5 questions about the ISDN Switch Off: answered.

NFON

The Integrated Services Digital Network – the core of the UK's current telecoms infrastructure – is soon to be made obsolete.

Businesses need to prepare to move to an internet-based communications protocol before the ISDN is switched off.

Here's some key information on the switch off, what it means for your business, and what you can do to ensure you are ready for it when it comes round.

1. When will it take place?

As of **December 2020**, the first phase of the **ISDN Switch off has already begun.**

By **September 2023**, ISDN services will **no longer be available for purchase or renewal.**

In **2025**, **ISDN will be switched off for good.**

2. Where and when will the ISDN services 'Stop Sell' come into effect?

Openreach's switch plan is to gradually introduce a 'stop sell' date for each exchange, after which no ISDN services will be available from that exchange. This includes updates or extensions of existing services. The first region to be phased out was Salisbury in December 2020. For a list of all regions and their 'Stop Sell' dates, click here.

3. Why is ISDN no longer fit for purpose?

The drawbacks of maintaining it...
...are outweighing the benefits.

- BT is decreasing investment in its upkeep.
- The quality of service is in decline.
- Fewer ISDN-trained engineers are available to fix faults.
- Availability of parts is dwindling.

4. How many people are still using ISDN?

Many businesses are yet to adopt an internet protocol...

34% of organisations in 2020 were **using on-premise phone systems**

and **50%** were still relying on traditional telecoms providers.[1]

1 in 4 UK businesses **weren't even aware of the ISDN Switch Off** when asked about it.[2]

Meanwhile, the number of businesses using VoIP or cloud telephony is growing...

90% of IT leaders will cease purchasing on-premise communication solutions by the end of 2021.[3]

The number of projected **corporate VoIP subscribers** is estimated to be around

204.8 billion worldwide.[4]

69% of employees **use internet-based voice services**, including VoIP tools or unified communications platforms.[5]

5. What are the benefits of cloud telephony?

Communications technology has advanced so significantly since ISDN, VoIP is not just a better option for businesses – it's **THE BEST** option.

Easy to set up

Cloud telephony solutions are **'plug and play'**, meaning they are **ready to use straight out of the box.**

Migrating your existing infrastructure to the cloud can be done in **a matter of weeks.**

Limitless Scalability

- Cloud telephone systems require **no hardware**.
- New users can be **set up in a few clicks**.
- **Unlimited new users** can be added to your network.

Huge cost savings

VoIP can reduce costs on national and international calls.[6]

90%
on international calls

75%
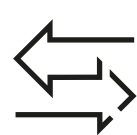on operational costs

30%
on phone bills [7]

Automatic Futureproofing

Automated updates keep you on the **best technology** with the **latest features** at all times.

Powerful flexibility

Teams can access your network from anywhere on any device. All you need is an internet connection.

With more flexible communications systems, businesses can...

- Embrace hybrid working.
- Remove bottlenecks.
- Enhance the customer experience.
- Improve productivity.
- Retain more talent.
- Have happier teams.

Sources:
1   https://assets.nextiva.com/ebook/2020-State-of-Business-Communications-Report-Nextiva.pdf
2   Survey conducted by TalkTalk Business and Censuswide in 2017
3   https://getvoip.com/blog/2020/07/10/state-of-uc-2020/
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