



VOIP
EXPERTS

ISDN is switching off

Here's what your business
needs to know



What is ISDN?

Currently, millions of businesses in the United Kingdom use ISDN telephone lines.

ISDN stands for Integrated Services Digital Network and it is a type of legacy telephony that allows voice and data signals to be transmitted over the same line. ISDN lines were very popular with businesses in the early days of the internet because they were faster than the more basic lines available at the time.

BT first introduced ISDN in 1986. It converted old-fashioned landlines to digital lines and added features that were not available with traditional telephone systems.

The system began to transition to a packet-based, digital switching system in the 1960s.

Jumping ahead to 2022, while there was once a successful and highly requested of-to telephony service with notable benefits, the Future of communications is rapidly evolving, leaving ISDN in the dust. Currently, phone technology is shifting away from ISDN and toward IP telephony via Voice over IP (VoIP).



The end of ISDN is close, as BT announced it will switch off all connected systems by December 2025. It has already started in parts of the UK. Also, by September 2023, nobody will be able to add any new features to ISDN-based systems. This quick guide will explain everything you should know to be ready for the switch-off.



Why is ISDN being switched off?

- ✓ Broadband internet connection speeds are much faster and more reliable than ISDN.
- ✓ Traditional ISDN lines are also limited in terms of flexibility.
- ✓ Businesses are tied to physical locations.
- ✓ With the move to cloud-based systems that are scalable and flexible for remote working, IP technology is a better fit to meet these requirements.
- ✓ ISDN, in short, can no longer compete.

Although ISDN has advanced significantly since 1986, the network has remained relatively unchanged and is now somewhat outdated, as BT decided in 2015 that it wouldn't make financial sense to continue improving the ISDN network.

 **1985**

British Telecom trialled its first Integrated Services Digital Network (ISDN)

 **1997**

ISDN gradually replaced by ISDN 2e to comply with the latest European ISDN standard

 **1991**

ISDN 2 is launched. This included faster transmission times and low cost video links

 **2003**

The first major players introduce VoIP (Voice over Internet Protocol) to the market



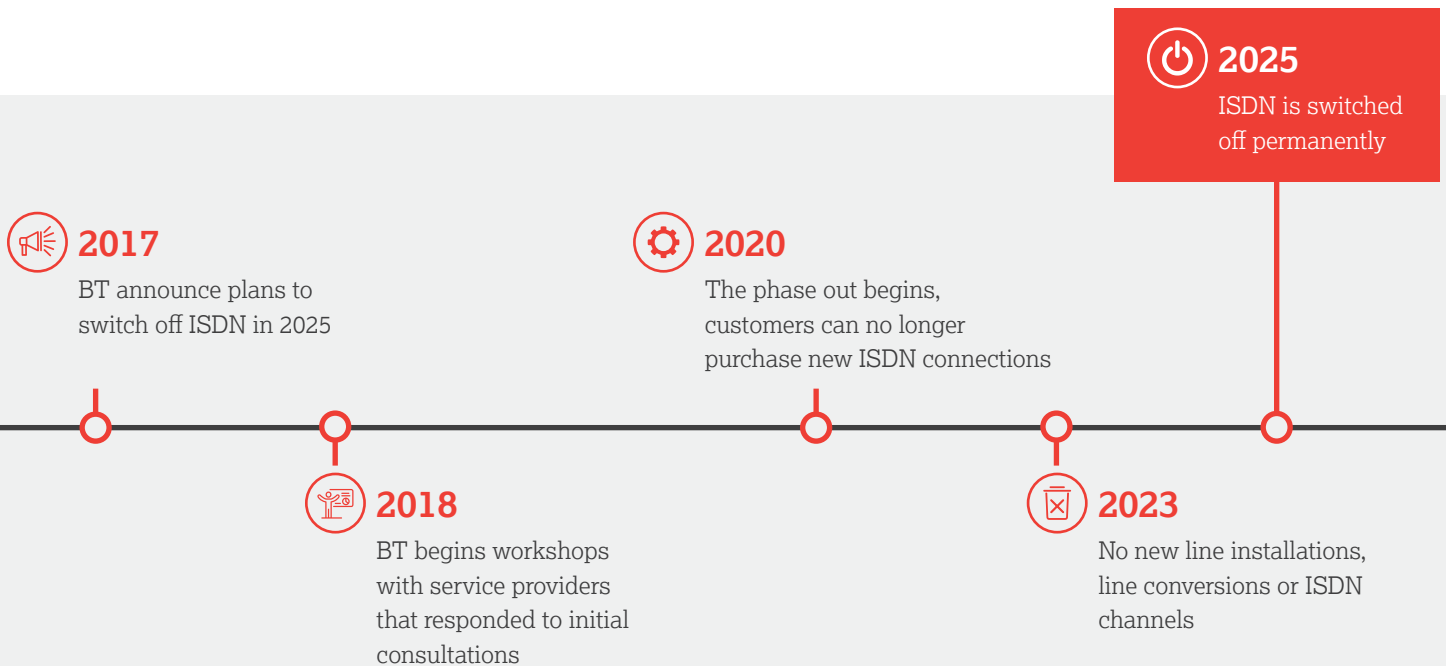
The rising cost of maintaining PSTN/ISDN equipment, combined with the appealing convenience of VoIP (Voice over Internet Protocol) solutions, is driving telecom operators to abandon outdated telephony for good.

The UK VoIP market is expected to grow by £4.83 billion between 2022 and 2026, at a CAGR of 9.08 per cent, as businesses and individuals become more aware of the numerous advantages of digital telephony.

With the BT ISDN switch-off approaching, it's critical to understand what this means and why it's time to transition your business communications to a modern phone system to ensure your company's future success.

With the switch-off in motion, ISDN is being replaced by IP (Internet Protocol) technology. Over the last few years, almost 50% of UK businesses have adopted VoIP (Voice over Internet Protocol) services.

Instead of ISDN, business phone services are delivered over your internet connection using VoIP technology. VoIP phone services are affordable, simple to manage and feature-rich. It's a solution that meets the demands of businesses both now and for the future.





What other options are available?

To ensure a quick and efficient switch, it's important to understand the available options and how are they beneficial to you.

Voice calls will be made over the internet in the future. This is known as VoIP (Voice over Internet Protocol), and it makes use of newer technologies like fibre optic connectivity.

You have two options for switching: VoIP or SIP. The choice is whether to use a hosted PBX system or an on-premises PBX system for your home or business. If you want to replace your phone system after switching from ISDN, go with VoIP, however, SIP is the way to go if you want to keep your current system when you make the switch.

Switching to VoIP (Voice over Internet Protocol) is the most popular and preferred option for ISDN-reliant businesses. This is a more modern, up-to-date, and progressive technology that does not rely on traditional landlines. Instead, all you need is an active internet connection to make both voice and video calls all over the world.

At this point, VoIP is the least expensive and most accessible option for most broadcasting applications, resulting in greater long-term savings.



How do I make the switch over easier?

It is extremely simple to transition from ISDN to VoIP. First, you need to find out what your business needs/wants and how many phone extensions you'll need. If this number changes, your provider will add or remove items as needed.

Two things you'll need to consider are if your internet connection can deliver VoIP and if your office phone system can support VoIP. If your internet connection does not have enough bandwidth to support voice and other features, you will need to upgrade. Most new office phone systems support VoIP, but if yours does not, you will need to replace it with an IP phone system.

No matter where you find yourself on your ISDN switch-off journey, whether you just fixed lines, or if you are ready to take that leap to unified, cloud communications, we're here to give you the advice and support you need to enable better business.

Benefits of switching to SIP or VoIP



Improved Service

Compared to the slower, outdated and now-neglected ISDN infrastructure, VoIP offers much faster, smoother, and more powerful services.



Cost-effective

Because VoIP runs over the internet, you will benefit from competitive call rates and free calls between your offices. Plus, you only pay for what you need.



Easy Set-Up

Users get their phones and plug them into the network and are ready to start working. This means that there is no I.T. requirement when installing phones.



Flexibility & Scalability

You can add or remove users/lines as and when you want. Plus, all you need is an internet connection, so you aren't limited by physical location.



CRM Integration

Easily integrate your CRM, ERP and Accounting systems with your phone system.



Boost Productivity

All of the above will make your business more productive, efficient, and flexible while streamlining and supercharging your telecommunications service.





Our best advice is don't wait until the last moment. Don't even wait until 2023. Migrating to an all-IP communications package may seem like an unsettling process, but switching off is unavoidable, and once you have decided what you need, it's very straightforward. Understanding your needs and moving to IP telephony will give your business only benefits and a better chance to fit in for the future.

You may be pleasantly surprised, but all our customers say that using IP telephony has brought them significant benefits.

Anup Chana, Director

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