



daisy.

COMMUNICATIONS

The PSTN Switch Off

Your Replacement Guide



2025

The PSTN Switch Off is just around the corner

In 2025, the infrastructure behind the traditional telephone lines we rely on is going to be retired. In September 2023, we entered national stop sell, which means customers won't be able to take out or add to their existing products.

But it isn't just phones that are going to need replacing. The technology behind the PSTN supports several other services and devices.

Choose a category, then click the office floors on the right to see which devices will be affected when the Switch Off happens. This will help you prepare for your business' digital future.

Select a category ↓

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Phone Systems

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Traditional telephony is going to be affected by the Switch Off. Now that the stop sell is in force, you'll no longer be able to take out new lines. But don't worry, if you're an already existing customer you can benefit from prompt upgrades to future-proof all your products.

However, there are plenty of hosted telephony alternatives that your business can upgrade to now. Many businesses have already moved over, benefiting from solutions that are better quality, more reliable, and usually more cost-effective.

SIP Trunking

Not quite ready to leave your legacy telephone system behind? SIP Trunking could be just for you. This solution combines VoIP technology with your existing on-premise telephone system (PBX) to preserve your current features, numbers and call quality while adding the benefits of a hosted voice solution.

Hosted

Step into the future with hosted telephony. Hosted solutions, also known as Voice over Internet Protocol (VoIP), are cloud-based meaning there's no need for a physical telephone system on your premises. Your calls are transmitted as data over the internet via a highly resilient and secure network.

The results are better quality calls, scalable bills, and a whole host of features. VoIP solutions are also scalable and can grow with your business. If you'd like to find out more about our solutions, check out our page on [Daisy Hosted Voice](#).



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All broadband, ADSL and FTTC services are supported by analogue lines, so when these are turned off, your broadband connection will also cease.

There are plenty of options that will ensure your business stays connected beyond 2025. Here are the solutions you may be able to switch to right now:

SoGEA

Single order Generic Ethernet Access or SoGEA is an option that gives you broadband without the need for a telephone line. It's a close alternative to FTTC broadband and gives your business a fast, reliable connection without compromising on quality.

As it's provisioned on a single order which doesn't include voice services, you'll require a separate hosted voice or VoIP solution if you still want telephony. Luckily, SoGEA is perfect for the adoption of VoIP.

FTTP

If your business needs an even faster connection, FTTP is for you. Standing for Fibre to the Premises, FTTP uses fibre cables for the entire length of the journey. That means no copper wires and virtually no slowdown in speeds or drops in quality.

Our Full Fibre solutions have speed options starting from 100MB/s and go all the way up to 1GB/s. Or if you need a service that's even faster, our Full Fibre Ethernet solution offers the best in dedicated internet connectivity.

Full fibre isn't available UK-wide yet, but you can see if your business is in a full fibre enabled area with our [postcode checker](#) now.

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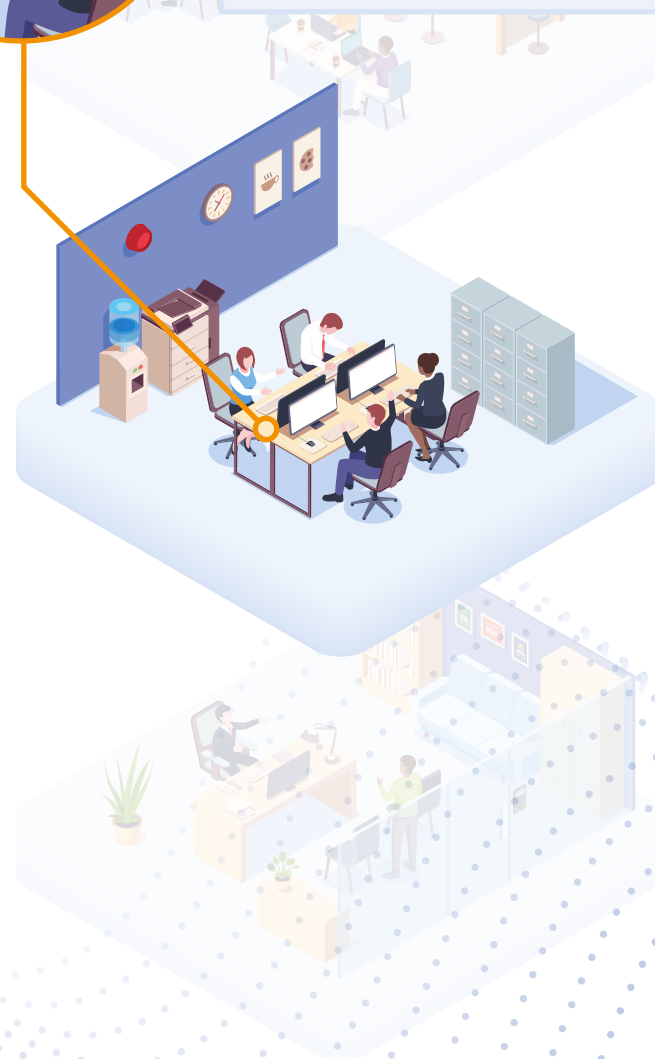
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Computers

Broadband and WiFi services are often supported by single analogue lines, meaning you may find yourself without internet when the PSTN Switch Off takes place.

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It's not just traditional telephony that sits on PSTN lines. Other devices such as alarm lines, payment terminals, and security cameras also utilise the network to transfer data. This means when the PSTN is switched off, these devices will cease to work.

If you own any of these devices, you'll need to find out whether they're IP-compatible from the manufacturer. Openreach can also provide line test facilities. If your devices aren't IP-compatible, they'll need to be replaced.

Otherwise, your devices can simply be moved onto a Single Order product. Or if you're looking to go wireless, there's the option of connecting these devices over IoT (Internet of Things) networks using intelligent mobile data.

Our multi-network roaming SIM, Daisy Anywhere, lets you do just that. Rather than being bound to one network, it connects to the strongest network available to give you a reliable data connection without the need for a hardwired solution. And with a real-time usage portal, it's easy to manage your data so you can avoid overage.

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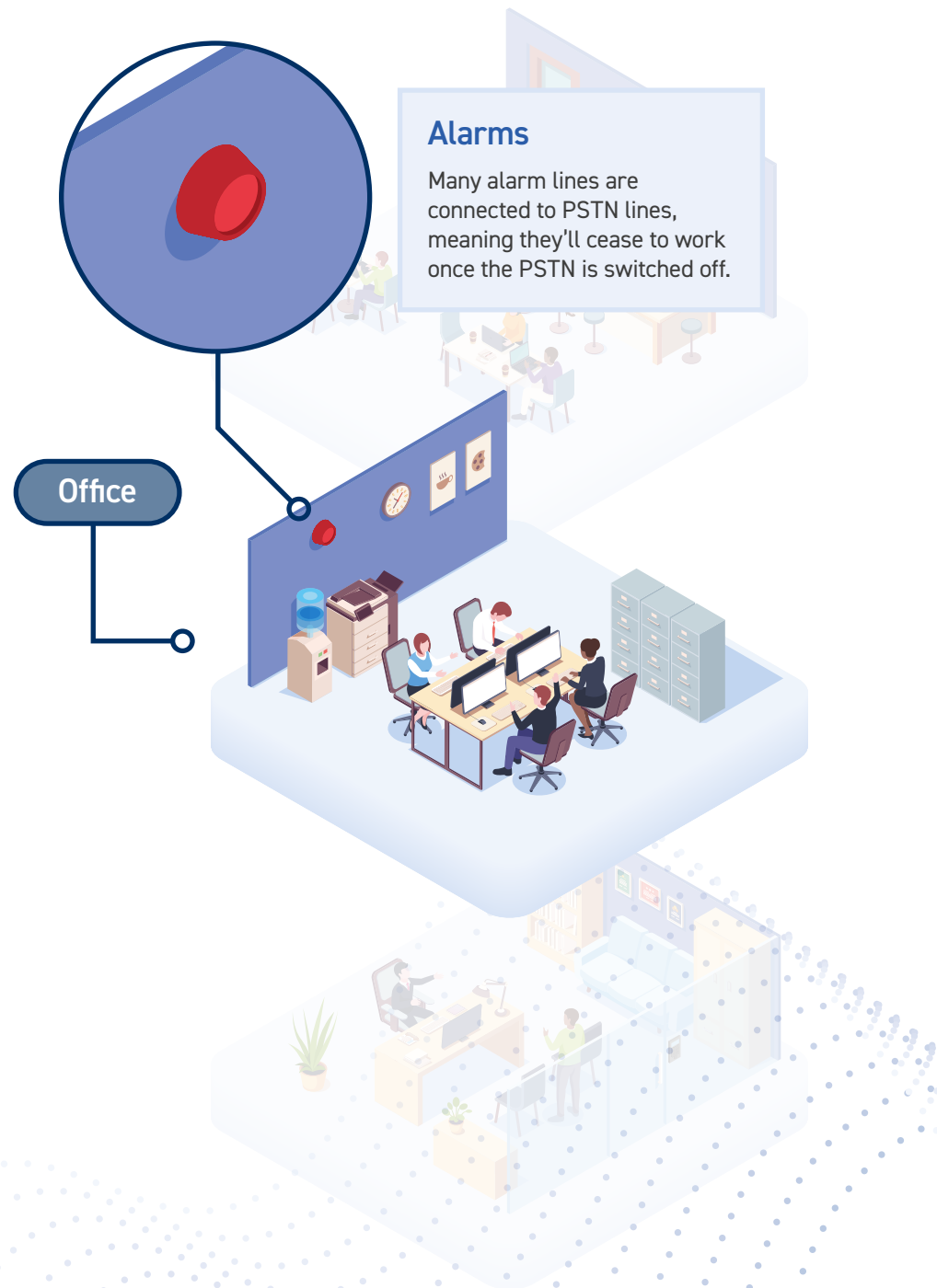
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Card Readers

Card readers often rely on analogue lines to transmit data, so you'll need to look into your replacement options before the PSTN switches off.

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