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# YOUR GUIDE TO THE ISDN SWITCH OFF


Helping Practices choose  
the best IP Voice Services

**COST  
EFFECTIVE**

**EASY TO  
CONTROL**

**FLEXIBLE**

**ROBUST**



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# AFTER ISDN

In April 2017, BT Openreach announced that they will be **switching off** their existing **ISDN network** in 2025 *(and will no longer have ISDN lines available for purchase from 2020)*, as they focus on a single IP network. ISDN stands for Integrated Services Digital Network and provides a high quality voice circuit with the ability to add features such as DDI services that are not available on analogue lines.

This means Practices will need to adopt new voice technologies, such as **VoIP**, also known as '**Voice over Internet Protocol**', for your communications.

VoIP uses your internet connection to make and receive calls and gives Practices a more **cost effective, robust, flexible** and **easy to control** voice service when compared to older traditional telephone systems.

Because VoIP enables you to keep personalised numbers and continue to manage a high number of concurrent calls, many Practices view this switch as an opportunity to improve their telephone systems and even save money, and it's because of these benefits that VoIP is becoming increasingly popular.



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Let's look at the 2 most popular options...



## Hosted Voice

A Hosted telephone system is a software based service that's run and controlled from the cloud. It integrates your phone system with mobile devices, giving you greatly flexibility and allowing you to be always available to your patients.

One of the key benefits to hosted telephony is that we look after upgrades for you and there's no expensive hardware to purchase. It's also extremely expandable, so when we add new features and functions to the system, they become instantly available, all accessed and controlled via an easy to use online portal.

**For larger medical practices tied into long term equipment leases we generally recommend SIP Trunks.**

**For GP Federations, multi site and small single site medical practices a hosted solution is often more suitable.**



## SIP Trunks

SIP Trunks connect to your on-site phone system and give you access to the features and benefits of VoIP, such as number flexibility. SIP Trunks also allow you to continue to maximise the return on investment of your traditional phone system.

SIP Trunks are considerably cheaper than ISDN rentals and deliver more flexibility, with DDI level disaster recovery plans and the ability to re-route inbound numbers, via an easy to use internet portal. Cloud based queueing and auto attendants can be added to ensure your patients can always get through to you.

**Switch Medical offers a free consultancy service to help you understand which would be best suited to your practice(s), the cost implications and potential savings you could make.**

**Contact us: 0333 234 0904  
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