

# Navigating the PSTN Switch-Off with Mother Technologies



The UK's **Public Switched Telephone Network (PSTN)** was originally scheduled to be switched off by December 2025, but the deadline has now been postponed until December 2027. If your business still depends on traditional landlines or ISDN services, it's time to act and plan for this critical change.

## Why Is the PSTN Being Switched Off?

The PSTN network is outdated and can no longer support the growing demand for digital communications. Openreach, the UK's infrastructure provider, is phasing it out in favour of full-fibre networks and VoIP-based services.

## Our Approach

At Mother, we take a personalised approach to ensure your business can continue operating smoothly during and after the transition to digital systems. We work closely with you to assess your needs and ensure you're prepared.

- Step 1: initial Assessment**  
We start by evaluating your current communication infrastructure, identifying any vulnerabilities and areas that need upgrading.
- Step 2: Strategic Planning & Recommendations**  
After the assessment, we create a detailed migration plan and recommend the best solutions for your business.
- Step 3: Seamless Integration & Migration**  
Our team handles the entire transition, ensuring minimal disruption and that your services remain operational throughout the process.
- Step 4: Ongoing Support and Monitoring**  
We continue to provide support post-transition, keeping your systems running smoothly with regular updates and troubleshooting.



# Moving to VoIP

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VoIP (Voice over Internet Protocol) enables businesses to make phone calls over the internet rather than relying on traditional landlines. This cloud-based solution offers flexibility, scalability, and cost efficiency, making it an ideal choice for modern businesses.

## Benefits of VoIP

**Increased Flexibility:** VoIP allows your business to easily scale and adapt, whether it's adding new lines or supporting remote work. It offers greater flexibility compared to traditional phone lines.

**Cost Efficiency:** VoIP is typically more affordable than traditional landlines, reducing maintenance costs and eliminating the need for expensive on-site equipment.

**Enhanced Collaboration:** VoIP integrates with Unified Communication (UC) systems, enabling features like video calls, instant messaging, and file sharing – all in one platform for improved team collaboration.

**Future-Proofing:** VoIP ensures your business stays ahead, adapting to future technological advancements and remaining competitive in a fast-evolving market.

**Integration with CRM & Productivity Tools:** VoIP systems can be integrated with business applications like CRM software, improving customer interactions and workflow efficiency.

## Challenges of VoIP & How to Overcome Them

**Internet Congestion:** VoIP requires a reliable, high-speed internet connection. If your network is often congested or slow, it can affect call quality. Ensure your business has a fast and stable internet connection. If necessary, upgrade your broadband service and ensure you have enough bandwidth to handle VoIP calls without compromising other business functions.

**Initial Setup Costs:** Moving to VoIP might involve upfront costs for new hardware, software, and system setup. Consider scalable VoIP solutions that fit your budget and growth. Many VoIP providers offer flexible pricing plans, and the long-term cost savings will outweigh the initial investment.

**Integration with Existing Systems:** Transitioning to VoIP may require complex integration with your current tools and workflows. Work with Mother to ensure seamless integration. Managed we can guide you through the process and handle the technical details.

**Employee Training:** Your team might need time to adjust to the new system and its features. Provide proper training and support to ensure everyone is comfortable with the new system. Offering ongoing resources like guides or in-house training sessions can help staff quickly adapt.

## Get Ready for the Change

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The PSTN switch-off is a big change, but with some planning and the right support, your business can move to digital telephony smoothly and efficiently.