



## Is your business ready for the big switch off?

It's starting already, PTSN & ISDN connections are being phased out between now and 2025

## The change to digital is coming

BT has announced its intention to close the PSTN (Public Switched Telephone Network). All businesses need to be aware that the UK's communication infrastructure is changing, and an important milestone will be the switching off of the UK's legacy analogue phone network by the end of 2025.

This will affect a wide range of communications products especially those that use Wholesale Line Rental (WLR) service. The switch-off is sometimes referred to as WLR withdrawal, as all products that use these services will be removed from sale by September 2023 in preparation for the move to next generation digital services.

You may be hesitant to move from your legacy services, however there are great benefits to be gained from migration to new fibre-based solutions that bring improved features, speed and can reduce operating costs.

You haven't got as long as you think, exchanges are being phased out now. Our expert teams are on hand to help you navigate the migration options available and help you design a practical plan to efficiently make the change.

## Is your business ready?

The secret to managing effective change is to first understand your starting point. If you are unsure, we recommend a thorough audit of your network to understand how many network connections you have and of what type.

Depending on the nature of your business, these could be used for anything from simple voice lines, to DSL broadband or even building alarms.

Whatever existing WLR services you have, there are a number of easy migration paths to ensure that your business is unaffected.

At Maintel we are ready help you prepare for this change and reduce your risk as you move to a digital future.

Don't get caught out or lose your critical business services, its time to act. We will help you discover and audit your existing estate, define your digital roadmap and design a speedy practical plan for implementation.



# When does the big-switch off happen?

It's beginning now, start planning your migration today

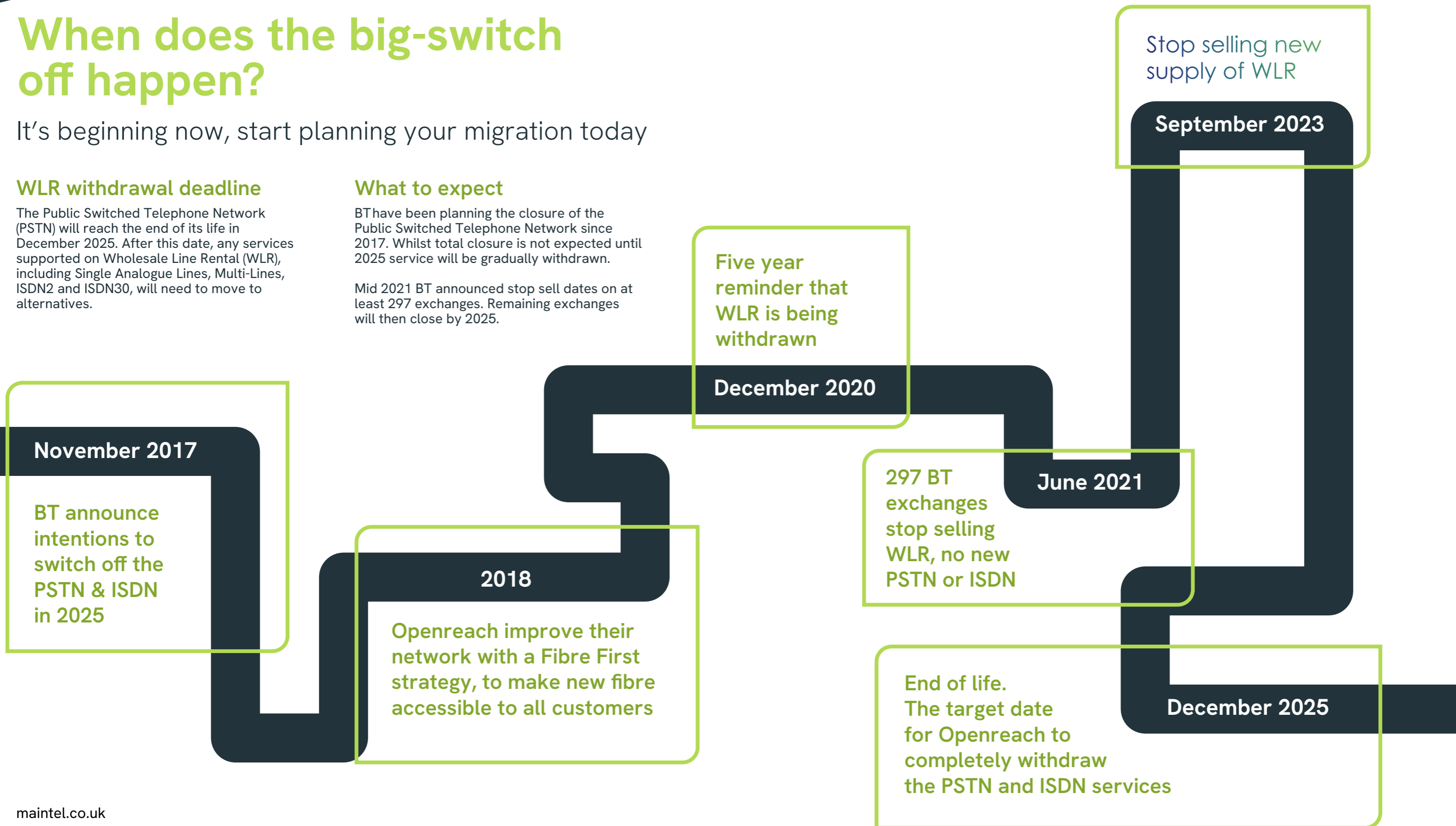
## WLR withdrawal deadline

The Public Switched Telephone Network (PSTN) will reach the end of its life in December 2025. After this date, any services supported on Wholesale Line Rental (WLR), including Single Analogue Lines, Multi-Lines, ISDN2 and ISDN30, will need to move to alternatives.

## What to expect

BT have been planning the closure of the Public Switched Telephone Network since 2017. Whilst total closure is not expected until 2025 service will be gradually withdrawn.

Mid 2021 BT announced stop sell dates on at least 297 exchanges. Remaining exchanges will then close by 2025.





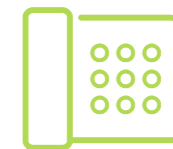
## How will it affect you?

The WLR withdrawal may affect you or your organisation in more ways than you think. If you have any of the following services, there may be cost savings available, so now is the time to plan your migration.



### Single Business Lines

If you simply have a single line for your business, this is a great opportunity to make efficiencies and savings. VoIP services can give you great additional functionality often at lower cost.



### ISDN Lines

ISDN lines generally connect to a telephone system, installed within a building. The lines can be replaced with an IP based alternative, SIP Trunks, which can then be connected to the existing telephone system.



### Lines for legacy services

You may have lines that are used for alarms, emergency lines, fax machines or point of sale terminals. Understanding your requirements will allow us to provide you with advice on the most suitable alternatives.



### Lines for Broadband

If you use an analogue line for your broadband connectivity, you will need a replacement connection to stay on-line. Your overall cost will be reduced because you will no longer need to pay for a separate voice line. With more businesses moving their applications to the Cloud, it is important that your future connectivity is able to handle the increased traffic.

# The journey to more reliable, feature rich digital networking

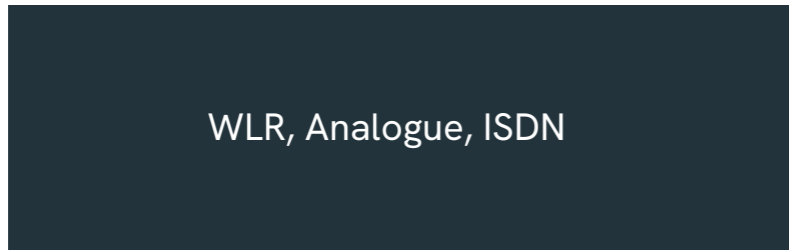
Drive operating efficiency, productivity and collaboration with high speed digital connectivity.

## Today

Customers buy a voice line, and add broadband on top



WLR



Analogue



Dect



Other services  
CCTV, Alarm lines, EPoS

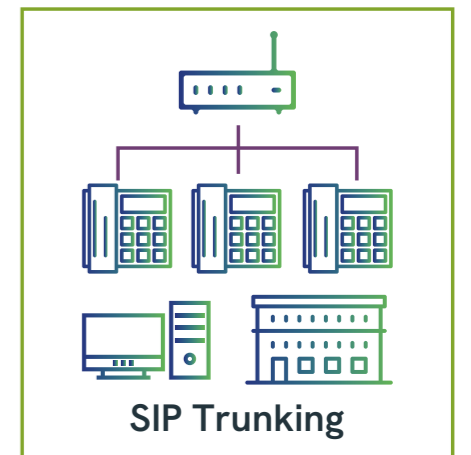
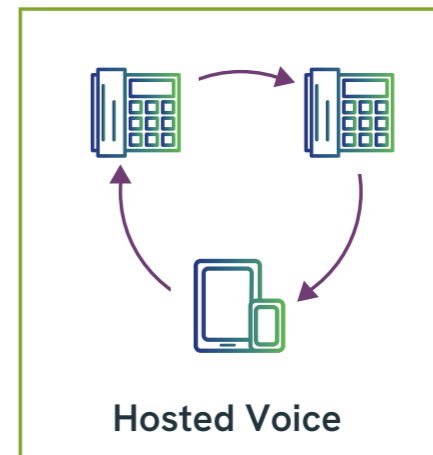
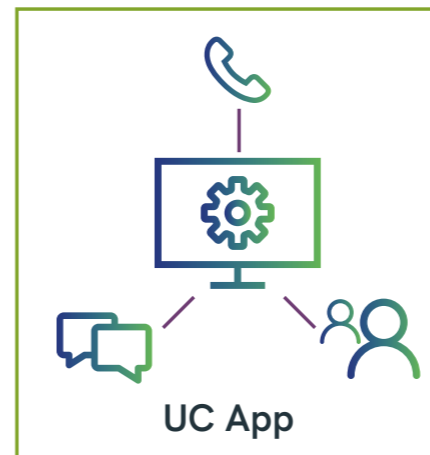
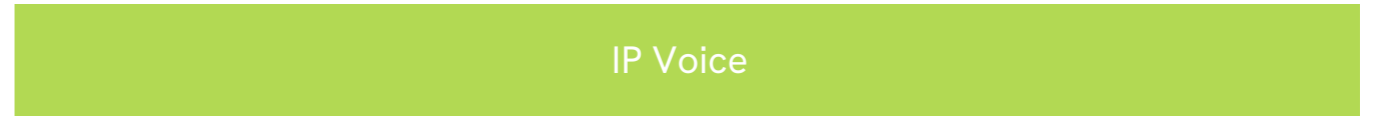
Broadband customers can expect savings when voice lines are not required

## Future

Customers buy an IP access line, and will add voice and other services on top. The new services are faster, highly upgradeable and more reliable



IP Access



## How to identify if you have any affected services

The WLR switch off could significantly affect your business. We recommend you take a look at your provider bill to see if you have any of the following services...

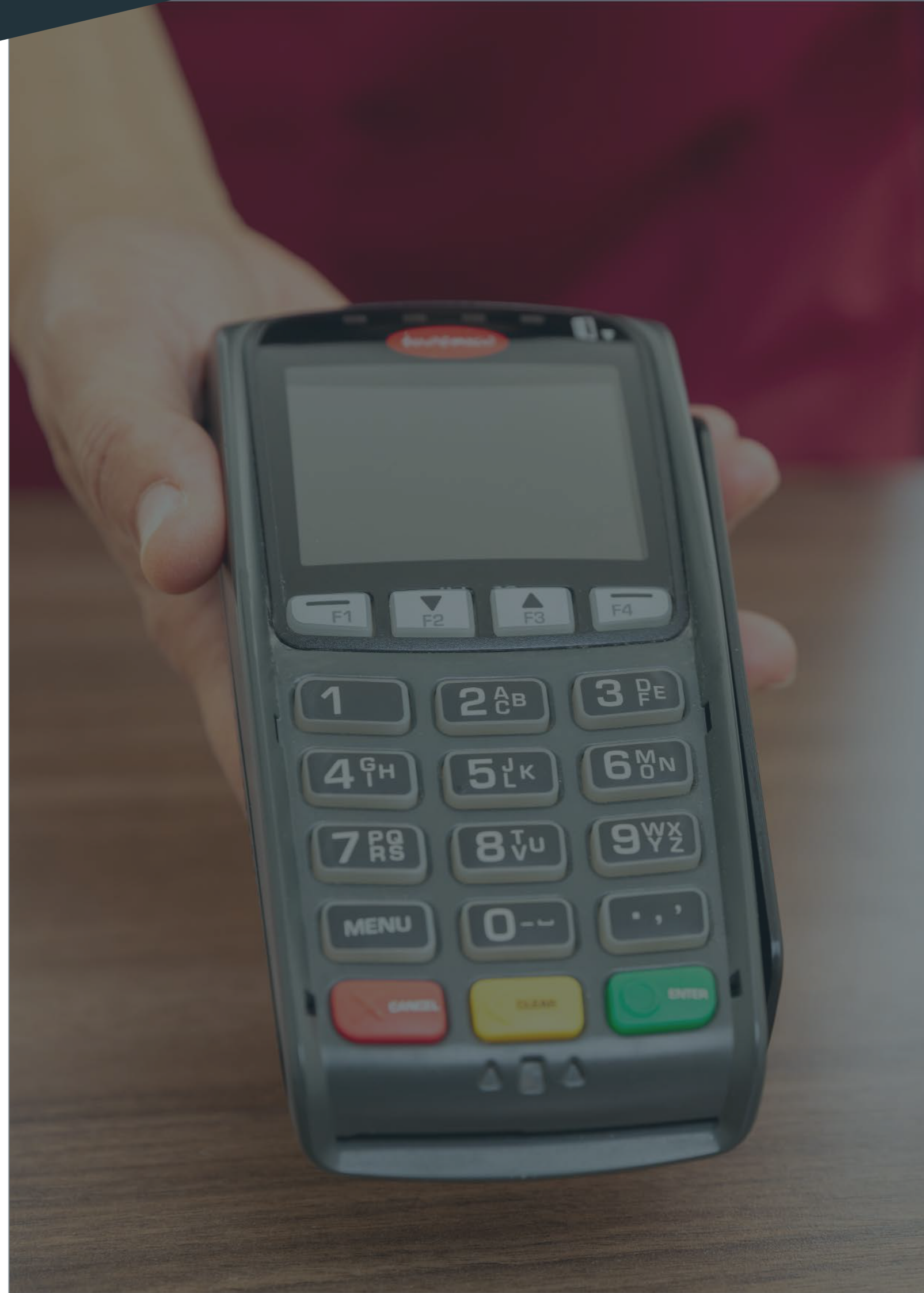
### Services

Analogue lines  
Business lines  
PSTN lines  
ISDN30  
ISDN30e  
ISDN2  
DSL  
EFM

### Potential uses

Fax machines  
Modems  
Alarms  
Lift lines  
PDQ machines

If you have an on-site PBX that you wish to retain you may need additional equipment to support your migration from ISDN to SIP.



# Migration Scenarios

Here are some typical uses of WLR and migration options to new IP based services.



## Retail

"We have numerous sites across the UK and can't afford any interruption to our trading"

How this affects you...

Our stores are highly reliant on broadband and single line PSTN for customer calls and EPoS

What if you could...

Audit your installed base, establish your exposure to the WLR withdrawal and create a practical migration plan

With Maintel you can...

Work with an expert team to discover your existing services, clarify your business objectives and minimise switchover disruption



## Healthcare

"We want to ensure our health care community have easy, readily available access to contacting the correct healthcare providers"

How this affects you...

We rely on PSTN connections to ensure the community we serve can easily contact us for their healthcare needs

What if you could...

Improve your patients experience of communicating with you by providing next generation digital services. The introduction of inbound services and self-serve options can simplify how your community can gain information and get the optimal outcome quickly and efficiently

With Maintel you can...

Work with a trusted partner with proven credibility within Healthcare to provide seamless, reliable, next generation communication, in all areas of your organisation



## Social Housing

"We depend on our building alarms and monitoring to ensure tenant safety and security"

How this affects you...

Our CCTV and alarm systems utilise PSTN services to deliver round the clock monitoring of our facilities

What if you could...

Transition your existing services safely to more modern digital technology and improve the tenant service experience

With Maintel you can...

Seamlessly migrate to alternative digital services supported by a team who have over 20 years social housing experience



# Our Solutions

## Migration options and more

Whatever your starting position, we have a next generation product to replace your existing service. We can also help you to define your digital vision and plan an effective implementation roadmap.



## Why Maintel?

Maintel is a cloud and managed services company with a focus on communication solutions. Our people become trusted advisors for our clients, creating value to help them improve their business through digital transformation.

### History, delivery & growth

Founded in 1991, Maintel became AIM listed in 2004. Significant organic growth continues to accompany the success of the business. This is feeding the expansion of its global footprint with additional international capabilities for almost 7,000 customers following the acquisition of Azzurri Communications in May 2016. The highly skilled team of over 700 Maintel people has also grown through the acquisition of several key enterprise technology providers, whose expertise complement the core Maintel proposition.

### Transforming digital business

Maintel is a fast-growing provider of managed communications services for the private and public sectors. We're experts at securely connecting our customers in the office, on the move and in the cloud.

We make collaborating and communicating simple, flexible and secure for your employees, partners and customers through our committed personnel, respected expertise and the highest quality managed services.

### Technology leaders

Maintel's core expertise encompasses unified communications, contact centres, workforce optimisation, security, mobile and connectivity services. By combining skills and technologies from vendor and carrier partners with the highly accredited capabilities of its in-house experts, Maintel provides complete end-to-end solutions delivered on-premises or via the cloud.

### Working with experts

Our deep understanding of customer requirements combined with our long track record of delivering solutions to multiple sectors, means that we have the experience to design the optimal migration path from legacy services. We combine contact centre, Wi-Fi, cloud and networking solutions from leading providers to keep costs predictable and as low as possible.

### Agility & speed

The technology solutions we design and deploy allow our customers to quickly turn on and off new locations, incremental capacity or online availability. This is achieved by leveraging our 20 years of experience to select the optimum blend of technologies and services, which allow you to respond very quickly to customer demand. This expertise combined with our own dedicated service teams means that we can not only deploy services quickly, we can also ensure they have high in-life availability.

### Get in touch today...

Call our sales team today to find out how we can help you migrate from legacy WLR services.

Visit [maintel.co.uk](http://maintel.co.uk) or call 0344 871 1122

