

BT PSTN Update – Parish Clerks Overview

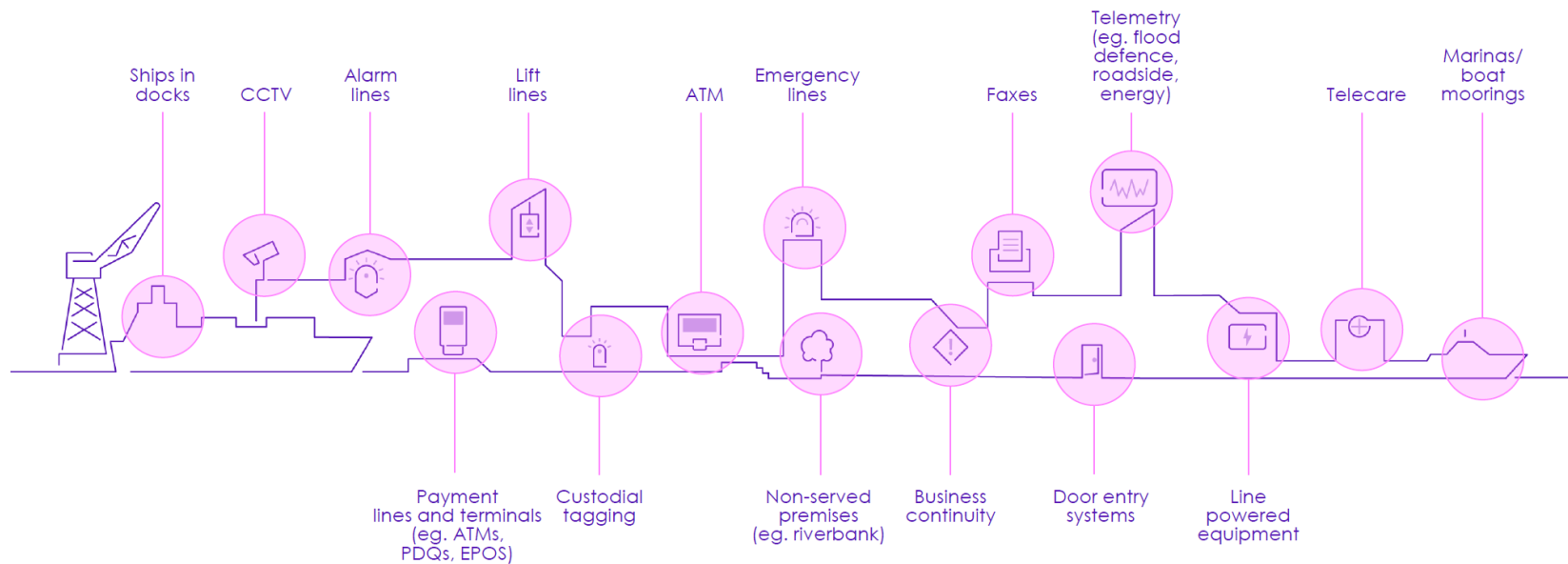
19/01/2024

BT PSTN Switch Off – What

What's happening & Why?

- The Public Switch Telephone Network (PSTN) will close in December 2025.
- By then, every phone line in the UK will have moved to a fully digital network that uses Internet Protocol (IP) across a fibre-based service.
- BT's current network is old and difficult to maintain and is no longer fit for purpose for today communication requirements.
- Traditional phone usage is changing everywhere as people switch to mobile and internet communications.

PSTN lines are used for more than voice



What does this mean for LCC?

- At some point before 2025, we will need to move from PSTN to the latest IP technology.
- To support the move, Openreach is rolling out the full fibre network (fibre to the premises or FTTP) in phases across the UK. The aim is for this to be complete by 2030
- BT will stop selling traditional phone lines in all exchange areas by September 2023.
- LCC have approximately 600 lines registered across our buildings which will need to be reviewed to ascertain whether a) they are still required, b) whether the digital cutover will impact the service, c) whether an alternative service needs to be procured.

What have we done so far?

- An initial triage has been undertaken by IT & Property Services which has flagged those sites that fall within LCC's remit
- LCC are waiting for responses to clarifications that have been requested around a number of the lines in the inventory
- Over half of the 600 lines have been ceased so far with more to follow
- Migrations away from the PSTN lines into our corporate telephony offering of Microsoft Teams have started and proved successful
- Several phases of analysis have been undertaken on the inventory from BT

Next Steps

- A validation exercise needs to be undertaken however this is a significant task and will require support from BT and from departments
- A proposal is being drawn up which will suggest a way forward including the associated costs.
- Tailor the proposal so it is appropriate for each used case. We have domestic settings where a corporate offering is not required. We have scenarios when cellular is the better choice. We have lines that fall outside the remit of the project and are part of other pieces of work
- Continue to get updated data from BT based on billing information and the LCC inventory
- Take stock from lessons learnt and mistakes that have been made so far, it isn't a straightforward project

Thank you

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