



## **The Big Telephone Switch Off**

In a monumental shift, the longstanding era of traditional telephone landlines is drawing to a close. By the end of 2025, the familiar copper wires that have connected homes and offices since 1875 will fall silent across the UK. This transformation, led by BT Openreach, signifies a pivotal moment in telecommunications history, ushering in a new era of digital connectivity and innovation.

### **Why is the big switch off happening?**

The decision to retire the old telephone infrastructure stems from the recognition that technology has evolved far beyond the capabilities of the aging equipment. BT Openreach acknowledges that the antiquated system is no longer sustainable in today's digital landscape. Moreover, the demand for advanced features and support for remote working necessitates a transition to more modern solutions.

### **What will replace the old landlines?**

To replace the old landline system telephone calls will be sent over the internet using a service called Voice over Internet Protocol or VoIP

### **Call quality concerns and solutions:**

If you have a poor internet connection or heavy network traffic in your office this can cause calls to sound robotic or to break up. You may also experience other problems such as not being able to answer a call at all. These problems can easily be avoided with good internet and network design, for example choosing the right internet router, implementing bandwidth controls, or even a dedicated internet service for the phones. For this reason, we recommend using the same provider for your telephones, internet, and internal network.

### **How do I know if I am already on the new system?**

The good news is that many businesses already have the newer VoIP system. If your phone bill shows PSTN or ISDN then you are probably still on the old phone service, if your phone bill shows VoIP or SIP then you're probably on the new phone service already. None of these are hard and fast rules so it's best to check with your provider.

### **What do I need to do if I am still on the old system?**

You need to switch over to a new internet phone system. Your current provider can probably switch you over to the new service, in fact they have probably already well into their way of contacting customers and switching them over. If you haven't heard from them, you need to act now. Either contact your current provider or start looking for a new provider right now.

### **Will this only affect my telephones?**

This switchover will affect anything that uses a landline, some examples are: Card payment machines, Alarm systems, Franking machines, Fax machines etc.



### **Will the switch off affect my internet connection?**

Many internet connections share the same copper line as a telephone service known as FTTC or ADSL. If this is the case, then you need to upgrade to a newer internet service known as FTTP or SOGEA. If you're unsure what your current internet service is then this is something you need to have checked out now to make sure you're ready for the switch off.

### **If the switch off isn't until the end of 2025, why do I need to switch over now?**

Although it is planned for the switch off to happen by 2025, many services have already been discontinued. It's best to get ahead of the game and not leave it to the last minute when many others are also trying to switch.

### **Do I need to stick with my current provider, or can I switch to a new provider?**

You should be able to stay with your current provider, however if you wish you will be able to move all of your services, including your telephone numbers, to a new provider.

### **What differences / new features will I see in my system when I move to the new system?**

There are a whole array of features and pricing that many providers offer, from calls included in the monthly service charge, to apps for your PC and mobile phone to allow you to make and receive calls via your office number from anywhere. Although adapters can be provided to allow you to use your existing telephones, it's recommended to replace them with new handsets to take full advantage of the new features.

### **Conclusion:**

Impending switch-off of traditional landlines marks a significant milestone in telecommunications history. Embracing VoIP technology not only ensures continuity of communication but also unlocks a wealth of possibilities for businesses to thrive in an increasingly digital world. As the transition accelerates, businesses must adapt swiftly to seize the opportunities that lie ahead.

### **Related articles:**

For further insights into available telephone systems and guidance on navigating the transition, explore our comprehensive offerings at Techforce.