



Guide

The big switch off

What's happening to PSTN?
And what comes next?

The next big change...

Big changes are coming. We're here to help you make the most of them.

Openreach first announced the switch-off of PSTN (Public Switched Telephone Network) and ISDN (Integrated Services Digital Network) way back in 2015, and now the countdown to 31st January 2027 is on.

We've pulled together this handy guide to walk you through what PSTN is, why it's going away, how your business might be affected, and most importantly, what you can do now to avoid disruption.

What is PTSN?

PSTN stands for Public Switched Telephone Network. It's the landline phone system people have used for over 100 years. While it has served businesses reliably for generations, it's now considered legacy infrastructure.

As tech keeps moving forward, it's finally time for PSTN to retire. The full switch off is happening on 31st January 2027.

To maintain voice services, you'll need to move your business to a more modern solution like Hosted Voice or VoIP (Voice over Internet Protocol), which runs on your internet connection instead of copper phone lines.

These next-generation systems offer enhanced features, greater flexibility, and reduced dependence on physical hardware - often at a lower operational cost.

What is ISDN?

ISDN stands for Integrated Services Digital Network. It was launched in 1985 as a more advanced version of the old landline system.

It lets people send voice, video, and data at the same time using the old phone network. But now, with the Internet, smartphones, and cloud tools doing all that (and more), ISDN is now being phased out.

Before



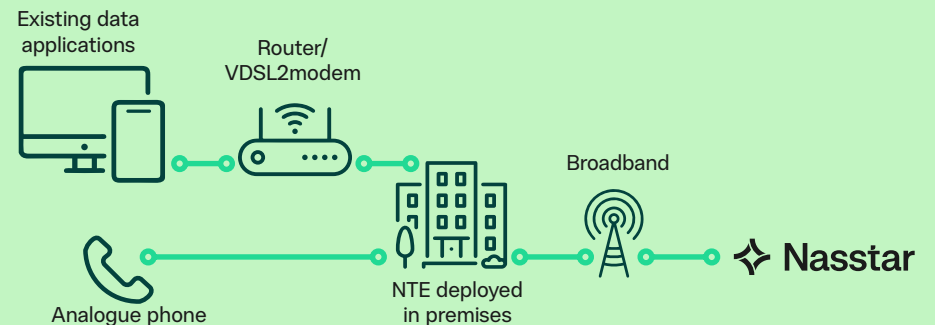
Current broadband services like DSL and FTTC are reliant on WLR to deliver the service.



Separate voice and broadband services are delivered to a property.



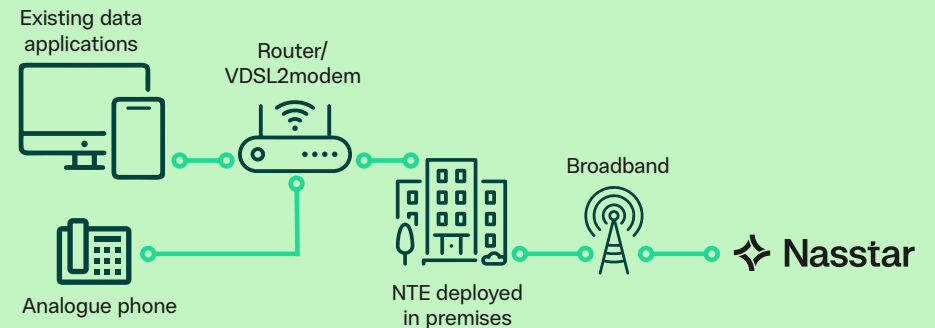
If the WLR service is ceased, the broadband is also ceased.



After

With next-generation broadband services like SoGEA and FTTP, WLR will no longer be required.

Data services will be delivered to the property with voice delivered using IP as an Over The Top (OTT) service if required.





What does this mean for your business?

On 31st January 2027, the PSTN network will be shut down. Any services still running on traditional copper lines - like analogue phones, ISDN, ADSL (Asymmetric Digital Subscriber Line), or FTTC (Fiber to the Cabinet) - will no longer work.

Even if you're not using those lines for voice, your broadband may still be affected. You'll need to start planning for a shift to alternatives like SoGEA (Single Order Generic Ethernet Access) or FTTP (Fibre to the Premises) and consider moving your phone systems to cloud-based or VoIP solutions.

We understand that change like this can feel overwhelming. Especially when it affects how your business connects with customers and suppliers.

To help businesses prepare, exchanges will enter a "stop sell" phase. That means no new analogue or ISDN lines, and no upgrades to old systems. Act now, and you'll be in a great position to future-proof your communications.

SoGEA

A data-only solution

As traditional phone lines are phased out, many businesses are unsure how their broadband will be affected. If that sounds familiar, SoGEA (Single Order Generic Ethernet Access) could be the answer.

SoGEA is a broadband service that doesn't rely on a phone line or phone number. That makes it future-ready from the start.

It works like FTTC, bringing fibre to your street and copper to your building, but with one key difference: it works as a standalone broadband service, with no dependency on an active telephone line.

Still need to make voice calls? No problem. Just run a VoIP service over your SoGEA connection and you're good to go.

How will your business benefit from SoGEA?

- ◆ **Equal speeds to FTTC**
- ◆ **Available to 28 million UK premises**
- ◆ **Costs and installation times are lower than Ethernet-based connectivity technologies**
- ◆ **Easy migration journeys**
- ◆ **Future-proof connectivity to prepare for the PSTN withdrawal**
- ◆ **Simple to sell and simple to support**





FTTP

Superfast fibre straight to your door

Fibre to the Premises (FTTP) is exactly what it sounds like: a full-fibre internet connection that goes right to your building. It offers lightning-fast speeds of up to 1Gbps and doesn't rely on outdated copper wiring.

FTTP is an alternative to SoGEA. While both offer excellent solutions, your premises will typically support one or the other. Either way, you're stepping into the future of connectivity.

How will your business benefit from FTTP?

- ◆ **Ultrafast speeds up to 1Gbps download**
- ◆ **Availability coverage increasing quickly**
- ◆ **Costs and installation times are lower than Ethernet-based connectivity technologies**
- ◆ **No degradation of performance due to distance from exchange**
- ◆ **Future-proof connectivity to prepare for the PSTN withdrawal**
- ◆ **Simple to support**
- ◆ **Easy migration journeys**

SOADSL

Reliable connectivity where fibre can't reach

Single Order Asymmetric Digital Subscriber Line (SOADSL) is designed for locations where fibre broadband isn't available, typically in more remote or rural areas. It runs over traditional copper lines and is based on Openreach's SOTAP (Single Order Transitional Access Product) platform.

While it doesn't match the speeds of full-fibre alternatives, SOADSL is a practical, dependable solution for keeping connected when fibre to the cabinet isn't an option.

How will your business benefit from SOADSL?

- ◆ Available in areas where fibre services are not yet deployed
- ◆ Uses existing copper infrastructure for easier provisioning
- ◆ It's a data-only service, so no need for a separate phone line
- ◆ Compatible with PSTN withdrawal plans
- ◆ Simple installation and support
- ◆ Ideal as a backup or interim connectivity option in rural locations





MPF

Flexible connectivity through local loop unbundling

Metallic Path Facility (MPF) is a broadband and voice solution delivered over copper lines. It works by renting the copper line from Openreach and connecting it to a provider's equipment at the exchange - a setup known as Local Loop Unbundling.

Because MPF doesn't use Openreach's voice network, it's available in areas where the local exchange has been unbundled. It can be delivered as ADSL or FTTC.

How will your business benefit from MPF?

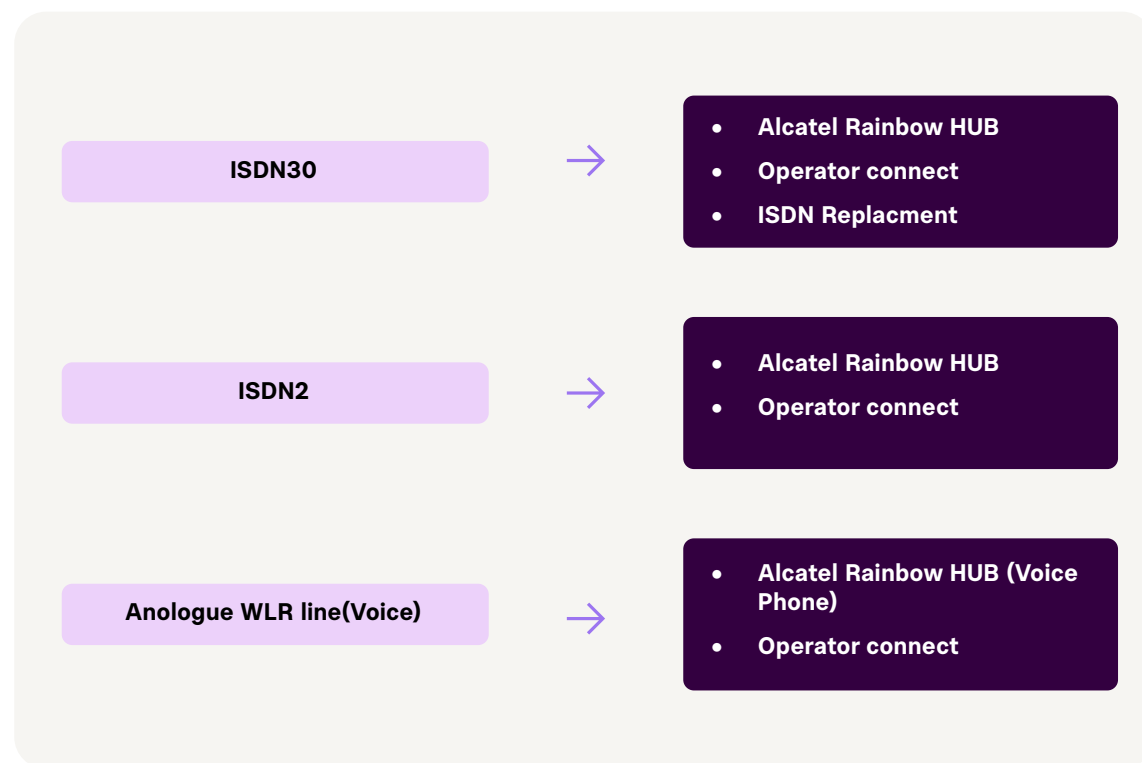
- ◆ Available in both ADSL and FTTC configurations
- ◆ Doesn't require Openreach voice services
- ◆ Delivered via the providers' equipment at the exchange
- ◆ Supports broadband and voice on a single copper line
- ◆ Can be a cost-effective alternative to full-fibre options
- ◆ Ideal for locations where other services aren't available
- ◆ Scalable based on local exchange availability

"Openreach first announced the switch-off of PSTN (Public Switched Telephone Network) and ISDN (Integrated Services Digital Network) way back in 2015,"

PSTN switch off voice order journeys

Traditional phone services like Analogue lines, ISDN2, and ISDN30 are being phased out as part of the big switch-off.

We know changes like these can be a bit overwhelming, but don't worry, we're here to help. We've outlined your best alternatives to make the transition as smooth as possible.



Alcatel Rainbow HUB

It's time for an upgrade

Switching away from analogue or ISDN lines? We've got you covered.

Nasstar's PSTN replacement is a modern solution that combines fast, reliable connectivity with a simple voice service. It's perfect for replacing your old single-line PSTN or ISDN setup.

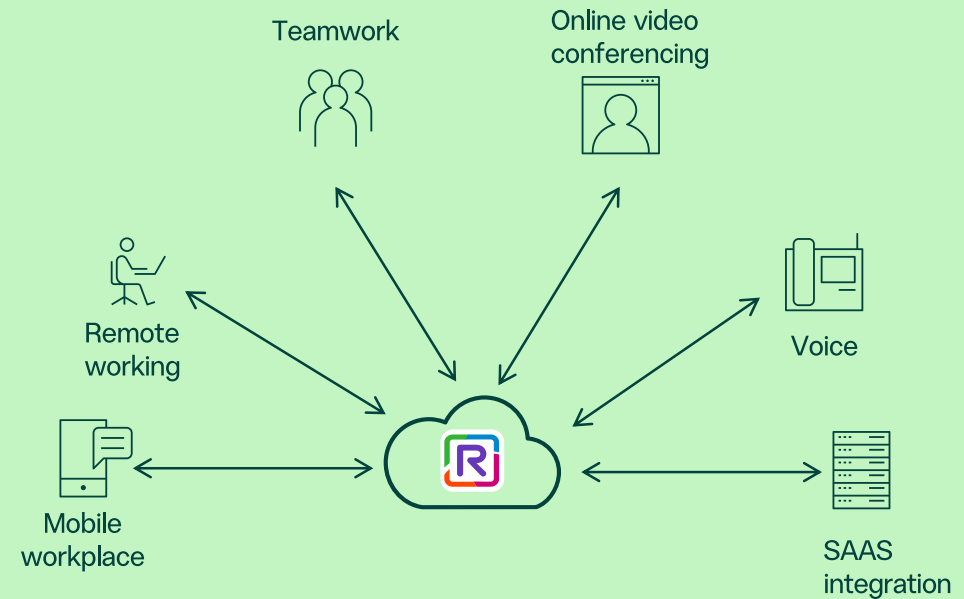
The Alcatel Rainbow HUB Voice Phone Licence takes care of your voice needs. It replaces your old WLR voice service and gives you access to a cloud phone system that works with your physical handsets.

Want to do more than just make calls? You can add features like chat, video, and even Microsoft Teams integration to fit the way your team works.

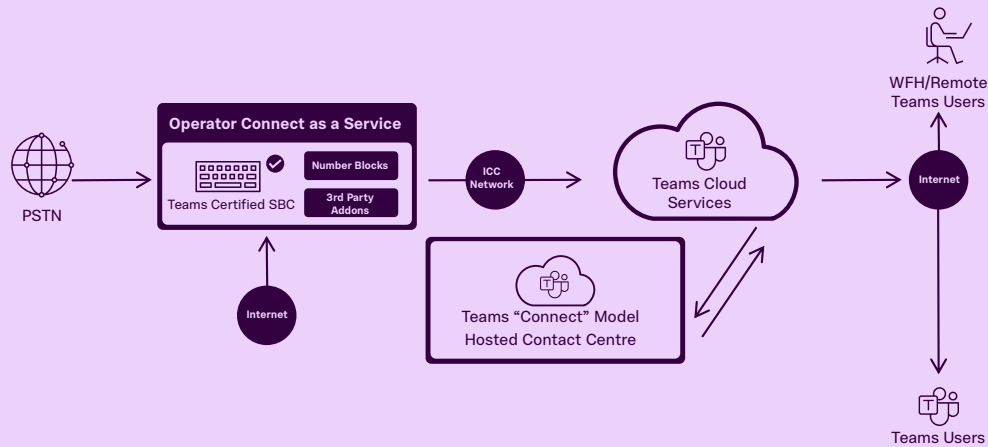
Managing everything is easy, too. The Rainbow HUB portal lets your admin see and control all users in one place.

Analogue line replacement made easy

- ◆ No upfront costs with our hosted SBC
- ◆ Stay connected even if your main line goes down
- ◆ Works as a backup for your Microsoft Teams setup
- ◆ Fully ready for the PSTN switch-off
- ◆ Migrate site by site with minimal disruption
- ◆ Add Teams integration, no Microsoft calling plan needed
- ◆ Optional extras: chat, video calls, and remote working tools



Operator connect



Operator Connect

Make and manage calls in teams, the easy way

With Nasstar's Operator Connect solution, you can make and receive external calls right inside Microsoft Teams. No extra apps or hardware needed.

You can manage your phone numbers and users directly through the Teams Admin Center. Just send a request from there to connect with Nasstar.

With our iPILOT portal, you can order and drop numbers straight into Teams without breaking a sweat. It's as simple as that.

What you get with Operator Connect

- ◆ No upfront costs - we host the SBC for you
- ◆ If your main setup fails, calls can still reach you on another device
- ◆ You're all set for the PSTN switch-off
- ◆ Want a smooth rollout? We'll handle it site by site
- ◆ Full Teams Voice setup done for you
- ◆ Manage users and numbers easily through our portal
- ◆ We take care of the tech behind the scenes

Voice-ISDN

Keep your existing phone system, even after the switch-off

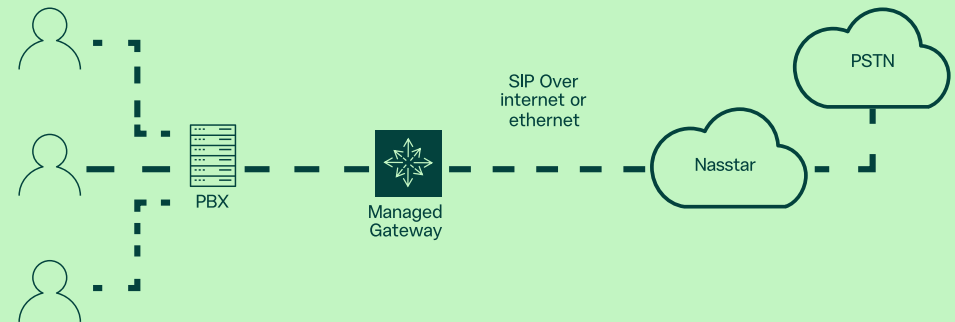
If you're happy with your current phone system, you don't need to rush into anything.

Our ISDN replacement lets you keep your PBX working past 2027, even after ISDN30e is gone.

We'll ship you a ready-to-go gateway that connects your old system (yep, ISDN Q931 and all) over SIP. That way, you can stick with what works until you're ready to switch it up.

- ◆ **Pre-configured gateway delivered to site. That allows you to use ISDN (Q931) PBX over SIP**

ISDN Replacement





Timeline for change

Stop sell - 2023

- ◆ Ability to change or order new services is removed
- ◆ Existing services will continue to operate as normal until withdrawal

Affected services

- | | |
|-----------|-----------|
| ◆ WLR | ◆ ADSL |
| ◆ PSTN | ◆ ADSL 2+ |
| ◆ ISDN 2 | ◆ FTTC |
| ◆ ISDN 30 | ◆ G.FAST |

Withdrawal (Big Switch Off)

31st January 2027

- ◆ Product is retired and all services ceased

Nasstar resources

The switch-off hub



Talk to us

Your partner team and account manager are here to guide you through the switch off, so let's chat.



Visit our online FAQs page

Our online FAQs will be kept up to date with useful information and key dates.

[Find out more →](#)



Request a free consultation

If you would like to book a complimentary consultation or find out more

Contact us now →



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Navigate complexity, with confidence

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