

The PSTN Switch Off - 4 Steps to Migration Success

In December 2025, BT will deactivate the Public Switched Telephone Network (PSTN), which underpins Integrated Services Digital Network (ISDN) services, as well as Asymmetric Digital Subscriber Line (ADSL) and Fibre to the Cabinet (FTTC) broadband data services.



Taking proactive action and identifying the right solution ahead of the deadline is crucial. Here's 4 steps to getting your migration right.

Step 1: Access

Review your current services to identify where the switch-off will impact you most, or where new innovations could add value.

What services are you currently using?

How and where are they used today?

What are their limitations, and where could enhancements be made?

Step 2: Plan

Once you know how you will be impacted, and what you want to achieve, it's time to firm up your migration plans by choosing the right solution.

Consider the key requirements of the users across your business, and how the capabilities of any new solution align with your long-term strategy. This will help ensure you get the most from your investments.

Voice

Legacy Services

- Analogue Voice Telephony (WLR3)
- ISDN2 Services
- ISDN30 Services

New Services

- Digital Voice Line SIP Unified Communications (8x8, Teams Voice)
- SIP Unified Communications (8x8, Teams Voice)

Data

Legacy Services

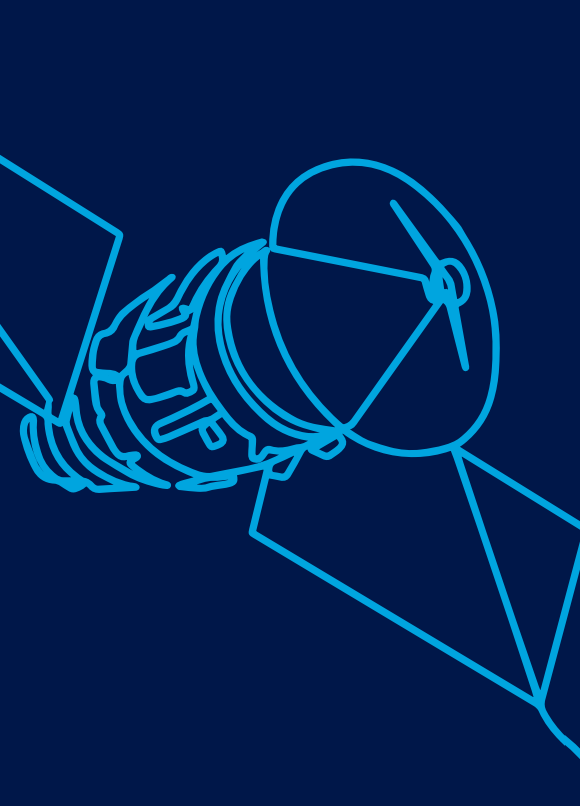
- Fibre to the Cabinet (FTTC) Broadband
- ADSL/ADSL2+ Broadband
- Ethernet over FTTC

New Services

- Fibre to the Premises (FTTP) Broadband
- Single Order Generic Ethernet Access (SoGEA) Broadband
- 4G/5G Mobile Broadband and IoT

Think outside the box

Consider other future-proofed solutions, such as Starlink Low Earth Orbit (LEO) satellites, where fixed line or cellular solutions are impractical or unavailable.

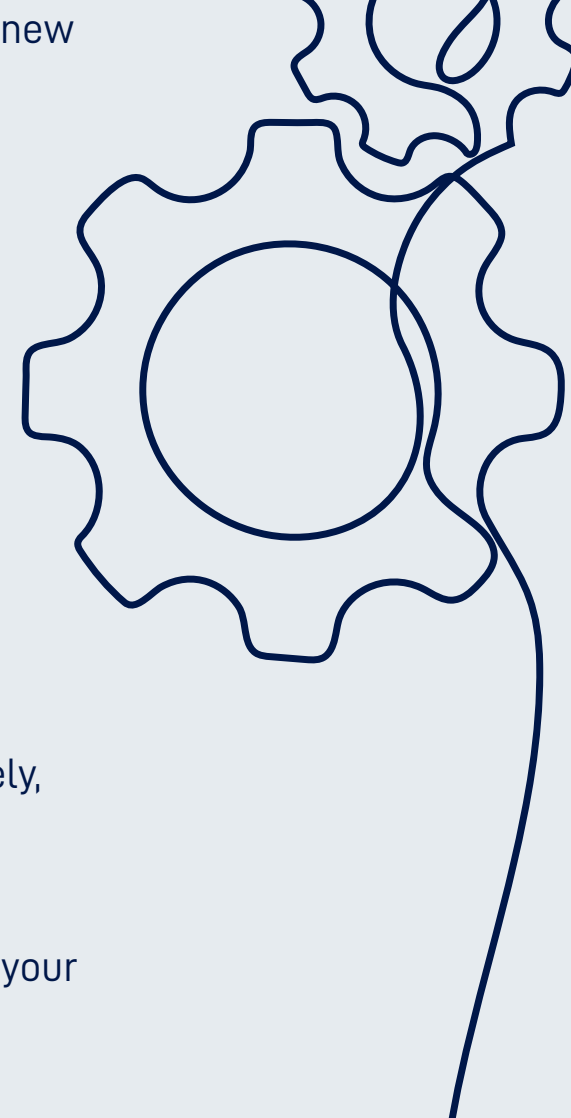


Step 3: Implement

With the best-fit solutions selected, it's time to plan your deployment to ensure a smooth transition that allows you to unlock the full value of your new investments faster.

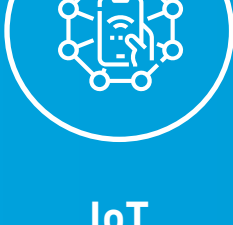
To support your implementation, you need to consider the following:

- Contracts**
What existing arrangements are in place and how are these best exited?
- Downtime**
How can any necessary downtime be managed to reduce business impact?
- Disruption**
Where is wider business disruption most likely, and how best can this be mitigated?
- Onboarding**
What training or upskilling is required to get your people up to speed?



Step 4: Evolve

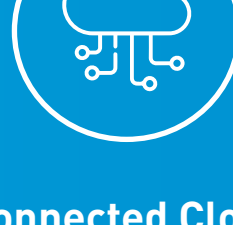
The journey doesn't end when the new solution is implemented - in order to fully capitalise on the new opportunities afforded by updated infrastructures, businesses should plan their next steps ahead of time, to keep up the pace of innovation.



IoT



Unified Communication



Connected Cloud Solutions

About FluidOne

Our deep-rooted expertise and extensive experience in business telephony and data infrastructure means we're perfectly placed to support your PSTN migration journey.

Contact the FluidOne team today to book a PSTN switch off migration session.

Get in touch

