



**Paul Wehren**  
*Digital Essex*

**PSTN switch-off Update**

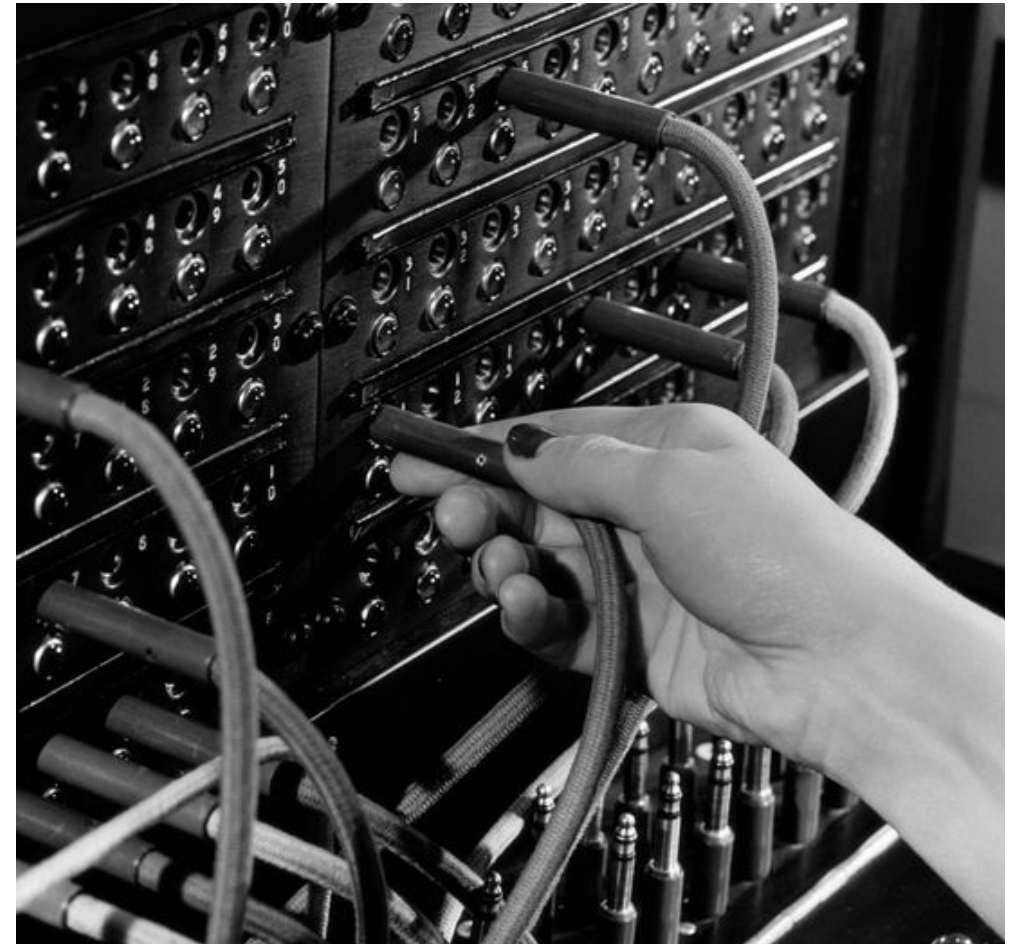
# Reminder of what PSTN Switch-off is

The Public-Switched Telephone Network (PSTN) is the equipment that supports the majority of phone calls in the UK and has been for decades

Provides phone service over, powered, copper telephone lines

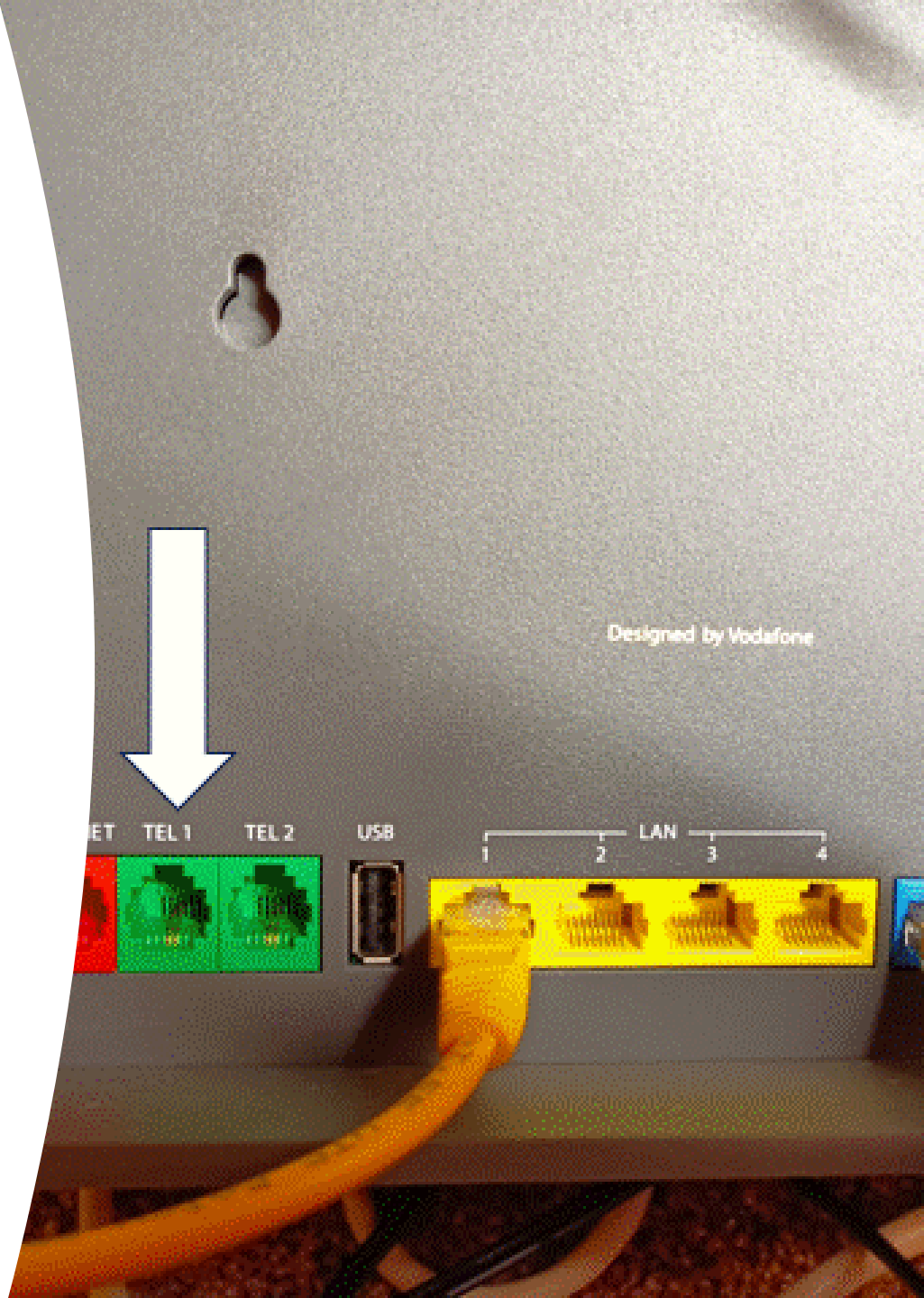
Becoming old and outdated and soon difficult to repair and maintain

Will be replaced by Voice over Internet Protocol (VoIP), a solution that transmits voice calls and data using an internet connection.



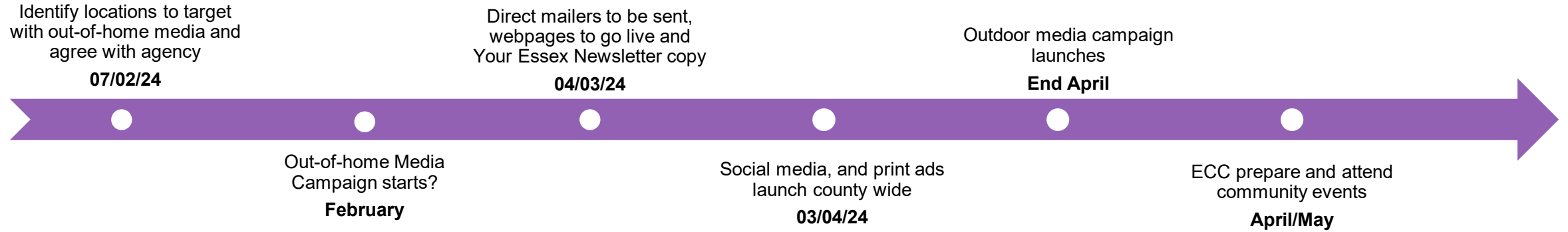
# Impact

- Any device that plugs into a standard telephone socket or extension will be affected
- For residents at home in the majority of cases the switch will just mean plugin the existing phone into the router.
- For businesses, the migration is likely to be more complex and require new services or equipment
- Awareness of the impact, what is happening when, who will be affected and where to go for help will be crucial

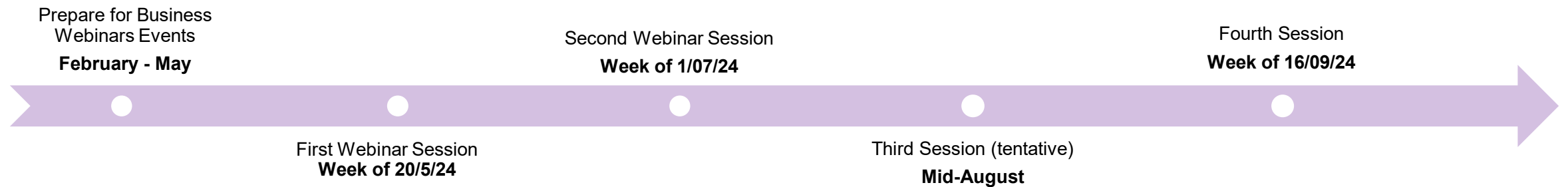


# Digital Essex Communication Activities

## ECC Comms plan



## Essex Business Comms plan



# Digital Essex Communication Activities Cont'd

## BT Comms plan

Engage with BT to confirm  
Comms plan and seek  
collaboration opportunities

**Feb-April**



BT Send out initial  
awareness comms to  
customers  
**April**

Local newspaper, local radio  
ads' and Roadshow Events

**May**

Switchover starts  
**July/August**

## District and Partners updates

PSTN Switchover updates

**Mid- Feb**



PSTN Switchover updates  
**Mid- March**

PSTN Switchover updates

**Mid- April**

PSTN Switchover updates  
**Mid- May**

PSTN Switchover updates

**Mid- June**

# More Information

## **The LGA:**

PSTN switchover: [www.local.gov.uk/digital-switchover](http://www.local.gov.uk/digital-switchover)

Telecare Checklist: <https://www.local.gov.uk/publications/digital-switchover-telecare-checklist>

External Resources: <https://www.local.gov.uk/our-support/cyber-digital-and-technology/digital-switchover/external-resources>

## **Virgin Media/O2:**

Community Forum: <https://community.virginmedia.com/t5/Virgin-Phone-Switchover/bd-p/Switchoverforum-board>

Business: <https://www.virginmediabusiness.co.uk/VMBD/Awareness/analogue-switch-off/The-big-analogue-switch-off-is-underway/>

## **Openreach:**

<https://www.bt.com/about/all-ip>

For businesses: <https://business.bt.com/why-choose-bt/insights/ip-technology/switching-to-ip/>

## **UK Government:**

<https://www.gov.uk/guidance/uk-transition-from-analogue-to-digital-landlines>

## **Ofcom:**

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/future-of-landline-calls>

## **FarrPoint:**

Useful link featuring switch-off maps: <https://www.farrpoint.com/news/the-big-analogue-switch-off>

## **General news:**

Metro: <https://www.msn.com/en-gb/money/technology/what-to-do-if-you-have-a-landline-phone-when-the-old-network-is-switched-off/ar-AA1gfFDQ?ocid=winp1taskbar&cvid=08f673c602364d0ea25cc9b5e93d0fc4&ei=25>

## **Public Switched Telephone Network Charter:**

<https://www.gov.uk/government/publications/public-switched-telephone-network-charter/public-switched-telephone-network-charter>



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Essex County Council

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