



# Calling Local Authorities: Navigating the PSTN switch-off

# What is the PSTN? And how will the switch-off affect you?

**The Public Switched Telephone Network (PSTN) is a legacy analogue technology which has connected homes and businesses for decades, and will be shut down in favour of a fully digital network.**

We are working with organisations, businesses and consumers to put plans in place to migrate their landlines and devices to a cloud or to a digital phone system at the earliest opportunity.

This once in a generation upgrade will see the old analogue technology retired and all our customers upgraded to digital phone services - often referred to as 'All-IP'. This digital technology transmits data at much faster speeds and allows for greater flexibility and scalability. These new services will be easier to maintain and will provide a better service overall for our customers.

As an IT decision maker, it's important to understand how this will impact your organisation's infrastructure and services. In this mini-digital booklet, we provide guidance on how to navigate the PSTN shutdown and what to do next with your legacy services.

## Our offering includes:

- **High bandwidth** dedicated optical wavelength services
- **Wide Access Network (WAN)** portfolios which include both Ethernet and Internet Protocol Virtual Private Network (IP VPN)
- **Broadband and Dedicated Internet Access (DIA)** portfolios which include Asymmetric Digital Subscriber Line (ADSL), Single order broadband and Fibre to the Premises (FTTP)

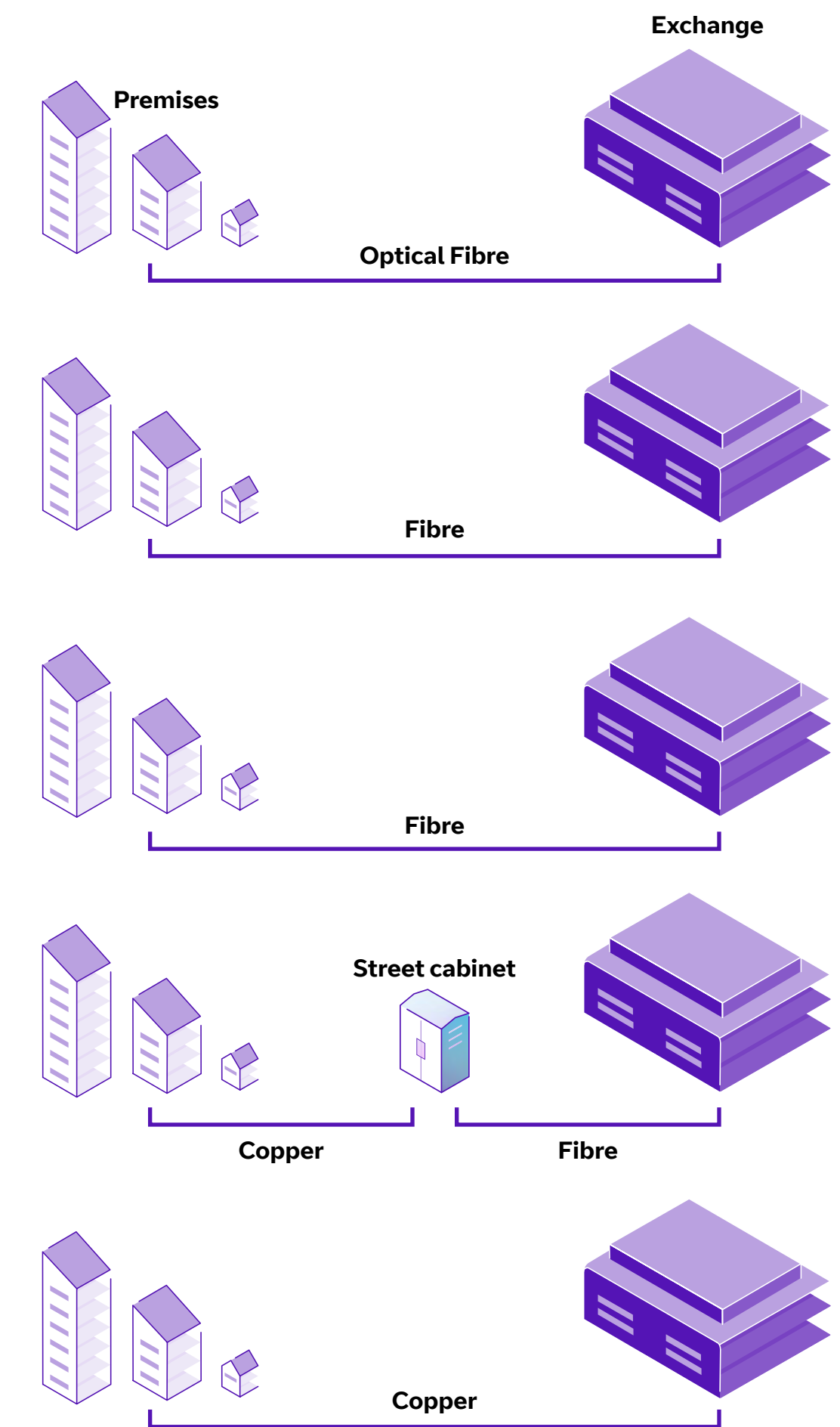
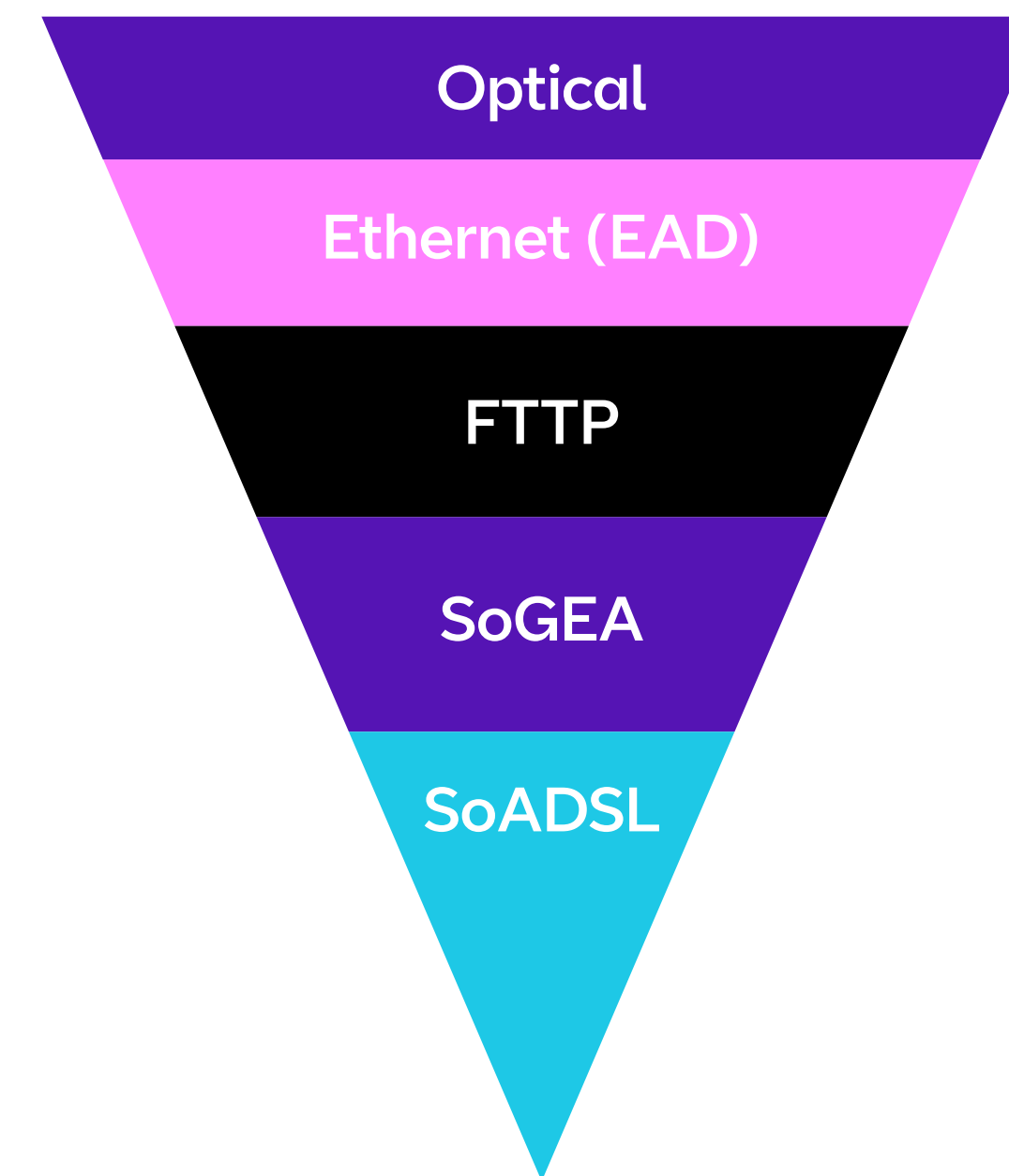
## The access range covers the full suite of low bandwidth broadband access within our products:

- **FTTP** – end-to-end fibre connections into the premise
- **SoGEA** (Single order Generic Ethernet Access) – where FTTP isn't yet available
- **SoADSL** (Single order Asymmetric Digital Subscriber Line) – transitional copper-based broadband

# BT are here to help you transform your organisation

Our extensive portfolio of connectivity products offer future-proofed digital capabilities designed to meet all your requirements.

**Our higher bandwidth business products offer a full range of resilience options.**



# The journey to all-IP

## Today:

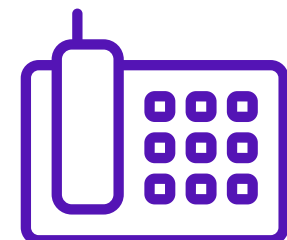
Customers buy a voice line, and add broadband on top.

## Future:

Customers buy an IP access line, and will add voice and other services on top.



Lines are not only used for phones, but for other edge use cases too



Analogue

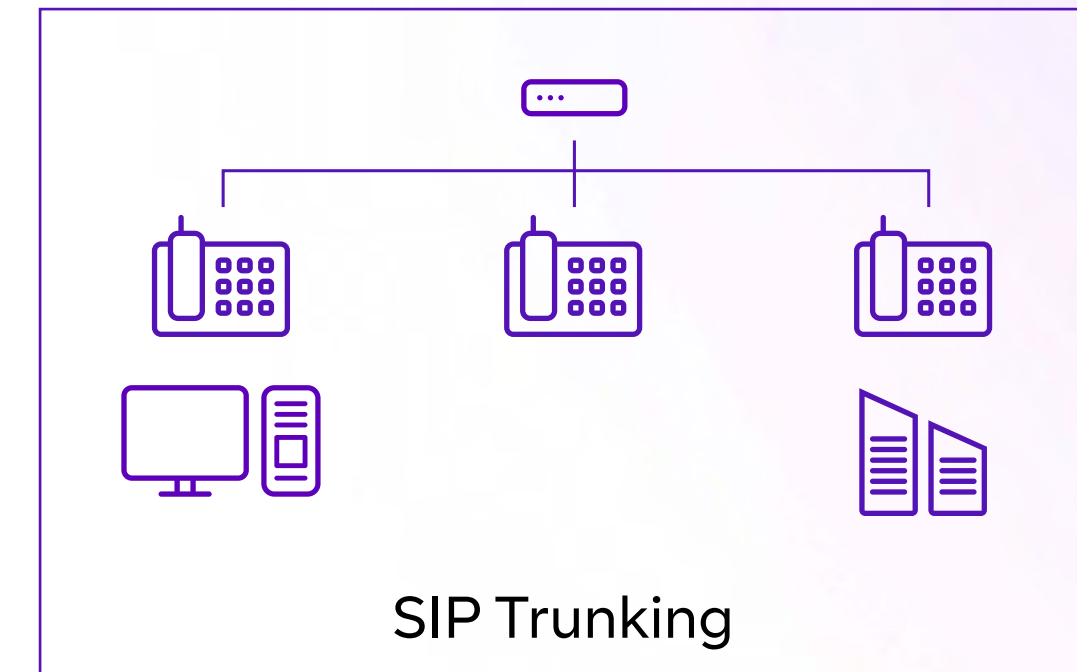
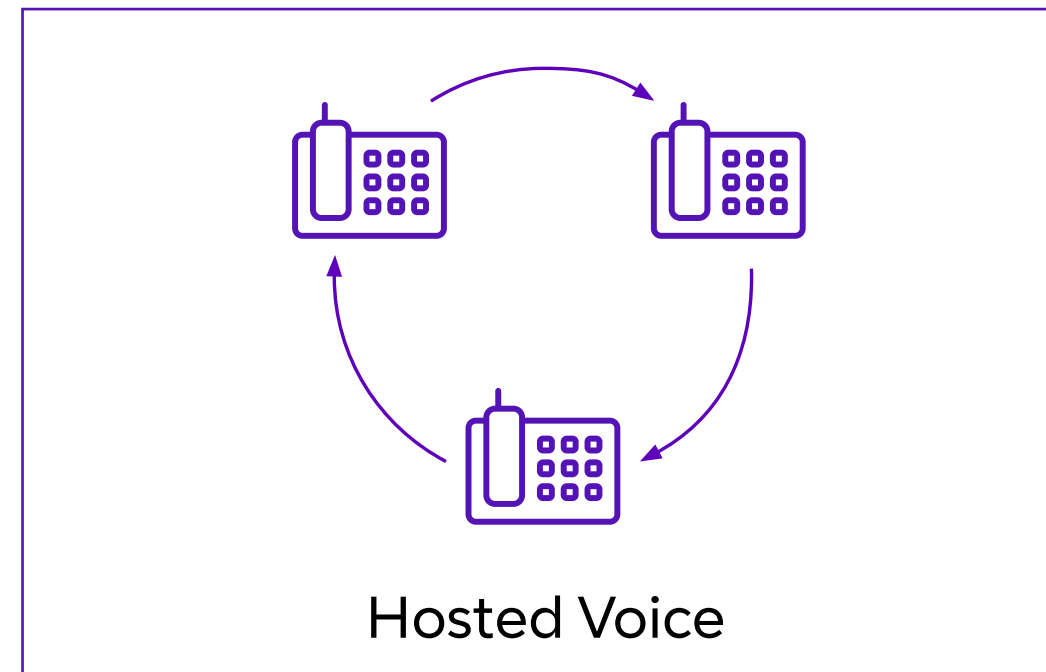
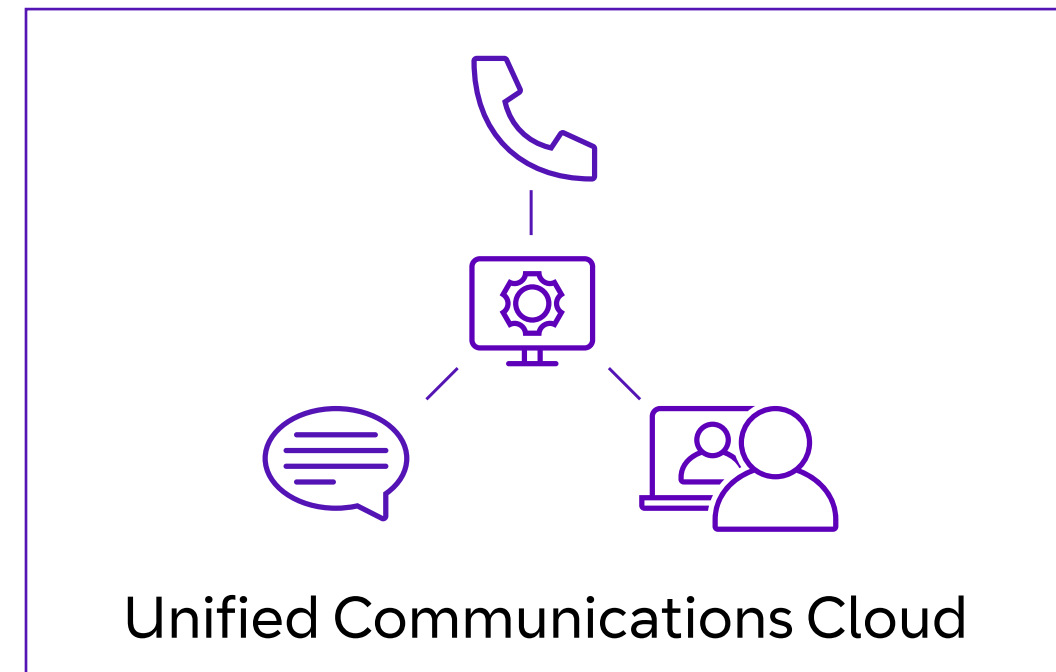


Other services  
(Example: CCTV / PoS machines)

Broadband FTTP, SoGEA

Ethernet Fibre, FTTP, SoGEA. Direct Internet Access

IP Voice



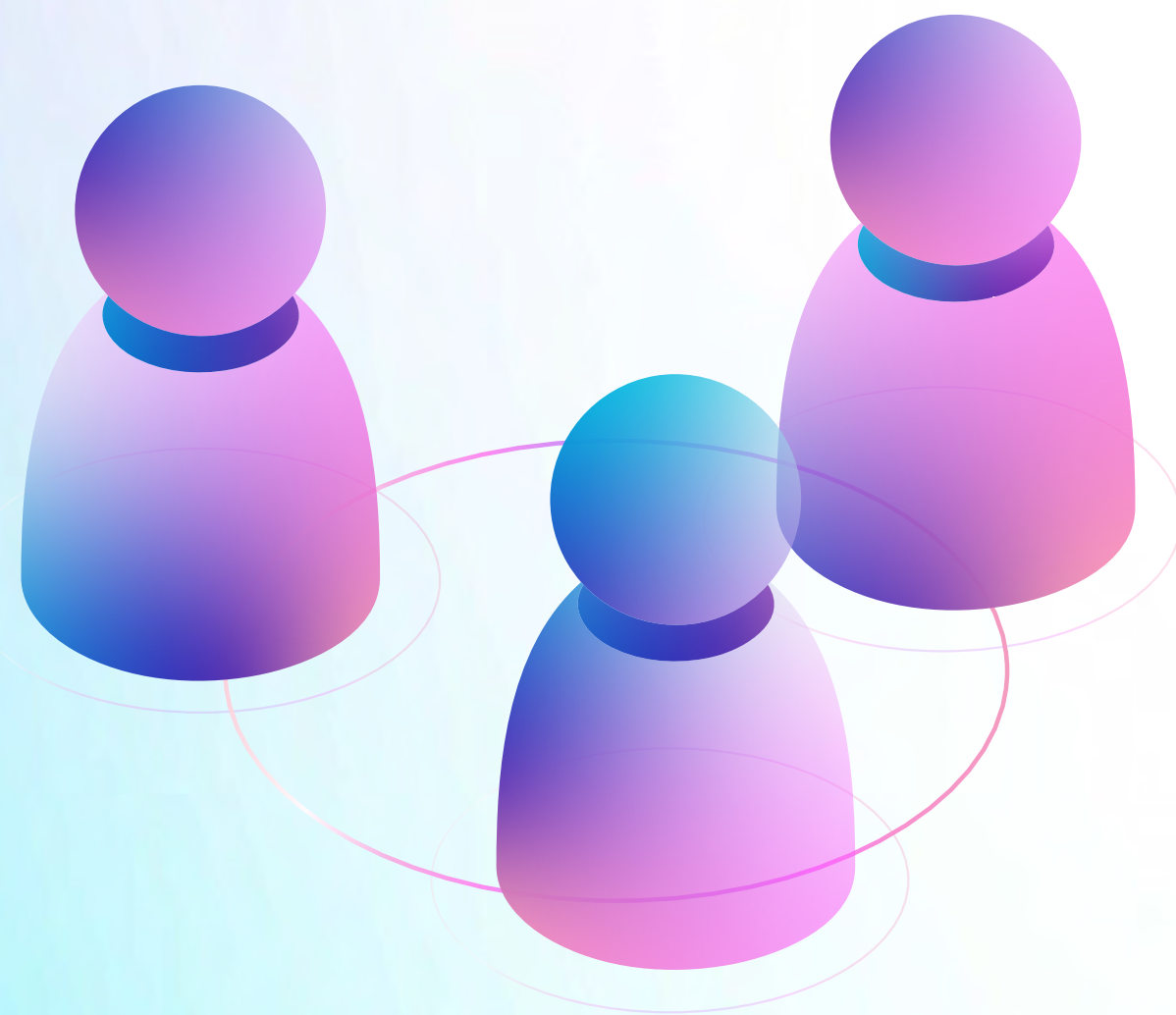
## BT provides a range of products and services to help your organisation communicate and collaborate with your suppliers, customers, and partners.

Migrating to IP Voice solutions means your organisation will no longer be restricted to having just access lines that only require you to make calls. These are often run over a PSTN and ISDN line.

With IP Voice, you will use your connectivity access (such as broadband FTTP, SoGEA, Ethernet) to make those voice calls instead. You can make use of cloud-based Unified Collaboration (UC) tools as well, such as Microsoft Teams, Cisco Webex, or contact centre tools, such as Genesys and Five9.

On the other hand, Hosted Voice and SIP Trunking IP Voice solutions are suitable hybrid solutions, if you don't want to migrate entirely to UC cloud.

**You can find out more on these solutions on the next page.**



# Contact Centre solutions – Five9

We're proud to be a Five9 Gold Partner - delivering the future of customer experience by enabling fluid and effortless interactions for you and your organisation.

Our Contact Centre as a Service (CCaaS) solution engages with customers through their channel of choice, streamlines operations, and leverages the power of AI automation and the cloud to exceed customer expectations.

Together we've delivered solutions with incomparable levels of reliability and security to over 180 countries. We were recognised as the Transformational Partner of the Year in 2024 at Five9's annual awards.

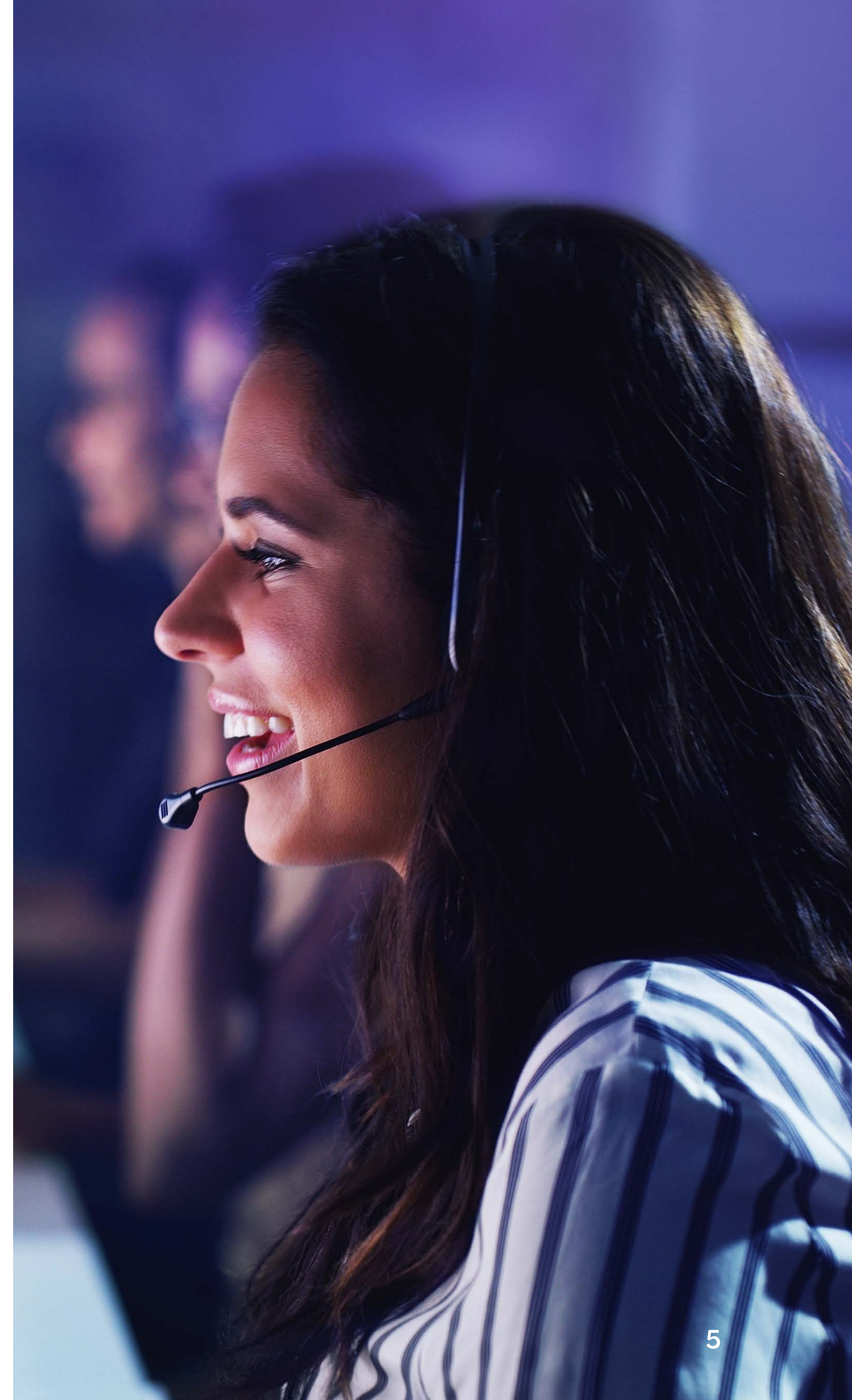
## Benefits to your business:

- Cloud native platform, with over 20 years' experience seamlessly moving customers to the cloud
- Scales and flexes to meet your business needs
- Support every step of the way, to help you deploy quickly and unlock the full benefits
- Platform innovation using new AI features to improve efficiency
- Collaborate seamlessly between front and back office with UC integration



## Five9 features:

- Full omnichannel capability across voice, digital, and social channels
- Intelligent Virtual Agent (IVA) across voice and digital channels
- Real time and historical reporting and analytics
- Speech recognition and text to speech supporting many languages out of the box
- Pre-packaged Microsoft Teams and CRM integrations



# Cloud based Unified Communications - Microsoft

**We've collaborated with Microsoft for over 25 years to innovate and empower field and frontline workers.**

With a focus on efficiency and flexibility, our partnership delivers cutting-edge digital workplace solutions. As a key Microsoft Solutions Partner for Modern Work, BT provides Microsoft Teams IP solutions, Direct Routing, Operator Connect, and Teams Phone Mobile to simplify cloud migration for customers.

## Microsoft features:

- **Powerful productivity** – flawlessly integrated with Microsoft 365 applications.
- **End-to-end managed service** – we provide the knowledge and experience needed to deliver and manage the solution.
- **Interoperability** – with other collaboration tools, contact centres, existing end points or meeting rooms technology.

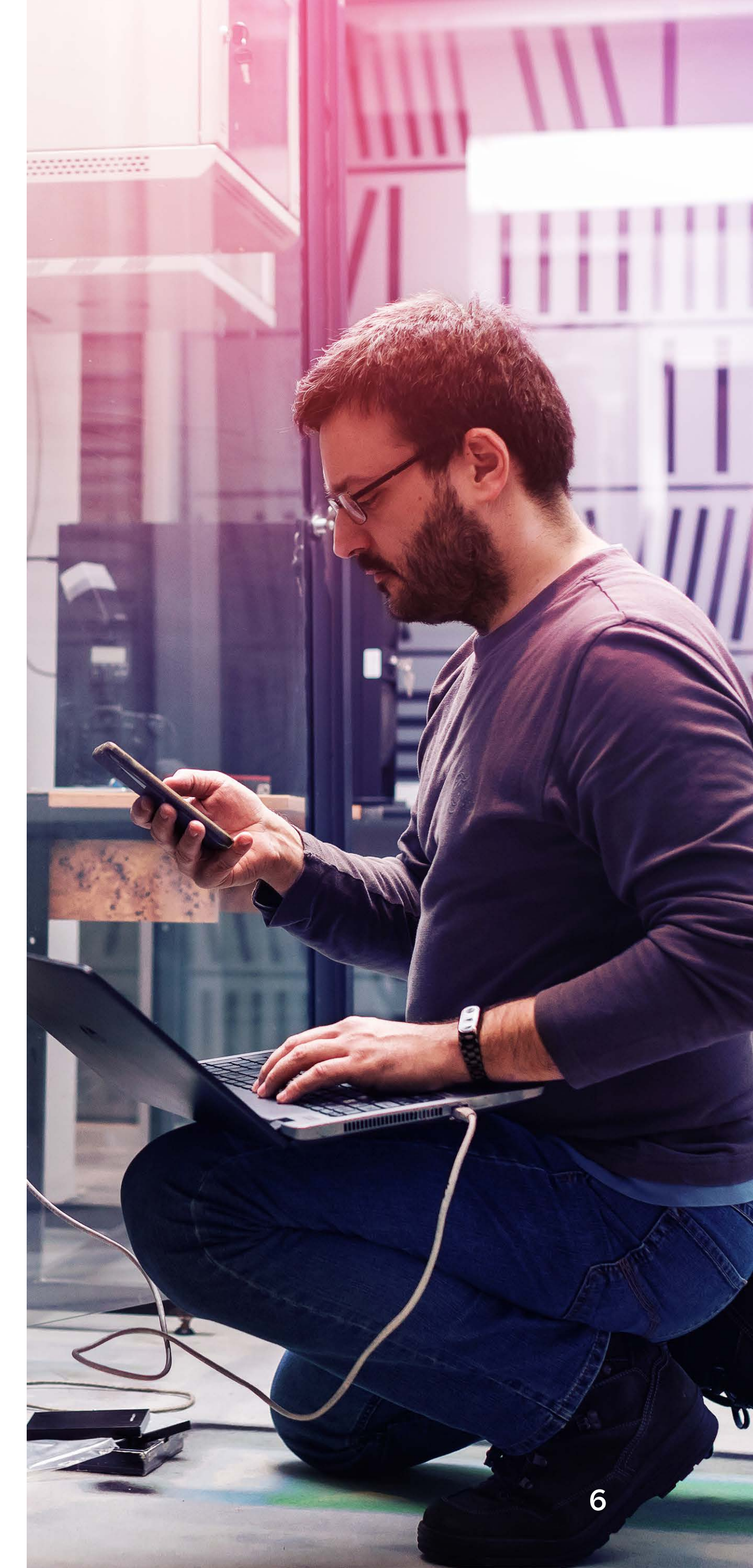
- **Device support** – beyond supporting existing devices, we can help you optimise experience with access to the latest devices and workspace solutions.
- **User adoption support** – we offer a user adoption service that can be tailored to support technology adoption in your organisation.

## Benefits to your business:

- **Excellent end-user experience** – we monitor call quality and utilisation to ensure end users have a great experience.
- **An easier transformation** – our experience, people and network make the transition and adoption of cloud-based services like Microsoft Teams smoother.
- **Reduced costs and a simplified environment** – moving to cloud-based services removes stranded costs associated with legacy infrastructure, while creating a simpler environment to manage.

- **Support for hybrid working** – our solution gives your people the tools and support needed to securely work and collaborate from anywhere.

We have some fantastic solutions available for you, but don't worry, we know that you don't always use legacy voice lines for just making calls. There are several non-voice use cases, such as supporting alarm monitoring systems, EPOS systems etc, which we refer to as 'edge cases'.



# Apart from making phone calls, what else is the PSTN switch-off going to affect, and how can I keep my devices working?

It's likely that you've got a range of devices other than phones connected to your PSTN, ISDN or Featurelines. Some of your devices may continue to work even on an IP network.

To get the best from the digital network, we recommend that any analogue devices are upgraded to digital models, or alternatively, there may be mobile alternatives.

Analogue Terminal Adapters (ATAs) may work with your analogue devices – but you'll have to confirm with your device provider.

It's important that you identify all the lines you use to operate critical services. These could be emergency phone lines or lines connected to devices like telecare alarms, security or fire alarms, medical devices, sensors, monitoring devices or other critical devices.

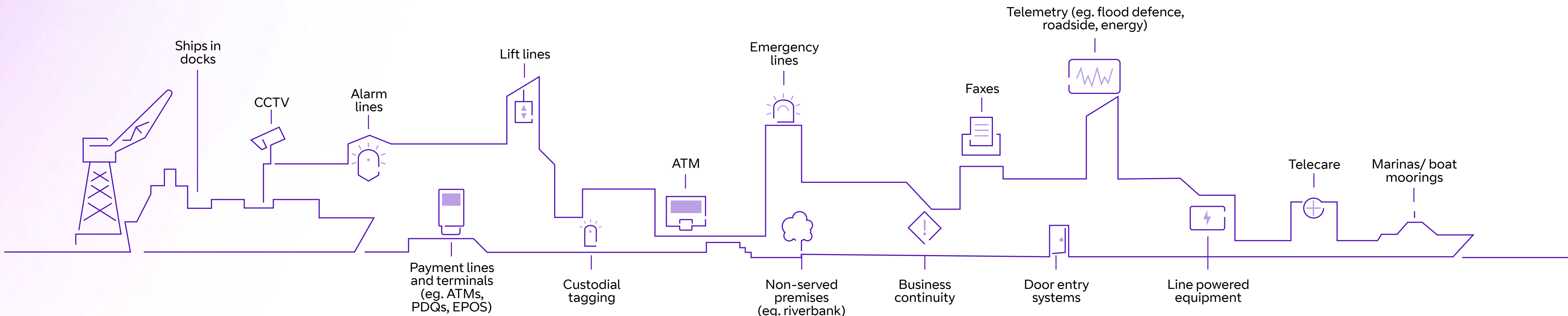
# Understanding how your inventory will work post shutdown

- 1 Understand** what devices are connected to your lines.
- 2 Identify** what lines you have, where they are, and what you use them for.
- 3 Contact** your device provider, as they'll be able to talk you through your options to ensure that your devices will continue to work.

## Considerations:

A small amount of power (up to 60 volts) runs over copper lines to operate the PSTN service. If you are using this to power your devices, then you will need to find an alternative power source when you migrate. You might want to consider a backup battery or generator to keep your broadband hub online round-the-clock.

Rest assured, we're here to understand your requirements and find the best solution for you.



## Who else may the switch-off impact?

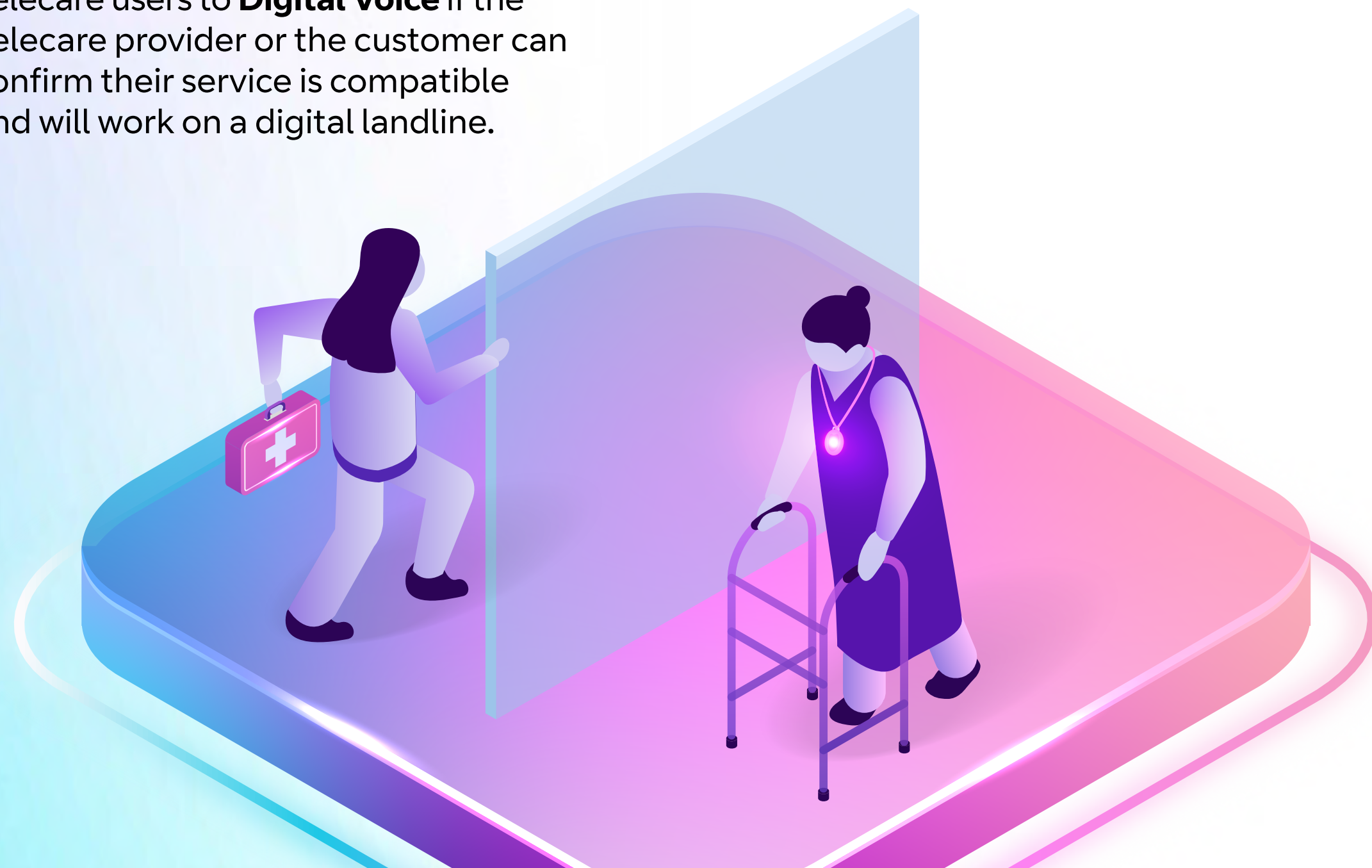
The migration will affect all businesses and residents within your area. This includes vulnerable residents as well as Telecare users.

BT and EE have signed the Government's charter to protect vulnerable customers and Telecare users during the migration process.

EE have strict policies to protect residents who are Telecare users, as well as customers who have declared to us that they are vulnerable. EE will only switch these Telecare users to **Digital Voice** if the Telecare provider or the customer can confirm their service is compatible and will work on a digital landline.

EE offers eligible customers **free resilient solutions** such as battery back-up units and hybrid phones. Customers who are unsure, or who have told EE that they have a Telecare device that isn't compatible with a digital landline will not be switched until they tell EE they're ready.

You may have residents that you provide Telecare devices and services to. If so, please contact your device provider, as they'll be able to talk you through your options to ensure that these devices will continue to work. This may involve upgrading the devices.



## What is the future for local authorities?

The future of Local Authorities is becoming increasingly challenging due to a range of economic and social factors:

- Projected population growth of **40%** between 1950 and 2035
- Significantly **ageing population** increasing the number of citizens reliant on care
- **48%** real terms reduction in central funding since 2010
- A **330,000** worker skills shortage across the UK

At BT, we are proud to embark on this challenge as we work closely with Local Authorities to enable them to support the UK and its citizens. Looking at the challenges above, digital transformation can help Local Authorities:

**AI adoption:** Local Authority contact centre staff provide essential support to community members over issues ranging from social care to housing. Increasing populations means that these teams will be more in-demand than ever. We have found that most requests coming into a contact centre are for simple queries such as information regarding waste collection. Such queries can be easily fielded by online chatbots, freeing up staff to serve citizens in most need of support.

**Field Worker support:** Adult Social Care remains the largest cost to many Local Authorities. Most care workers need to return to office sites for administrative tasks. Giving collaboration tools such as Microsoft Teams and 365 on a mobile to care workers ensures they remain contactable, whilst removing the need for unnecessary trips, or duplicating paper notes. By reducing administrative time by one hour per day, Local Authorities can experience annual productivity benefits equivalent to £2,700/staff member.

**Preventing Digital Poverty:** 6% of UK households are without internet access. This leads to challenges ranging from unemployment to social isolation. We're passionate about keeping citizens connected and would love to work with you to understand how we can best help you combat digital poverty in the local area.

The above are just some examples of how we can support Local Authorities moving forward.

To understand more please [contact your Account Manager.](#)



# So what's next? How can I migrate successfully?

## Key tips for migration:

- Know your inventory
- Know what you have connected to your lines
- Be resource ready so you can manage this migration (project management dedicated to migration)
- You will need finance and budget to carry out this change to a digital future



## How can we help?

We've got dedicated sales teams and migration specialists who are ready to support customers through their migration journey.

You can bring your equipment to test its functionality at our digital services test lab at Adastral Park near Ipswich.

## Steps for success:

- 1 Assign clear leadership** that incorporates both organisational and technological perspectives, as well as communicating clearly with all parts of the business.
- 2 Identify the specific benefits** for your organisation, what you hope to achieve from migration and how this aligns with strategic goals in the short and long term.
- 3 Identify potential pitfalls** your organisation could face, who will be affected, and mitigate strategies to minimise disruption.
- 4 Develop a roadmap** for action and communicate it regularly to the wider organisation.
- 5 Engage** with the available support and guidance from BT - we're here to help.

# FAQs

**Q. Why is the UK moving to an IP Voice network?**

**A.** The current technology is ageing, it's limited in its capabilities and it's not flexible enough to serve the needs of our customers. It needs to be replaced with new internet-based alternatives. Our business customers' expectations have changed over time with greater demand on flexibility, speed, and more feature-rich call management solutions that an IP Voice network can offer.

**Q. What is impacted by PSTN switch-off and will it affect customer equipment?**

**A.** PSTN as a platform will no longer exist from 2027. Analogue devices will no longer work with the new Internet Protocol (IP) services, and customers will need to use IP devices.

**Q. Does my phone still need to be plugged into an electrical socket?**

**A.** The handset will need to be connected to a power supply. Your IP phone handset will only work when it is also connected to the Hub. This could be a wired connection or by Wi-Fi, depending on the type of handset.

**Q. Will the hub have battery backup?**

**A.** We do not provide battery backup with our hubs.

**Q. There are many other services (for example faxes, card payment machines and telemetry devices) that rely on the traditional telephone network. Will these devices still work?**

**A.** We know that customers use their phone lines for more than just making and receiving calls. From devices like alarms, card payment machines and faxes, connecting emergency phones by the side of a road to monitoring equipment in remote rural locations a single customer might be using their lines in several diverse ways.

To get the best from the IP network, we recommend that any analogue devices currently connected to the legacy network are upgraded to IP enabled devices. Customers should contact their device provider as they will be able to talk through the options.





Visit our website for more information,  
or reach out to your account manager today.

[Learn more](#)

**Offices Worldwide.**

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May 2024

JN: 1474047883