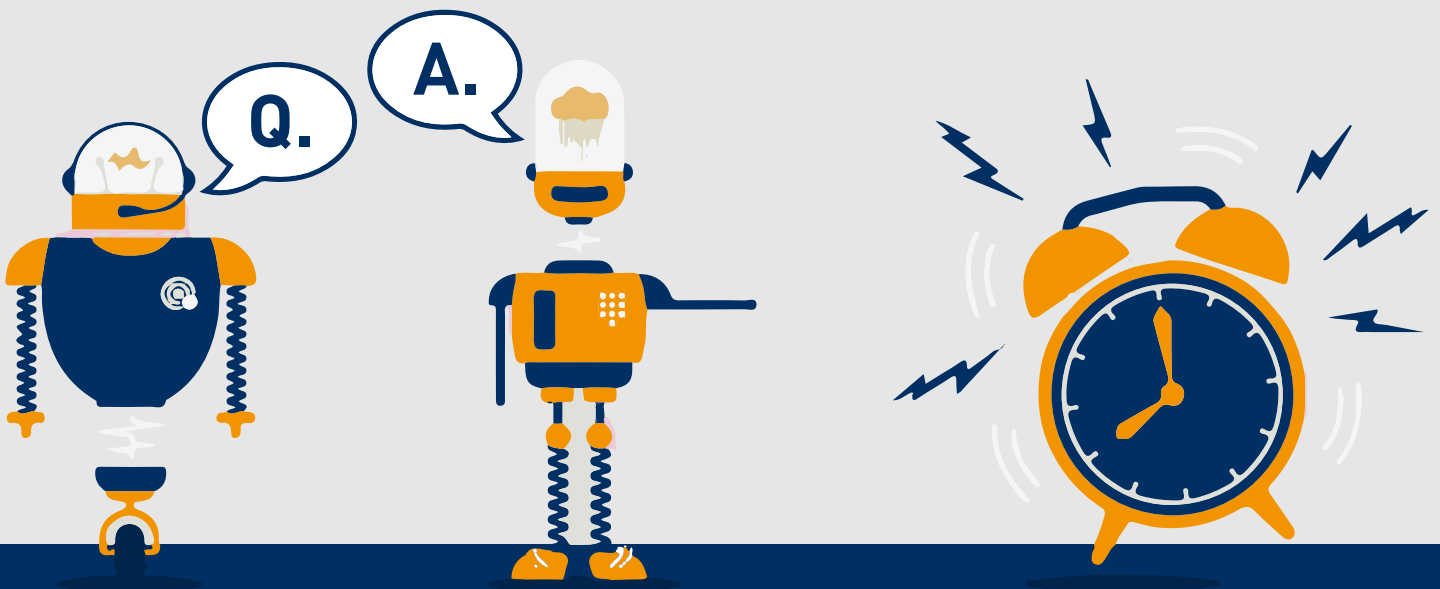


# Are You Switched On To The ISDN Switch-off?

We answer some of the most frequently asked questions about the ISDN PSTN switch off and what it will mean for your business.



The switching off of copper telephone lines will see the withdrawal of two different copper-based telephone systems – PSTN and ISDN – and fibre-optic based Internet telephony taking their place. 2025 might seem a long way into the future, particularly in light of the COVID-19 pandemic and its massive impact but, five years is not a long time in business – and there are other, more immediate, factors to consider.

Here we answer some of the common questions that customers ask when they are considering their next steps when choosing the best-fit solution for their business needs.



# FAQs

## 1. What is stop-sell?

Stop-sell applies at a premises level where that premise has access to an available FTTP product. Where a premise has access to FTTP there will be no new supply of other products, CP transfers, working line takeovers, addition of broadband to voice lines, or bandwidth modifications.

- If a premise has GEA-FTTP available to order, then only GEA-FTTP is available to that premise and instantly become within the scope of stop-sell.
- If a premise does not have GEA-FTTP available, SOGFAST, SOGEA, GEA-FTTC, SOTAP (where no fibre is available), MPF and WLR (only until September 2023) will be available.

## 2. Will the stop-sell principles apply to the Salisbury and Mildenhall trial exchanges?

The same stop-sell principles will apply for the fibre exchanges in Salisbury and Mildenhall. Openreach plans to modernise its network to support the delivery of telephone services using Internet protocol (IP) technology, and to upgrade its copper lines to fibre. As part of this, it will undertake two trials:

The Salisbury trial (Dec 2020) will test the processes for migrating customers to fibre services and, ultimately, withdrawing legacy copper services.

The Mildenhall trial (May 2021) will test the processes for withdrawing Wholesale Line Rental (WLR), and migrating customers from legacy copper services to fibre – which will support the delivery of telephone services over broadband connections. MPF and SOTAP will be available in a fibre area if there is no spare fibre capacity.

Order journeys	If the premise is ENABLED for FTTP	If the premise is NOT ENABLED for FTTP
<ul style="list-style-type: none"> <li>• Existing product at a premise</li> <li>• New premise</li> </ul>	Restricted	No change – this will follow nationwide Stop Sell in September 2023.  If the premise has availability for Single Order products such as SOGEA. This should be chosen over WLR and FTTC.
WLR/ MPF and SLU MPF Provision including new supply, transfers and working line take over etc.	Restricted	
WLR/ MPF and SLU MPF Modify that increase the asset base (including increase and decrease of channels)	Restricted	
LLU-SMPF, SLU-SMPF and FTTC Provision and Modify	Restricted	
SOTAP and MPF Provision, Speed Upgrade and Modify	Restricted	
Non Standard Lines (non-served premises, short duration lines and hot sites)	No change until available on FTTP	

## 4. If I migrate to SOGEA and then FTTP becomes available at the premises, do I need to do a second migration onto FTTP?

As part of the FTTP exchange upgrade programme, any premises enabled for FTTP should have migrated to an FTTP solution, this also includes any premises connected to SOGEA.

## 5. Are there going to be more exchanges confirmed going forwards as part of the FTTP Exchange Upgrade Programme?

Yes. Openreach has confirmed that this will most likely become a continual advancement as more and more FTTP is rolled out and are expected to release these details on a quarterly basis.

## 6. Which products are affected?

The PSTN supports a number of Openreach products: WLR3 analogue, ISDN2, ISDN30, LLU SMPF, SLU SMPF, Narrowband Line Share and Classic products. These products are generically referred to, as part of the industry programme, as WLR products. When the analogue network closes in 2025 these products will no longer be available.

## 7. If I need to keep a copper type service, can I migrate to LLU?

In some circumstances where the customer is not in an exchange area that is impacted by the FTTP Exchange Upgrade stop-sell, they can migrate to LLU MPF (only where there is no FTTP availability).

## 8. If I have a line rental and broadband service but now only require broadband, what do I do?

You can migrate over to a Single Order broadband product. The voice service will stop working and effectively becomes redundant in this instance. Voice service will become an optional add-on to your broadband service.

## 9. Can I keep my current phone number?

You can keep your current phone number if you inform your service provider at point of sale or when the migration order is placed, but you will need to take out an OTT IP Voice service (to run parallel with your Single Order Broadband product) and indicate that you wish to port the number onto the new IP Voice service otherwise you will lose the number once the service migrates away from the existing WLR or MPF service.

## 10. Is there any push back on any key dates previously referenced in the roadmap due to COVID-19?

The 2025 WLR withdrawal date is not something that can be pushed back, this was defined as a necessity due to the BT Group PSTN network infrastructure reaching its end of life. This also means it is crucial that the other key dates leading up to the 2025 withdrawal date also do not get pushed back. This will of course be continued to be monitored as per updates directly from Openreach and Ofcom.

## 11. Can I migrate all of my services in bulk?

Daisy Corporate Services will work alongside you to ensure all of your services migrate/are upgraded to the new solution. At present there is no bulk order option in place, but all orders can be placed.

## 12. What is an ATA port?

ATA stands for Analogue Telephone Adaptor. They are used to allow end users (EUs) to utilise their old hardware equipment. New Technicolor broadband routers and all models will include an ATA port later in 2020.

## 13. If I have an ATA will I still require an IP Voice service?

Yes, your ATA will convert your analogue signals to digital IP Voice but, in order to use this, you must have an IP Voice product over the top of your new Single Order broadband to transmit the calls.

## 14. Will it be possible to use your own routers if they are compatible with FTTC?

Yes, if you are already on an FTTC enabled router then it will be compatible as SOGEA is built upon the same foundations. We are also awaiting updates from Openreach, Ofcom and market leaders in router technological specifications to confirm what will still be compatible and what hardware will become redundant.

## 15. Is there a porting process that doesn't cut the circuit moving to VoIP?

SOGEA and FTTP orders will need to have a voice order placed alongside the migration order. These do not work like the current SIM2 orders so an OTT (over the top) voice order will need to be raised to run parallel with a significant amount of notice, in order for the number to port over to the IP Voice service.

## 16. If my business relies on devices such as alarm systems, CCTV, lift lines, card payment machines etc. – will these work on the new Single Order products?

It is imperative that you contact the vendor of these devices to confirm whether they are IP-compatible or not. If they are not, you will need to source new devices which are IP-compatible, to allow you to continue operating as a business. Otherwise, these devices will cease to work when moving to a Single Order product. If you need advice, get in touch and we can discuss your business requirements on 0344 863 3000.

## 17. After the stop-sell period can you still undertake CP to CP migrations?

Migrations between communications providers (CP) will still be available but the destination product they are migrating to will need to align with the stop-sell rules. Meaning that if the end-user (EU) is in the FTTP footprint, then they can only migrate over to FTTP.

## 18. If I need any additional calling and network features and they sit within the affected exchanges, will these still be available?

Yes these features will be available until the stop-sell dates however, we would encourage that you arrange to migrate over to FTTP solutions with an OTT voice solution so that you are prepared and ready for when the PSTN is switched off.

## 19. What are the Single Order products and what do they do?

### Alternative copper and fibre products

**Fibre to the Premises (FTTP)** is the fastest and most resilient all-fibre product with broadband speeds of up to 1Gbps download and 220Mbps upload and can be purchased on its own.

**Fibre to the Cabinet (FTTC)** is a form of fibre optic communication delivery in which the optical fibre runs all the way from the exchange to the street cabinet and uses the existing copper network to reach the home or office. The remaining part of the access network from the cabinet to the customer is usually copper wire but could use other technologies such as wireless.

**Single Order G.Fast (SOGFast)** is a cutting-edge technology that delivers ultrafast speeds over existing copper lines of up to 330Mbps through a single order variant which forms part of the Openreach developing product portfolio.

**Single Order GEA (SOGEA)** Delivering superfast in a single order, speeds of up to 80Mbps will offer similar connectivity to FTTC without the need for an underlying Voice Access product.

**Single Order Transitional Access Product (SOTAP)** Supporting non-fibre areas with speeds of up to 17Mbps. This is a new product that will deliver a copper path between your premises and the SOTAP communication provider's (CP) exchange infrastructure, over which the SOTAP CP can provide broadband and IP Voice services. This is different from a Metallic Path Facility (MPF) because it facilitates the use of existing exchange infrastructure which currently supports LLU SMPF and therefore provides a better experience when migrating away from WLR products (with or without SMPF).

**Ethernet** offers a wide choice of high bandwidth, permanently-connected point-to-point services designed to help CPs extend their own networks and deliver a range of high-quality services to their customers. The Ethernet fibre network that underpins them offers unrivalled geographic coverage of the UK, embracing many out-of-town locations where manufacturing takes place and where many data centres of the future will be located.

## 20. What's the alternative in areas with no fibre availability?

There are a number of options, including utilising the new Single Order Transitional Access Product (SOTAP) which uses broadband rather than voice as the primary service, as well as mobile and Ethernet services.

## 21. What if I decide not to upgrade, opt out and stay with my current product portfolio?

There is no option to opt out of the FTTP trial exchanges. If you have a working WLR or MPF asset in one of the exchanges you will be impacted by the stop-sell principles and rules with the expectation that the existing bases will be migrated onto an all IP solution/alternative product by the end of the trials in December 2022.

## 22. Why do I need to act now?

The withdrawal of PSTN copper services has a deadline of Dec 2025. The change is happening, and you do not want to be left behind. Both hosted voice and SIP are easily scalable for any growth aspirations – Daisy Corporate Services can help you migrate your services with minimum disruption to your business. For all your voice and data solutions we can get you connected.

## The FTTP Exchanges

Exchange Name	Exchange Location	Exchange Code	Order restriction notification Date	Order restriction implementation Date
Salisbury	Wiltshire	STSALIS	01-Dec-19	01-Dec-20
Swansea	Swansea	SWSX	29-Jun-20	29-Jun-21
Dagenham	Greater London	LNDAG	29-Jun-20	29-Jun-21
Belfast City	Belfast	NICTY	29-Jun-20	29-Jun-21
Failsworth	Greater Manchester	MRFAI	29-Jun-20	29-Jun-21
Kilmarnock	East Ayrshire	WSKIL	29-Jun-20	29-Jun-21
Wallasey	Wirral	LVWAL	29-Jun-20	29-Jun-21
Belfast Balmoral	Belfast	NIBML	29-Jun-20	29-Jun-21
Merton Park	Greater London	LSMEPK	29-Jun-20	29-Jun-21
Morley	Leeds	MYMOR	29-Jun-20	29-Jun-21
Stoneycroft	Liverpool	LVSTO	29-Jun-20	29-Jun-21
Walkden	Greater Manchester	MRWAL	29-Jun-20	29-Jun-21
Whitchurch	Cardiff	SWWXC	29-Jun-20	29-Jun-21
Gosforth	Newcastle upon Tyne	NEGF	29-Jun-20	29-Jun-21
Headingley	Leeds	MYHEA	29-Jun-20	29-Jun-21
Harehills	Leeds	MYHHL	29-Jun-20	29-Jun-21
Eccles	Greater Manchester	MRECC	29-Jun-20	29-Jun-21
Solihull	Solihull	CMSOL	29-Jun-20	29-Jun-21
Claughton	Wirral	LVCLA	29-Jun-20	29-Jun-21
Swinton	Greater Manchester	MRSWI	29-Jun-20	29-Jun-21
Tile Hill	Coventry	CMTIL	29-Jun-20	29-Jun-21
South	Bristol, City of	SSSOU	29-Jun-20	29-Jun-21
Stechford	Birmingham	CMSTE	29-Jun-20	29-Jun-21
Prestwich	Greater Manchester	MRPRE	29-Jun-20	29-Jun-21
Gedling	Gedling	EMGDDLI	29-Jun-20	29-Jun-21
Rock Ferry	Wirral	LVROC	29-Jun-20	29-Jun-21
Whiteabbey	Antrim and Newtownabbey	NIWBY	29-Jun-20	29-Jun-21
Whitefield	Greater Manchester	MRWHI	29-Jun-20	29-Jun-21
Sherwood	Nottingham	EMSHRWO	29-Jun-20	29-Jun-21
Belfast Cregagh	Belfast	NICRG	29-Jun-20	29-Jun-21
Burgh Heath	Reigate and Banstead	LSBURH	29-Jun-20	29-Jun-21
Gants Hill	Greater London	LNGHL	29-Jun-20	29-Jun-21
Sheldon	Birmingham	CMSHEL	29-Jun-20	29-Jun-21
Belfast East	Belfast	NIEAS	29-Jun-20	29-Jun-21
Cantley	Doncaster	SLCLY	29-Jun-20	29-Jun-21
Earlsdon	Coventry	CMEARD	29-Jun-20	29-Jun-21
Bearwood	Birmingham	CMBEAR	29-Jun-20	29-Jun-21
Streetly	Birmingham	CMSTRE	29-Jun-20	29-Jun-21
Ewell	Epsom and Ewell	LSEWE	29-Jun-20	29-Jun-21
Cressington	Liverpool	LVCRE	29-Jun-20	29-Jun-21
Highbury	Birmingham	CMHIGH	29-Jun-20	29-Jun-21
Sefton Park	Liverpool	LVSEF	29-Jun-20	29-Jun-21
Hatch End	Three Rivers	LWHAT	29-Jun-20	29-Jun-21

Exchange Name	Exchange Location	Exchange Code	Order restriction notification Date	Order restriction implementation Date
Harborne	Birmingham	CMHARBO	29-Jun-20	29-Jun-21
Radcliffe	Greater Manchester	MRRAD	29-Jun-20	29-Jun-21
Trentside	Rushcliffe	EMTRENT	29-Jun-20	29-Jun-21
Abbeyhill	City of Edinburgh	ESABB	29-Jun-20	29-Jun-21
Great Crosby	Sefton	LVGRE	29-Jun-20	29-Jun-21
Boreham	Chelmsford	EABOR	29-Jun-20	29-Jun-21
Belfast Malone	Belfast	NIMAL	29-Jun-20	29-Jun-21
Belfast Knock	Belfast	NIKKNK	29-Jun-20	29-Jun-21
Springfield	Birmingham	CMSPR	29-Jun-20	29-Jun-21
Horsforth	Leeds	MYHSF	29-Jun-20	29-Jun-21
Hulme Hall	Greater Manchester	MRHUL	29-Jun-20	29-Jun-21
Bishopsworth	Bristol, City of	SSBIS	29-Jun-20	29-Jun-21
Belfast North	Belfast	NINTH	29-Jun-20	29-Jun-21
Be/Ballysillan	Belfast	NIBYS	29-Jun-20	29-Jun-21
Dundonald	Belfast	NIDLD	29-Jun-20	29-Jun-21
Belfast Ormeau	Belfast	NIORM	29-Jun-20	29-Jun-21
Toothill	Swindon	SSTHL	29-Jun-20	29-Jun-21
Childwall	Liverpool	LVCHI	29-Jun-20	29-Jun-21
Belfast Fortwilliam	Belfast	NIFWM	29-Jun-20	29-Jun-21
Beacon	Birmingham	CMBEAC	29-Jun-20	29-Jun-21
Kenton Road	Greater London	LWKROA	29-Jun-20	29-Jun-21
Radford	Coventry	CMRAD	29-Jun-20	29-Jun-21
Gateacre	Liverpool	LVGAT	29-Jun-20	29-Jun-21
Corstorphine	City of Edinburgh	ESCOR	29-Jun-20	29-Jun-21
Birchfield	Birmingham	CMBIR	29-Jun-20	29-Jun-21
Allestree Park	Derby	EMALLES	29-Jun-20	29-Jun-21
Pinhoe	Exeter	WWPINH	29-Jun-20	29-Jun-21
Keresley	Coventry	CMKER	29-Jun-20	29-Jun-21
Kentford	Forest Heath	EAKEN	29-Jun-20	29-Jun-21
Westbury-On-Trym	Bristol, City of	SSWOT	29-Jun-20	29-Jun-21
Carryduff	Northern Ireland	NICF	29-Jun-20	29-Jun-21
Caergwrle	Flintshire	WNCAG	29-Jun-20	29-Jun-21
Mayals	Swansea	SWMYS	29-Jun-20	29-Jun-21
Cranfield	Central Bedfordshire	SMCR	29-Jun-20	29-Jun-21
Tarporley	Cheshire West and Chester	WNTAR	29-Jun-20	29-Jun-21
Belfast Stormont	Belfast	NISTM	29-Jun-20	29-Jun-21
Flockton	Kirklees	MYFLO	29-Jun-20	29-Jun-21
Parbold	West Lancashire	LCPAR	29-Jun-20	29-Jun-21
Mickle Trafford	Cheshire West and Chester	WNMT	29-Jun-20	29-Jun-21
Padstow	Cornwall	WWPADS	29-Jun-20	29-Jun-21
Sully	Vale of Glamorgan	SWXUU	29-Jun-20	29-Jun-21
Daviot	Highland	NSDAV	29-Jun-20	29-Jun-21
Rumford	Cornwall	WWRUMF	29-Jun-20	29-Jun-21
Deddington	Cherwell	SMDD	29-Jun-20	29-Jun-21
Catforth	Preston	LCCAT	29-Jun-20	29-Jun-21

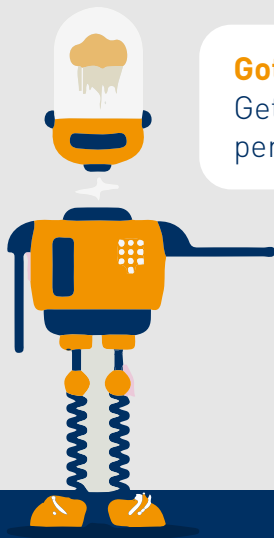
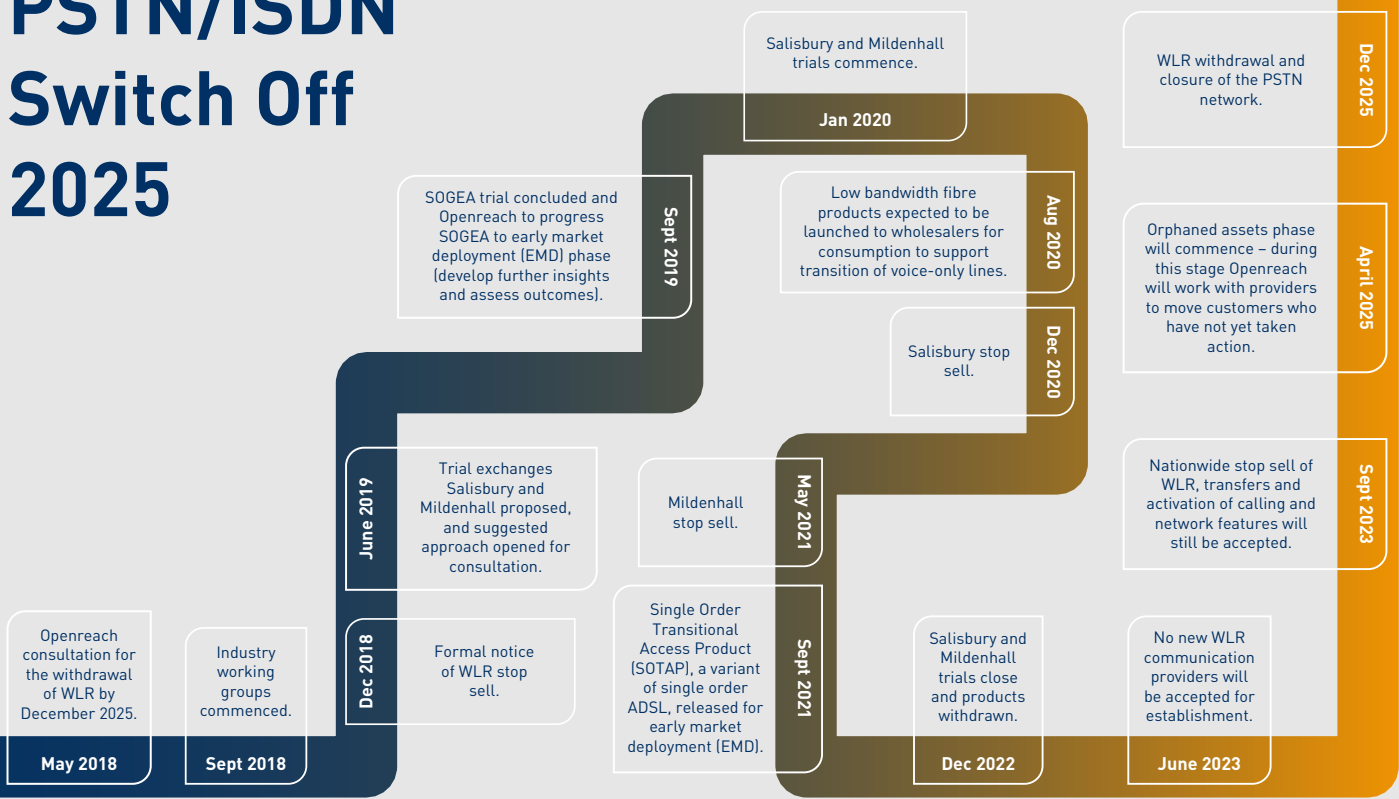
Exchange Name	Exchange Location	Exchange Code	Order restriction notification Date	Order restriction implementation Date
Canon Pyon	Herefordshire, County of	WNCP	29-Jun-20	29-Jun-21
St Buryan	Cornwall	WWSBUR	29-Jun-20	29-Jun-21
Lanreath	Cornwall	WWLANR	29-Jun-20	29-Jun-21
Coads Green	Cornwall	WWCOAD	29-Jun-20	29-Jun-21
Otterham Station	Cornwall	WWOSTN	29-Jun-20	29-Jun-21
Burleygate	Herefordshire, County of	WNBGT	29-Jun-20	29-Jun-21
Crosthwaite	South Lakeland	LCCHE	29-Jun-20	29-Jun-21
Chineham	Basingstoke and Deane	THCHN	29-Jun-20	29-Jun-21
Bonvilston	Vale of Glamorgan	SWBJY	29-Jun-20	29-Jun-21
Tresillian	Cornwall	WWTRES	29-Jun-20	29-Jun-21
Canworthy Water	Cornwall	WWCANW	29-Jun-20	29-Jun-21
Llandegla	Denbighshire	WNLDA	29-Jun-20	29-Jun-21
Wettenhall	Cheshire East	WMWET	29-Jun-20	29-Jun-21
Tudweiliog	Gwynedd	WNTUD	29-Jun-20	29-Jun-21
Harewood End	Herefordshire, County of	WNHAE	29-Jun-20	29-Jun-21
Crookham	Northumberland	ESCRO	29-Jun-20	29-Jun-21
Arley	Cheshire West and Chester	MRARL	29-Jun-20	29-Jun-21
Belsay	Northumberland	NEBLS	29-Jun-20	29-Jun-21
Southwick	Dumfries and Galloway	WSSOK	29-Jun-20	29-Jun-21
Bridgemere	Cheshire East	WMBGM	29-Jun-20	29-Jun-21
Boreland	Dumfries and Galloway	WSBOR	29-Jun-20	29-Jun-21
Bontddu	Gwynedd	WNBON	29-Jun-20	29-Jun-21
Great Bernera	Eilean Siar	NSGRE	29-Jun-20	29-Jun-21
Ringford	Dumfries and Galloway	WSRIN	29-Jun-20	29-Jun-21
Sutton	Chichester	SDSTTN	29-Jun-20	29-Jun-21
East Marden	Chichester	SDSTM RD	29-Jun-20	29-Jun-21
Lempitlaw	Scottish Borders	ESLEM	29-Jun-20	29-Jun-21
Achnasheen	Highland	NSASN	29-Jun-20	29-Jun-21
Aultguish	Highland	NSALG	29-Jun-20	29-Jun-21
Altnaharra	Highland	NSALT	29-Jun-20	29-Jun-21

## Glossary

ADSL – Asymmetric Digital Subscriber Line	OTT – Over The Top
ATA – Analogue Telephone Adapter	PSTN – Public Switched Telephone Network
CNI – Critical National Infrastructure	SMPF – Shared Metallic Path Facility
CP – Communications Provider	SOGEA – Single Order Generic Ethernet Access
CRFS – Customers Ready For Service	SOGFAST – Single Order G.Fast
EU – End User	SOTAP – Single Order Transitional Access Product
GEA-FTTC – Generic Ethernet Access Fibre To The Cabinet	VDSL – Very high-speed Digital Subscriber Line
GEA-FTTP – Generic Ethernet Access Fibre To The Premises	VOIP – Voice Over Internet Protocol
ISDN – Integrated Services Digital Network	WLR – Wholesale Line Rental
LLU – Local Loop Unbundling	WLR Product(s) - WLR3 Analogue, ISDN2, ISDN30, SMPF, SLU
MPF – Metallic Path Facility	SMPF, Narrowband Line Share and Classic Products
NTE – Network Terminating Equipment	



# Timeline of the PSTN/ISDN Switch Off 2025



**Got a question that is not listed here?**  
 Get in touch and our expert team will be happy to provide a personal response.

Both hosted voice and SIP are easily scalable for any growth aspirations – Daisy Corporate Services can help you find the solution that best fits your business objectives and strategy and migrate your services with minimum disruption to your business. For all your voice and data solutions we can get you connected.

Call **0344 863 3000**

[dcs.tech/isdn-and-pstn-switch-off-2025](https://dcs.tech/isdn-and-pstn-switch-off-2025)