

## ISDN Switch off, how it affects you and what you need to do

### Key Dates:

Key dates differ by area and we plan to keep you updated with details about your area as they are released.

### Stop Sell Dates

Stop sell dates are being announced for June and October, check on the Switch Medical website for updates.

### What services are affected

The upgrade affects ISDN, ADSL broadband circuits and analogue lines, often used for fax and alarm lines will be affected by this date.



- Be aware of your key dates.
- Look out for information from Switch Medical about when your area will be affected.
- Start to be aware of your upgrade options.
- Speak to our upgrade specialists to identify the right solution for your practice.

### ISDN services and traditional telephone line services are being withdrawn by BT Openreach and replaced with IP Voice Services

#### What does it mean?

BT are modernising the way they deliver telephone services to the UK. The legacy telephone network is ageing and will reach the end of its life and be switched off in December 2025, at which point all services will be withdrawn from service. New digital technologies and fibre connectivity is taking its place and over 16 million lines and channels will need to move to alternative products before the network is switched off.

This means businesses and households will no longer be able to add or use ISDN and other affected services after specific dates, depending on the areas they are in.

#### What do you need to do?

Practices using ISDN and other affected services need to be aware of key dates for their area. These are **'stop sell'** which means that, while existing services will continue to function, new services will no longer be available to purchase and **'withdrawal'** which is when the services will cease. The first area announced as being **'stop sell'** was Salisbury, in December 2020, whose services will be withdrawn in December 2022.

Read on, look out for notifications from Switch Medical about your area and speak to our upgrade specialists to make sure you are prepared.

## Contact our team

Email:

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Tel:

0800 977 8775

## Visit our website

Find out about our telephony products

[www.switchmedical.co.uk](http://www.switchmedical.co.uk)

## What do you need to know?

Users of ISDN and other affected services need to be aware of when their local area is going to be upgraded and have a plan for their practice. For most that plan will be to upgrade existing connectivity to the next generation fibre connectivity, which may also have a knock on effect on the compatibility of your existing system, at Switch Medical we can advise you about the best solutions and the compatibility of your current system.

ISDN users in each area will be notified in advance of the plans for their area so they have plenty of time to upgrade. There are three key steps to getting ready:-

- Once Openreach have a planned date for the switch off they will notify telecoms providers.
- Telecoms providers will be informed of a 'Stop Sell' date. This is the date from which no new ISDN, ADSL and Analogue services will be available for purchase. Switch Medical will pass these dates onto their customers.
- Businesses must look to adopt new services from this date, as they will no longer be able to add to or make any changes to their existing services, although their services will still work until the withdrawal date.

### Key Dates

Key dates differ by area and BT Openreach are currently notifying us on a regular basis of affected exchanges. They do not yet have a complete schedule and we plan to keep you updated.

### Stop Sell Dates

As stop sell and withdrawal dates are being announced we will be contacting practices in those areas.

If you want to make sure you don't miss out, contact [sales@switchmedical.co.uk](mailto:sales@switchmedical.co.uk) with your email address, surgery name and postcode and we will be sure to let you know as soon as dates for your area are announced.

**Switch Medical will be contacting customers, as dates are announced for their area, to give them plenty of time to discuss available options with our upgrade specialists and adopt the new technologies.**



Find out more: [www.switchmedical.co.uk](http://www.switchmedical.co.uk)

Email: [sales@switchmedical.co.uk](mailto:sales@switchmedical.co.uk) Tel: 0800 977 8775

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