



ISDN/PSTN Switch Off: A Guide to Your Options



Hold the line caller...you're about to be switched off!

Tick, tock, tick, tock...time is running out for your outdated telephony.

By the end of 2025, traditional phone lines will stop working and all calls will be made over the internet.

It's the biggest and most important modernisation of the public phone network ever, and your business needs to **ACT NOW** to ensure a smooth transition.

Thankfully, there's no need to worry about how it will all work as we can get you to where you need to be.

There are four options, all suitable for businesses ranging in size from as few as 3 employees to many thousands. All you have to do is decide which is the best fit for you, and we'll help you do the rest...

Option 1: Adapt What You Have

Extend the life of your current phone system by connecting it to the internet. This is simply done by adding hardware known as a VoIP Gateway and a link known as a SIP Trunk, which uses your existing Internet connection. It's easy, affordable, and users notice no difference – no new cables, no new handsets, no new training.

Option 2: Upgrade What You Have

Replace your installed on-premise system with the latest feature-rich digital technology known as a Unified Communications (UC) Platform; this can be installed on your site as hardware or software, fully under your control. All your telephony now on the internet, but also seamlessly aligned with your email, messaging, and chat applications via an easy-to-use, easily accessible user interface. Plus, it can all be replicated on employees' desktop computers, laptops and mobile devices for super-convenience.

Option 3: Migrate to the Cloud

Follow hundreds of millions of organisations worldwide by replacing your on-premise system with a powerful, cloud-powered Unified Communications (UC) solution. All your calls, email, chat, and messaging now via the internet; zero line rental; limitless ability to add the latest new features at will; and pay monthly, only for the services you use.

Option 4: Blend It All Together

Mix options 1, 2, and 3 to suit your needs. For example, an on-premise system at your head office, and a cloud-based system serving your remote sites. Or connect a cloud-based unified communications platform to an on-premise VoIP Gateway or SIP Trunk-powered system. Whatever the blend, enjoy the same seamlessly-integrated user experience.

Customer Testimonials

Helping You Pick The Best Option

Type of Organisation: Financial Services
No. of Employees / Phone Users: 30+

Call Volume: High
Best Fit: **Option 1: Adapt What You Have**

IT Manager Mahmood says:

"Ours is a high call rate operation with our advisors handling lots of calls every day so, for us, we wanted to maintain the same phones and PBX we've always had as our staff were very comfortable using them. Sangoma helped us move our communications system to SIP trunking using one of their gateways and we saved 30% pretty much overnight. The other brilliant thing is that because we didn't need to add new phones to anyone's desk, we didn't need to add more ethernet cables either, so our advisors could continue using WiFi on their laptops. We no longer pay BT line rental charges and apart from having the small router-sized Gateway next to our PBX, nothing has changed at all."

Type of Organisation: Veterinary Practice
No. of Employees / Phone Users: 18
Requirements: Multi-line call management (queuing, re-routing), Interactive Voice Response (IVR)

Call Volume: Medium-High
Best Fit: **Option 2: Upgrade What You Have**

Head Receptionist Sarah says:

"Moving from analogue telephony to digital due to the switch-off in 2025 was only part of the picture for us. We knew that technology had the potential to help us provide our clients with an altogether better communication experience. Sangoma's experts sat down with us to really understand our business needs before recommending that we replace our existing system with another on-premise UC system and connect it via a SIP Trunk to place and receive calls. It instantly gave us the ability to manage calls more effectively. Reception staff are now able to see caller identity, transfer calls to extensions with just a couple of key strokes, place calls on hold, and automatically link call data to our appointments system. During busy periods, callers are automatically queued and receive information while they wait via automated messaging. There is also IVR functionality which enables callers to dial an extension number themselves. All activity can be clearly seen on a nice big touchscreen and Sangoma are on hand to support if we have a query or an issue."

Type of Organisation: Estate Agent
No. of Employees / Phone Users: 8
Requirements: Ability to continue to receive and make basic voice calls

Call Volume: Low
Best Fit: **Option 3: Migrate to the Cloud**

Owner Julia says:

"I knew very little about the 2025 PSTN/ISDN switch off so, when a friend told me about it last year, I panicked. It turned out that I still had plenty of time to act so I did my research and decided a move to the cloud would work best for us. As well as voice calling, we get all of today's modern omnichannel communication functionality, such as email, messaging, chat, and social media, as well as a host of back-end data analytics, such as call recording and sentiment analysis, which helps with workflow design, improving customer experience, and agent training."

Type of Organisation: Courier Group
No. of Employees / Phone Users: 80 (12 UK Sites)

Call Volume: High
Best Fit: **Option 4: Blend It All Together**

IT Director Andrzej says:

"We wanted to sweat the investment we had made only a few years ago in our on-premise phone system but, at the same time, we are on a rapid expansion programme and opening satellite branches all the time. That meant, a hybrid mix of an on-premise and cloud-based system was a no brainer for us. Sangoma did all the heavy lifting – installing all of the Gateway and SIP hardware and software we needed at head office and ensuring all of the branches were on the new network. They also provided all of our branches with Sangoma P-Series desk phones, which have a stack of modern features and are pretty much bomb proof. They manufacturer them themselves so they are fully guaranteed and supported, which is the kind of no nonsense approach we like. Ours is a fast-paced industry which relies on the increasing use of technology such as messaging apps and UC. The power of the cloud makes all that happen but having the best of both worlds feels like the perfect fit for us for now."



To learn more about how Sangoma can help your organisation prepare for the big PSTN switch-off, or to start a conversation with one of our experts at:
www.sangoma.co.uk/contact-us/