com/insights](https://business.bt.com/insights) or talk to your account manager.

# Keeping your Point-of-Sale (PoS) machines working after the migration to IP



## What are my options?

Contact your providers for guidance. They'll be able to advise you on the best option for you. You may need to consider:



Upgrading to an IP-enabled point-of-sale machine. There are a variety of IP-compatible devices on the market and your providers for each will be able to talk you through it.



Using an Analogue Telephone Adaptors (ATAs) — this may work with your existing analogue system. You'll need to confirm with your equipment provider whether an ATA will work with your equipment.

## I've got PoS machines. How will they be affected?



### Power

A small amount of power (up to 60 volts) runs over copper lines to operate the PSTN service. If you're using this to power your payment devices, you'll need to find an alternative power source when you migrate. If you want added resilience so that your broadband hub stays online during a power cut, then consider a backup battery or generator.



### Signal

If you're looking to migrate to a mobile solution, you might want to check you have sufficient signal strength as this may be affected by metal or built-up areas.



### Copper requirement

Your current network may rely on old copper cabling, which will need to be swapped out for ethernet. After the move to digital in **2027**.

### Disconnection

If you still have an existing system that runs over a PSTN line, you must act quickly. It may be disconnected following the migration as not all devices are IP-compatible. Make sure when you place your order to migrate you let us know of any critical devices connected and contact the relevant equipment provider.

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IP migration and how we can help you

[business.bt.com/insights](https://business.bt.com/insights)

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