ISDN / PSTN - END OF LIFE

Overview

WHAT IS THE SWITCHOFF

Timeline

In 2017 BT announced it intended to Switch Off ISDN and PSTN in 2025.

BT announced the end of sales for ISDN in 2020 and new ISDN lines will not be available for purchase from September 2023.

The Switch Off WILL happen in 2025.

All ISDN / PSTN channels must be migrated by 2025; otherwise there will be no telephony service.

Any equipment that currently uses the PSTN will stop working: alarms, elevator phones, EPOS machines, door entry systems, CCTV, faxes ...

What is PSTN?

The public switched telephone network, or PSTN, is the world's collection of interconnected voice-oriented public telephone networks. PSTN is the traditional circuit-switched telephone network. It has been around since the 1800s and is well due for an upgrade!

What is ISDN?

ISDN stands for Integrated Services Digital Network. It's a set of communication standards that uses digital transmission to make phone calls, video calls, transmit data and other network services over the circuits of the traditional PSTN (Public Switched Telephone Network). ISDN was introduced in 1986 by BT.

WHAT ARE THE OPTIONS

TO PROTECT YOUR BUSINESS TELEPHONY

Do Nothing

This is NOT an option - the Switch Off will happen. Businesses must move to IP telephony or will not be able to communicate. Also, ISDN line rental and calls are expensive, so by moving to IP telephony sooner, rather than later means you can actually save money!

Option: Keep Existing PBX

Extend the life of the PBX and phones by using a VoIP gateway; and together with a SIP trunk if required.

Benefits are that there's no recabling required; no retraining for phone users and low expense.

Option: Move To A New On-Premise Solution

Replace the installed on-premise PBX with a full featured UC on-premise solution; install as software or hardware.

Ideal solution for businesses who have policies that mandate on-premise; and/or want CapEX. But still want the extra functionality, features and productivity of a Unified Communications (UC) solution.

Option: Move To A Cloud Solution

Replace the installed on-premise PBX with a full featured UC cloud solution; with calls bundled into the monthly cost; can also include phone rental for one monthly bill.

Ideal for businesses that want an OpEx model and need flexibility and scalability; with the benefits and extra functionality, features and productivity a UC solution provides.

Option: Adopt A Hybrid Solution

This can be a mix of the 3 options above to suit your business, For example; deploy on-premise at HQ & cloud in remote sites, or vice versa. Or connect a cloud-based UC service to an on-premises appliance, Solutions need to allow seamless interaction and the user should have the same experience, regardless of deployment method.

SWITCHOFF WITH SWITCHVOX

THE SMARTER CHOICE FOR UC

With Switchvox, customers can save up to 70% in telephony costs and service charges.

Deploy Switchvox How You Want

Switchvox can be deployed in multiple ways, each with the same all-inclusive feature set and the same webUI. Simply choose the deployment method that is right for your organisation to get the most out of your communications system.

If you are looking for a hands-off unified communications system that doesn't require IT staff and fits into an OpEx spending model, choose Switchvox Cloud. Or if you want to bring your own SIP trunks, then choose Switchvox as a Service.

If you prefer complete control, or you must have on premise deployment for compliance such as client data has to be kept locally, a larger user capacity and a CapEx spending model, then Switchvox on a dedicated server is the way to go. If you are already running your business in a virtual environment, Switchvox software will easily fit into your existing infrastructure.

Cloud
- Switchvox Cloud is the optimal solution for delivering the best customer service
- No onsite hardware to maintain and control
- Simplify access to communication tools for sales, support, and agents
- IP phone rentals available

On-Premise
- With Swtichvox on premise you can maintain full control of your solution
- Dedicated appliance hardware backed by Sangoma
- No racks of specialised equipment

As a Service
- Swithvox as a Service gives you all the benefits of a hosted UC solution with YOUR choice of SIP trunking
- Don't get penalised for terminating current SIP trunking contracts early

Virtualised
- Choose your own virtualised environment with VMware and Hyper-V
- Leverage failover for HA options and   save on stand-alone appliance cost

Switchvox Works With Your Existing Environment

Built in integration with Salesforce and Zendesk; powerful, open APIs allows easy integration with all business systems and 3rd party applications. Integrate Microsoft Environments to enable click-to-dial from MS Outlook and web browsers; add Switchvox advanced telephony and contact centre capabilities to Microsoft Teams.

INTUITIVE IP PHONES
AND SOFTPHONES
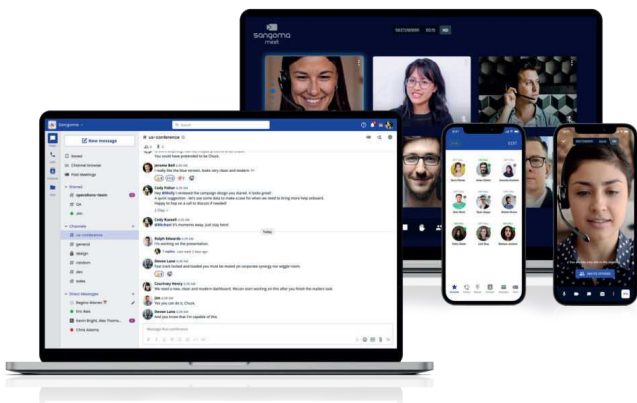
Designed For Switchvox

Offering the tightest integration possible, they incorporate plug-and-play installation with auto-provisioning—saving you time.

All Models Include:

- Full-color display screen
- HDVoice
- Customizable Busy Lamp Field (BLF) Keys
- Power Over Ethernet (POE)
- Interactive voicemail
- Interactive, real-time status
- Parked calls
- Contacts
- Transfer & conference calls
- Record & monitor calls
- Agent/manager queue

Sangoma's exclusive line of desk phones delivers intuitive functionality and productivity features for every user type at a competitive price. Our phones have been designed to be fully compatible across Sangoma's communications services portfolio, further enhancing their value.

COMMUNICATE & COLLABORATE
WHERE & HOW YOU WANT,
AT THE OFFICE OR REMOTE

UC Clients

Desktop and smartphone softphone collaboration clients that integrate seamlessly with our UC solution offerings and deliver UC features.

- You can make and receive phone calls using your work extension.
- Improve workplace engagement & productivity with video conferencing & screen-sharing.
- Improve collaboration with One-to-One chat and Team chat rooms
- Presence control delivers efficient communication
- Visual voicemail lets employees take care of their messages quickly

SIP CONNECTIVITY

EXISTING PBX
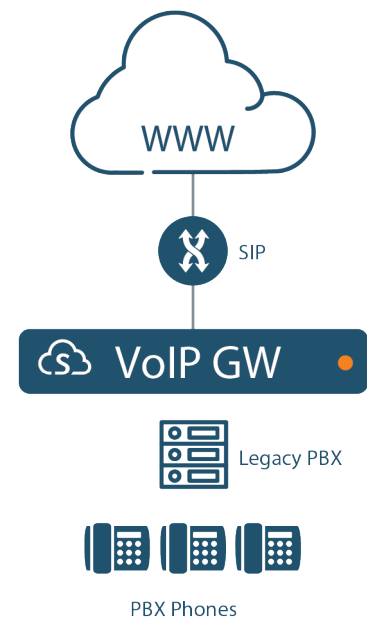
Full ISDN Replacement

Let Sangoma take care of all the stress of providing a replacement for your ISDN trunks without changing a thing on your PBX. Sangoma's SIPStation means that you keep all your desk phones and cabling but benefit from lower costs and more flexibility.

This service comes with minutes built in, so you get a predictable monthly bill with no surprises.

No upfront costs means you can get started very quickly – benefit from the cost savings today.

Benefit from using part of Sangoma's wide portfolio of telecoms products knowing that we've got you covered if you ever need anything else.

With UK support and implementation teams available, know that you have the backup your business needs.

SIPSTATION

WWW

SIP

VoIP GW

Legacy PBX

PBX Phones

Unlimited Minutes

The ISDN replacement service comes with a bundle of unlimited* minutes to:

- UK Landlines
- UK Mobiles
- US Calls

Packages to other international destinations are also available.

Subject to fair use policy

Full Service

Sangoma will take care of the setup and maintenance of the service. Meaning you don't have to worry about any of the complexity. Just keep using your PBX and phones as you always have.

Future Proof

Sangoma solutions include full IP solutions so when the time is right to replace the PBX we can make sure you find the right solution for your business at a price that's right. Keeping things in the Sangoma family means that the migration can be simple and more cost effective than going somewhere else.
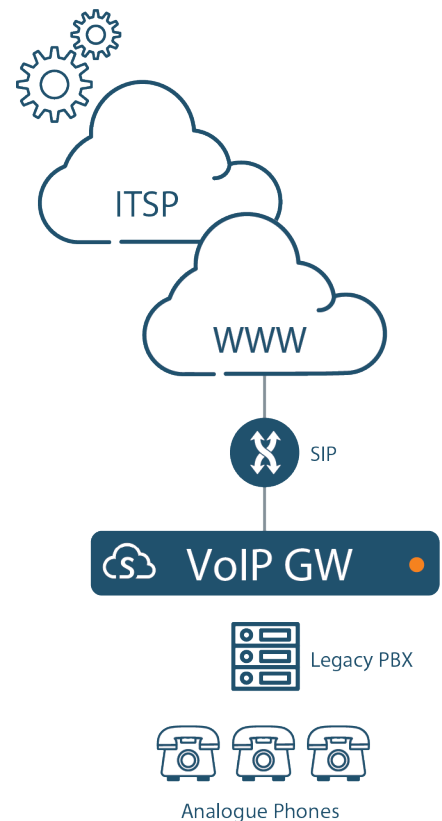
Keep Your Existing PBX
Save on Call Charges and Line Rental

Using a Vega gateway, you can keep your existing PBX and connect it to a SIP trunking provider. The PBX will not notice the difference and you can save money on your expensive ISDN line rental and call charges.

No need to change any room phones, no recabling required.

Vega gateways like the 60G, 100G, 200G and 400G support up to 120 calls, suitable for everything from very small to very large businesses.

ITSP

WWW

SIP

VoIP GW

Legacy PBX

Analogue Phones

Cost Savings

Cost savings when switching from your traditional telephony provider to a new SIP provider.

Don't Rip and Replace

Why remove a PBX that gives you everything you need? Vega gateways give you seamless connectivity to SIP providers.

Support for International Calling and Faxing

No changes to all the features you're used to with your existing PBX

Disaster Recovery

If something bad were to happen that means the service is unavailable, options for local breakout or re-routing to mobile phones or other numbers can usually be arranged.

Sangoma

To learn more about how Sangoma can help your organisation prepare for the big PSTN switch-off, or to start a conversation with one of our experts at:
www.sangoma.co.uk/contact-us/