BT WHOLESALE

Let's talk all-IP

Simplifying digital transformation, together

March 2025

The future is digital

Although the UK's public switched telephone network (PSTN) won't be switched off until 2027, the move to digital is well underway. Exchanges are being upgraded across the country and analogue services withdrawn from sale.

But with many businesses yet to make the move to all-IP, it's a crucial time for them and you. We give you the network foundation, the solutions and the support you need to deliver digital transformation.
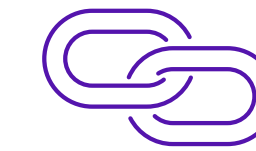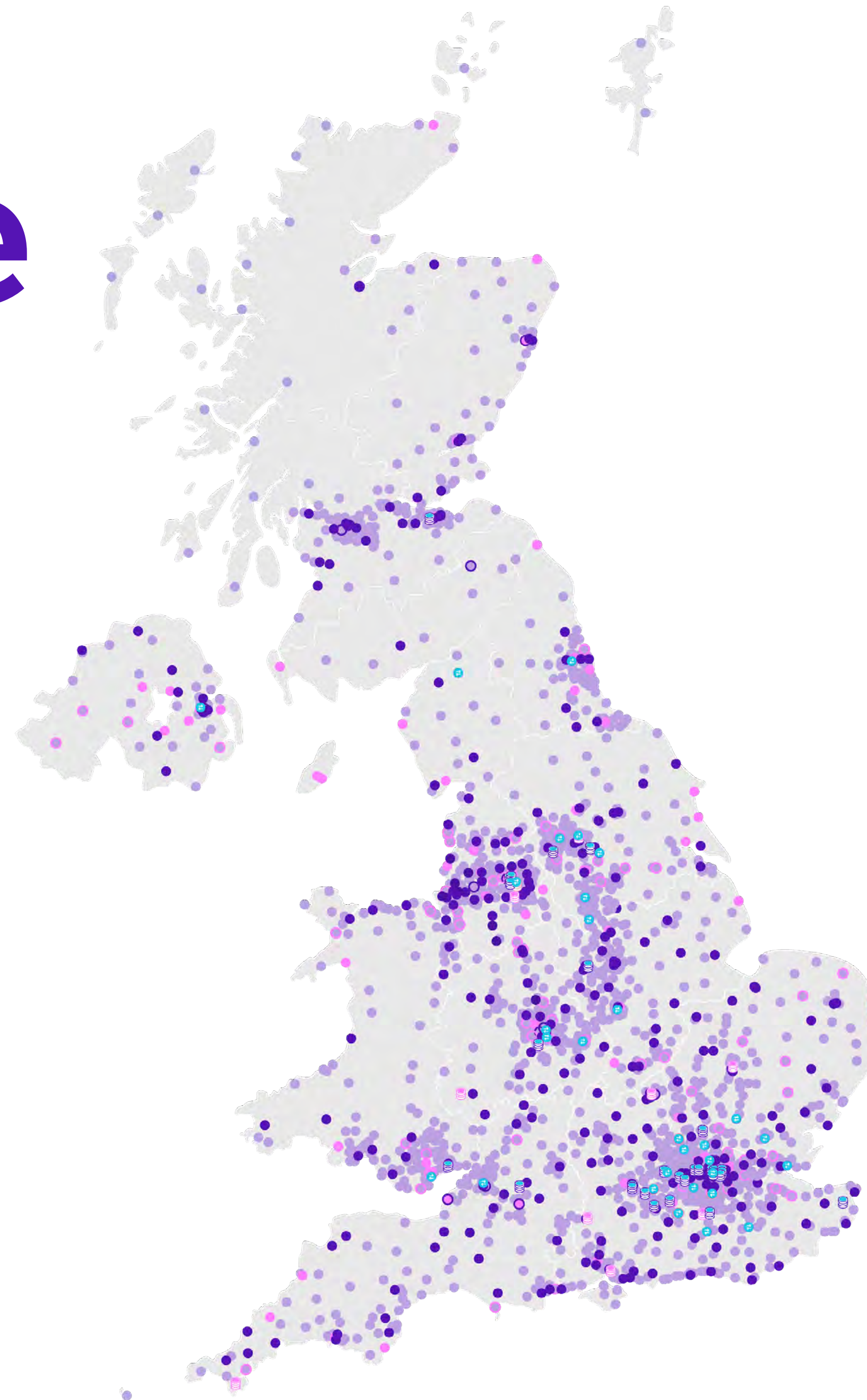
Strong connectivity

Connectivity is the foundation of the digital era. Wherever your customers are, they need speed but also outstanding reliability and security. We can support you with a wide range of access options, suitable for every type of customer.
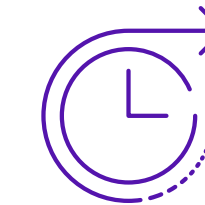
Future-proof communications

Every business has to be ready with voice services that are fit for today and tomorrow. Our portfolio of all-IP solutions and add-ons lets you offer flexibility, scalability and value, helping you grow your market share.
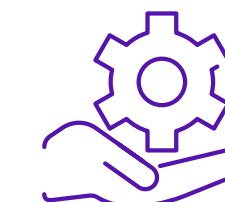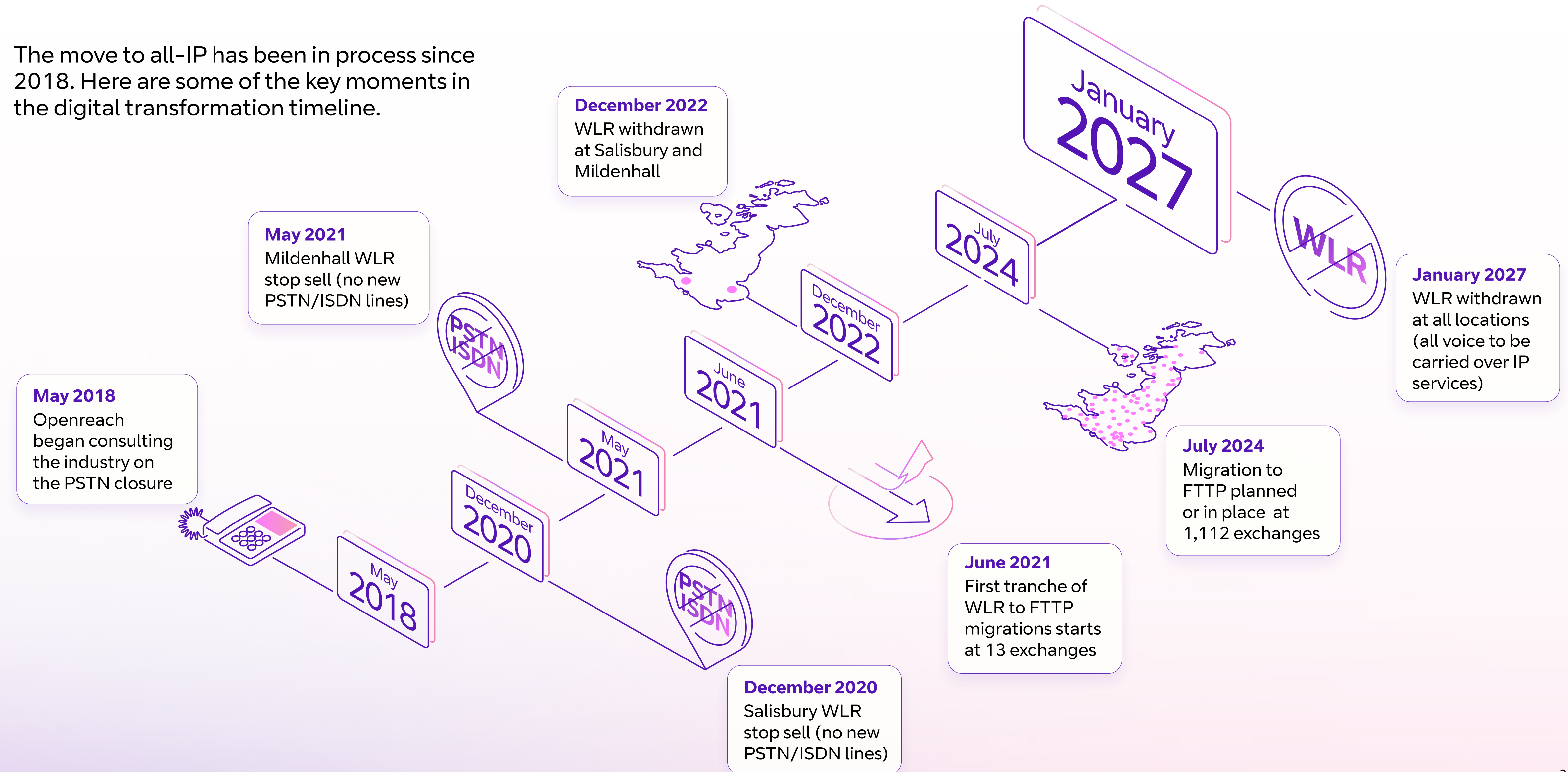
Expert support

Technology is important, but it needs to be backed by great customer support. Our experts and managed services have got your back, so you can get the most from our solutions and deliver the best for your customers.
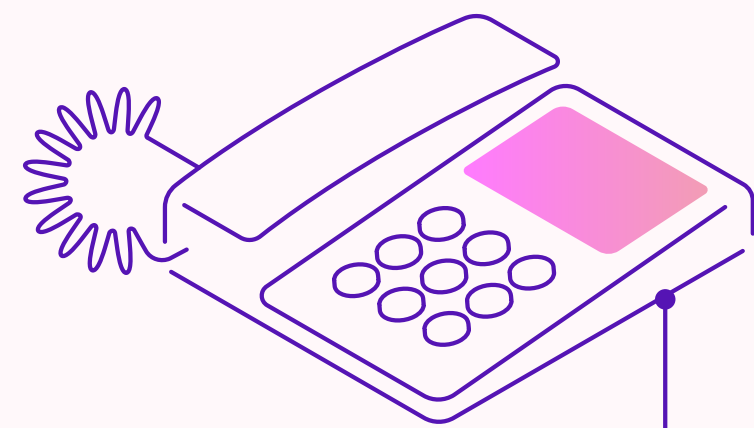
Where are we now?

The move to all-IP has been in process since 2018. Here are some of the key moments in the digital transformation timeline.

December 2022
WLR withdrawn at Salisbury and Mildenhall

May 2021
Mildenhall WLR stop sell (no new PSTN/ISDN lines)

May 2018
Openreach began consulting the industry on the PSTN closure

January 2027
WLR withdrawn at all locations (all voice to be carried over IP services)

July 2024
Migration to FTTP planned or in place at 1,112 exchanges

June 2021
First tranche of WLR to FTTP migrations starts at 13 exchanges

December 2020
Salisbury WLR stop sell (no new PSTN/ISDN lines)

Don't wait to migrate

There are some cases where migrating may not be possible yet. However, where possible, you should aim to move your customers to all-IP as soon as you can. Here's why.

Service reliability

Since 2020, the fault rate on the copper network has been 50% higher than on FTTP.[1] In 2024, the number of PSTN incidents increased by 45%.[2] All-IP lines offer far greater resilience and reliability.
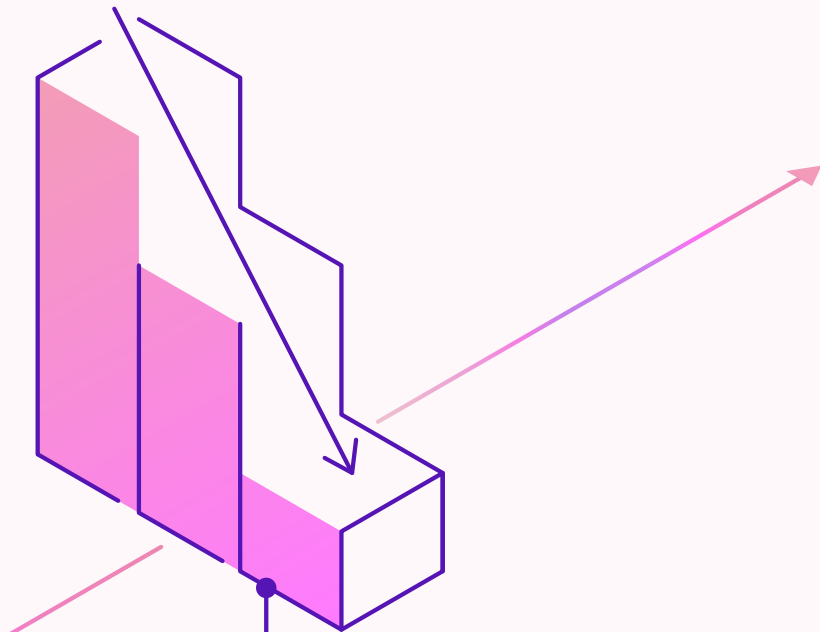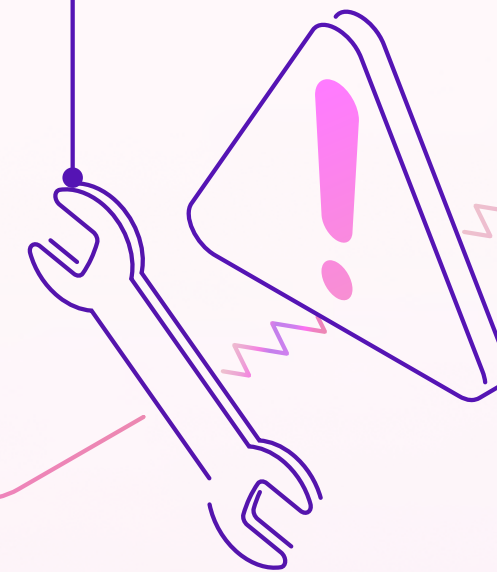
Supporting legacy tech

Continuing to support old analogue technology will get increasingly difficult and expensive over time, as the equipment and skills you need become more scarce.

Competitive advantage

Businesses that don't make the switch soon risk getting left behind while their rivals benefit from the improved flexibility and collaboration offered by digital communications.

Enable up the future of work

All-IP isn't just about making phone calls over the internet. Digital networks are part of a shift in how businesses operate, supporting hybrid and remote working, smart technology and more.

Cost efficiency
Consolidating voice, data and video communications can save money for you and your customers. Also, digital systems often come with reduced operational costs.
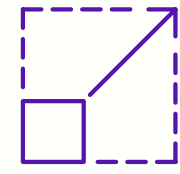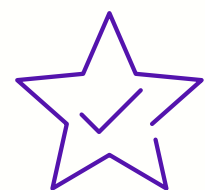
Simple scalability
All-IP solutions can be scaled up or down easily, meaning you can add new users or devices quickly and easily.

Total flexibility
IP phone services aren't tied to a particular location. Users can make and take calls from anywhere with an internet connection.

Advanced features
Integrating all-IP services with other digital solutions is simple, so you can explore opportunities in cloud computing, AI, customer relationship management, analytics and more.
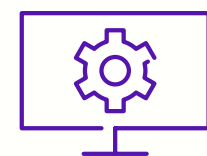
Simplified management
All-IP solutions can easily be managed centrally through software, which also helps with monitoring, maintenance, administration and troubleshooting.
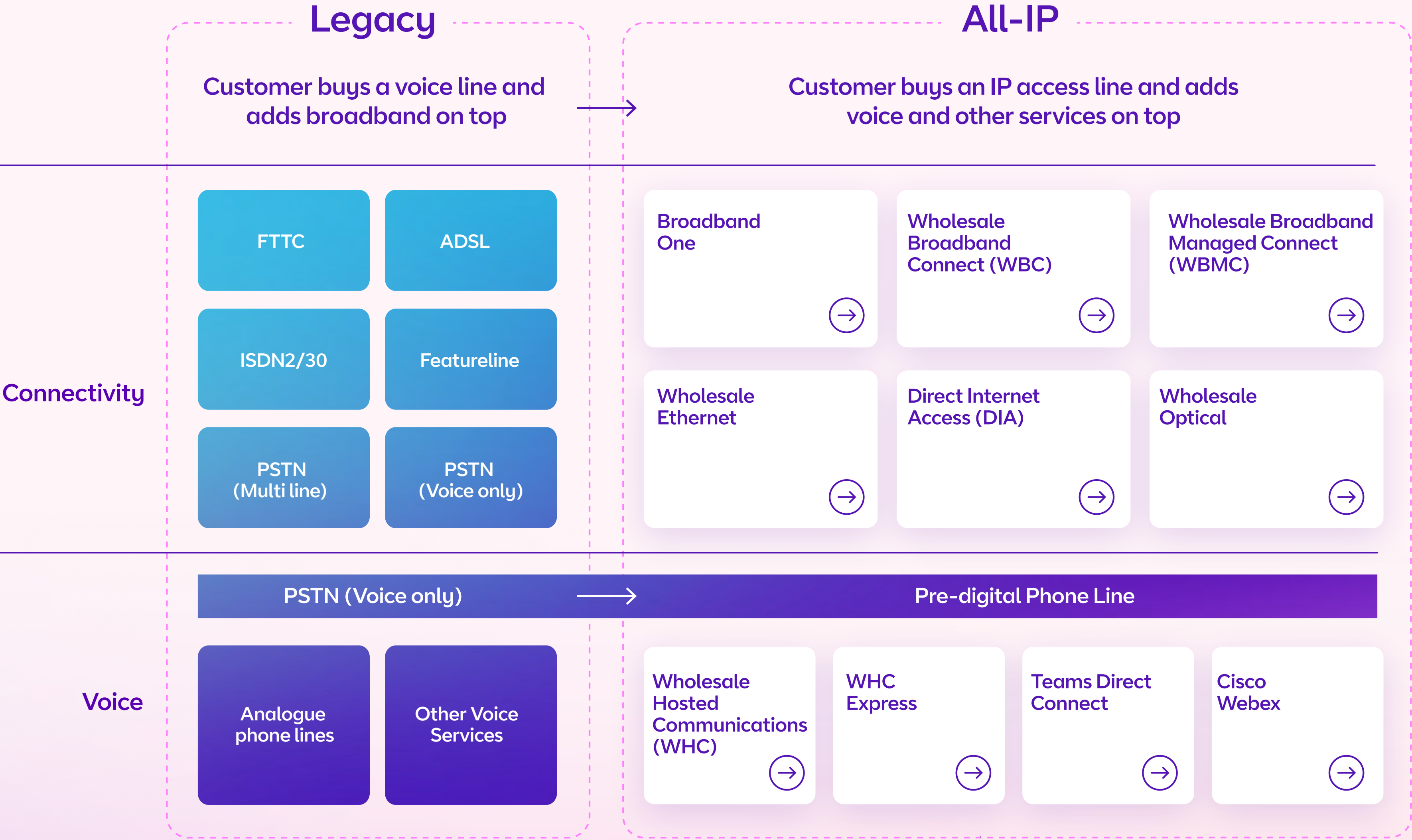
Enhanced security
Businesses that switch to digital can look forward to enhanced security, including encryption, access controls and regular updates.

The journey to all-IP

There isn't just one way to move from analogue to digital, and each customer will have their own unique needs. Our range of connectivity and communication services lets you cover all eventualities – including edge use cases where migrating to all-IP isn't yet possible.

Legacy

Customer buys a voice line and adds broadband on top

All-IP

Customer buys an IP access line and adds voice and other services on top

Connectivity

FTTC	ADSL
ISDN2/30	Featureline
PSTN (Multi line)	PSTN (Voice only)

Broadband One →	Wholesale Broadband Connect (WBC) →	Wholesale Broadband Managed Connect (WBMC) →
Wholesale Ethernet →	Direct Internet Access (DIA) →	Wholesale Optical →

PSTN (Voice only) ⟶ Pre-digital Phone Line

Voice

Analogue phone lines	Other Voice Services

Wholesale Hosted Communications (WHC) →	WHC Express →	Teams Direct Connect →	Cisco Webex →

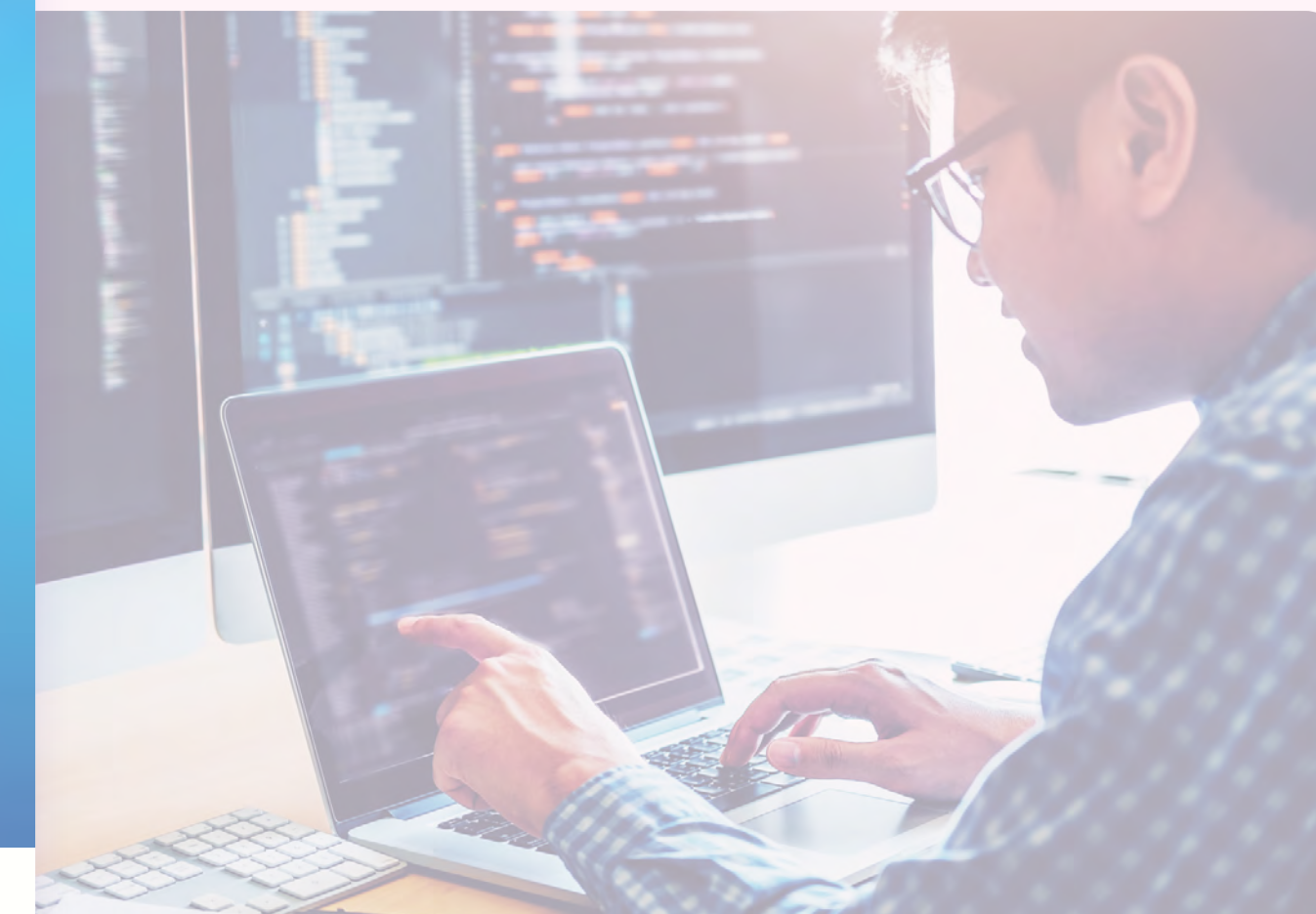## Broadband One

This is our layer 3 broadband solution. Choose from a range of modern, all-IP-ready broadband access options including SoGEA and FTTP, with low latency and ultrafast speeds up to 1Gbps available – all managed through an easy-to-use portal.

Learn more ›

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BC)

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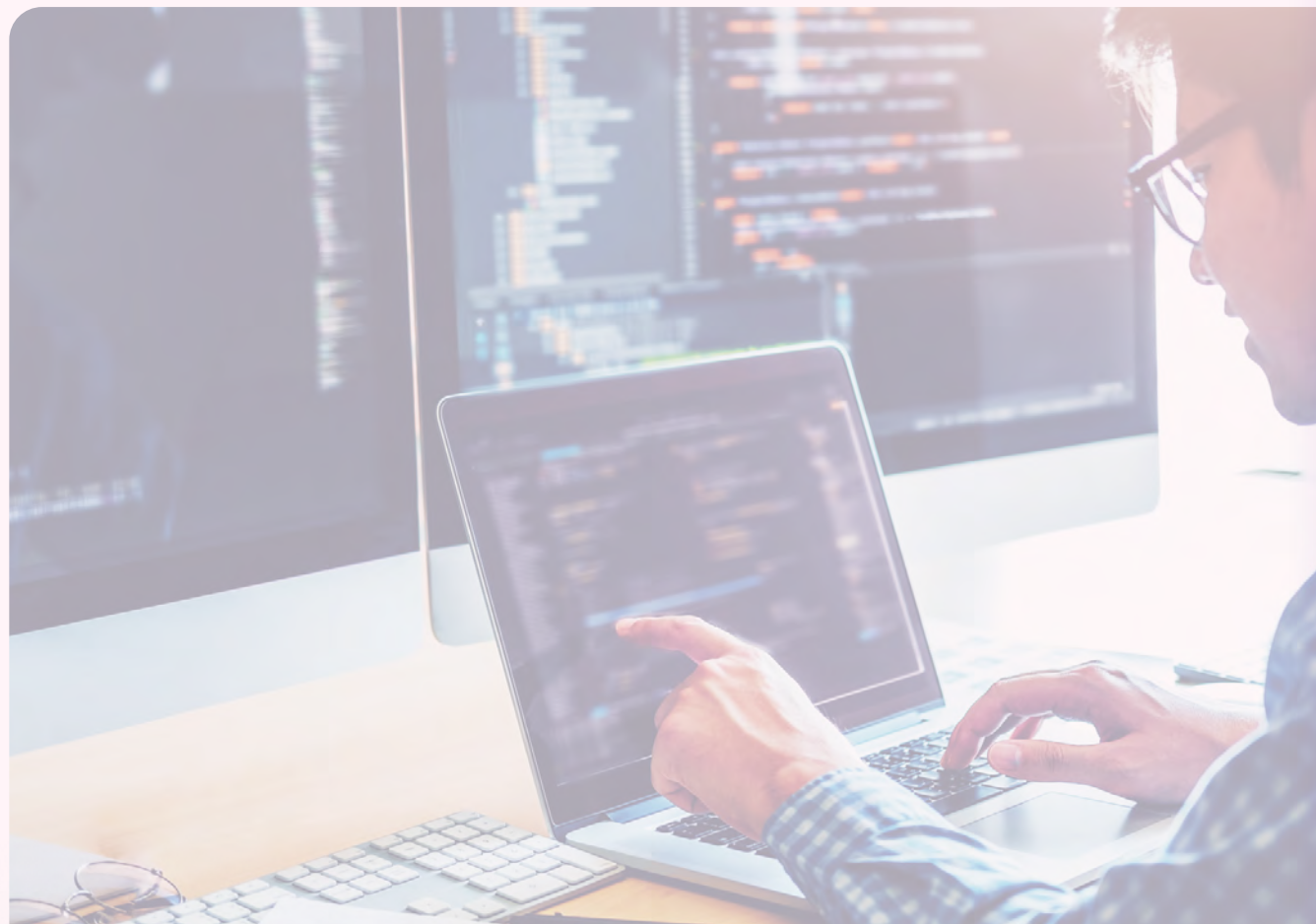# Wholesale Broadband Connect (WBC)

A layer 2 broadband solution, which lets you extend the reach of your service through our 21C network, reaching out from up to 20 key regional locations (nodes). Typically, this solution is used when you have your own national network infrastructure, which you would use to connect between those nodes.

Learn more ›

Wholesale Broadband Managed Connect (WBMC)

...ost popular layer 2 service takes aggregation a step further ...e underlying WBC solution and provides the inter-connects ...en the 20 key location nodes across the UK. This means you ...need to have a presence in each of those nodes yourself, and ...n use the BT Wholesale network instead.

Wholesale Broadband Connect (WBC)

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Wholesale Broadband Managed Connect (WBMC)

Our most popular layer 2 service takes aggregation a step further than the underlying WBC solution and provides the inter-connects between the 20 key location nodes across the UK. This means you don't need to have a presence in each of those nodes yourself, and you can use the BT Wholesale network instead.

Learn more ›

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Wholesale Ethernet

We offer a massive choice of access options, which support a variety of customer needs – right up to 100Gbps. These include Ethernet over FTTP, Ethernet over SoGEA and Data Centre Connect. Our Wholesale Ethernet platform offers 99.999% availability, and services are backed by a five-hour target fix time SLA.

Learn more ›

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Direct Internet Access (DIA)

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Learn more ›

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Learn more ›

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Learn more ›

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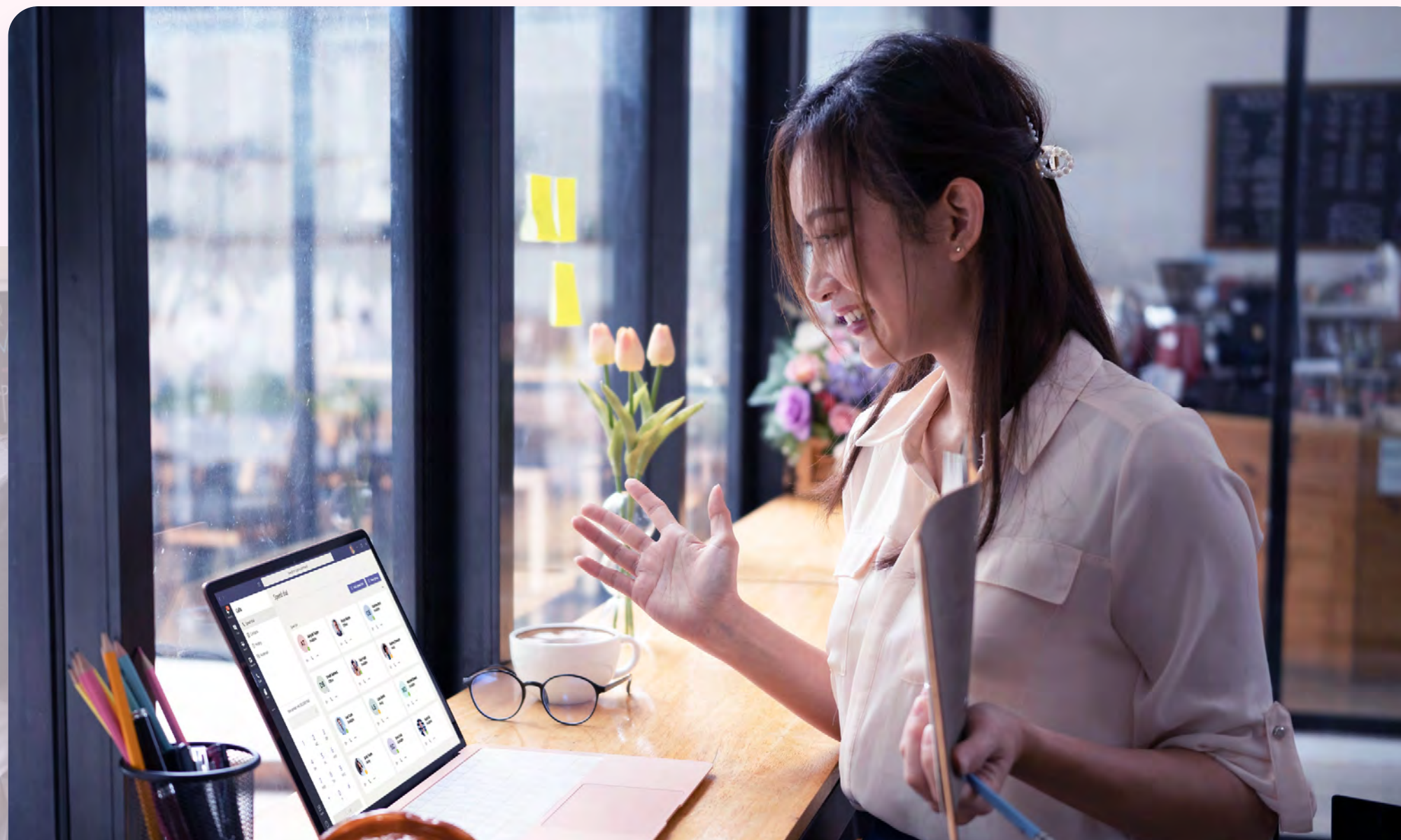
Teams Direct Connect

This solution brings WHC to Microsoft Teams, meaning users can access external calls using any device that supports this popular unified communications tool (UC). It doesn't require any special IT skills to set up, and you can add users at any time.

Learn more ›

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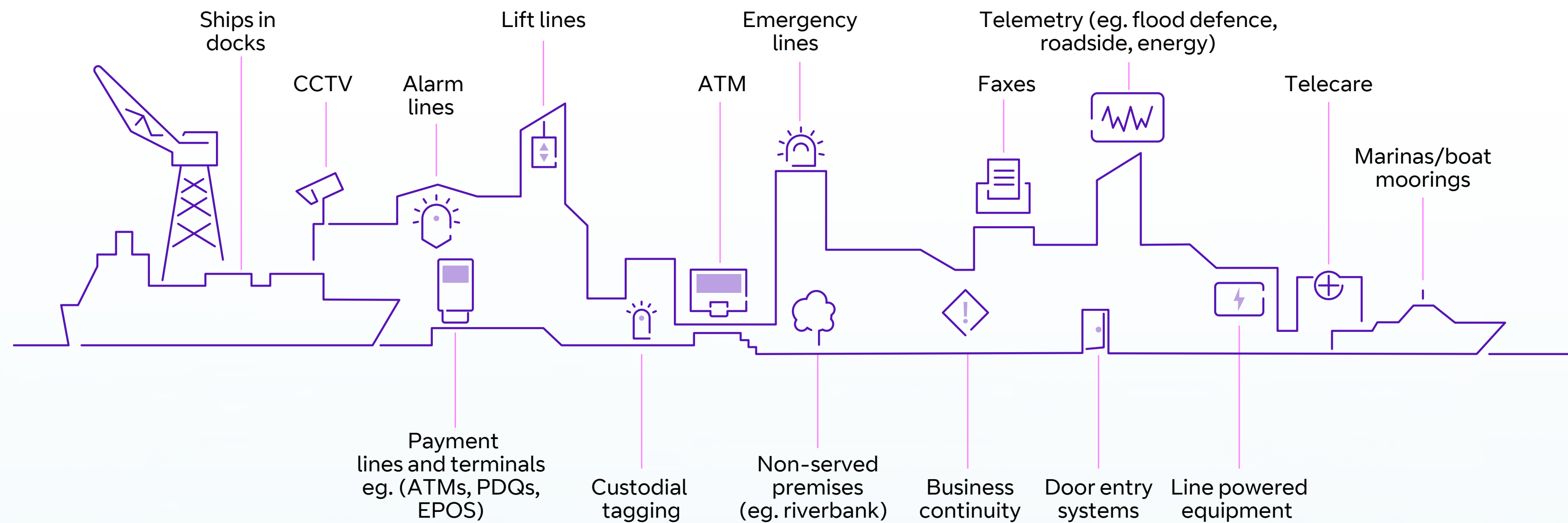
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Learn more ›

16

Thinking beyond phones

The closure of the PSTN and ISDN won't only affect your customers' phone systems. Many other devices use the legacy analogue network, and all of them will eventually need to be upgraded or replaced to work with all-IP networks.

Ships in docks · CCTV · Alarm lines · Lift lines · ATM · Emergency lines · Faxes · Telemetry (eg. flood defence, roadside, energy) · Telecare · Marinas/boat moorings · Payment lines and terminals eg. (ATMs, PDQs, EPOS) · Custodial tagging · Non-served premises (eg. riverbank) · Business continuity · Door entry systems · Line powered equipment

For more information about these edge use cases and how to support them, **visit our special services webpage ›**

Test your equipment

Book time in our Adastral Park labs, and you can test your equipment for free, making sure it's compatible with all-IP.
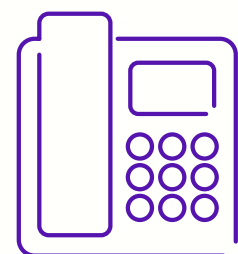
Book now ›

Protecting vulnerable users

While it's important to get customers ready for the PSTN switch-off, it's also vital to protect vulnerable users who rely on analogue devices. upgraded or replaced to work with all-IP networks.

Telecare customers

People who use telecare devices, which are often connected to the PSTN. These devices will need to continue functioning or be replaced after the switch-off.

Vulnerable customers

People with physical or mental health problems, the elderly and those with literacy skill issues, as well as people who suffered a bereavement, loss of employment or a change in household income.

Landline dependent

Those who need their landlines and who do not have any other way of contacting emergency services during a power cut.

Customers with vulnerable users

Organisations that provide care for vulnerable end users, such as care homes and housing associations.
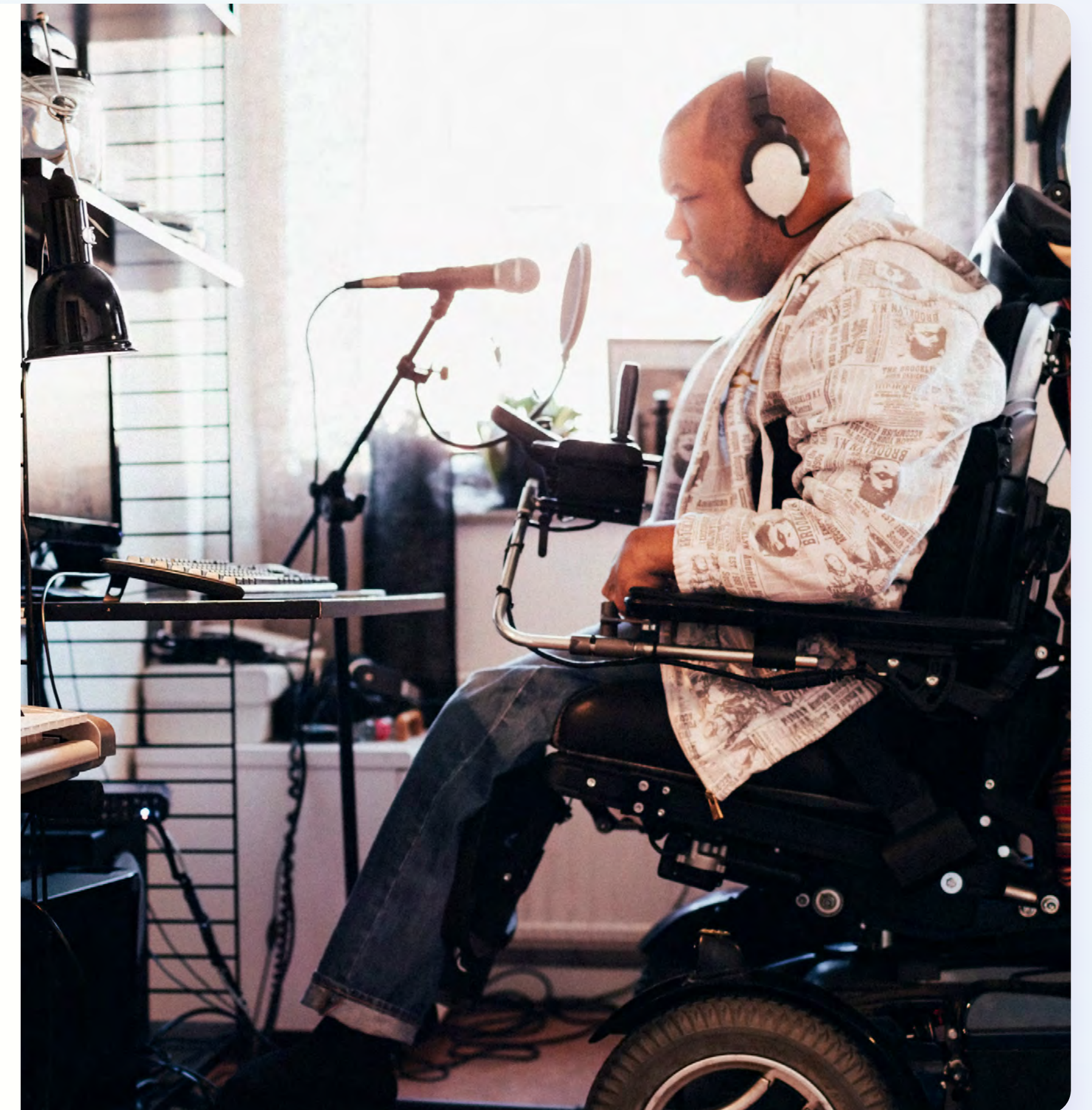
The Public Switched Telephone Network charter

To support these people, the UK government has created a Public Switched Telephone Network charter. Communications providers who commit to the charter promise to consider vulnerable users in their migration plans and to implement ways of protecting them.

We, as Communications Providers (CPs), commit to the following:

1. We will **not undertake any non-voluntary migrations** to digital landlines, until we have full confidence that we are taking all possible steps to protect vulnerable people through the migration process.

2. **No telecare users will be migrated to digital landline services without** us, the customer, or the telecare company confirming that they have **a compatible and functioning telecare solution in place.**

3. Where battery back-up solutions are provided, we will **work to provide solutions that go beyond the Ofcom minimum of 1 hour of continued, uninterrupted access to emergency services** in the event of a power outage.

4. We will collectively work with Ofcom and government to create a **shared definition of 'vulnerable' customer groups that require greater support,** specific to the digital landline migration.

5. **We will conduct additional checks on customers who have already been non-voluntarily migrated to ensure they do not have telecare devices** we were unaware of, and if they do, ensure suitable support is provided.
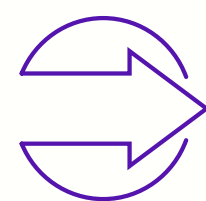
Bridge the digital divide

In rare cases, it may not be possible to move customers to all-IP before the digital switchover. That's why we created Pre-digital Phone Line (PDPL). This interim solution lets customers continue using legacy equipment while moving away from the PSTN – so you can support edge use cases and vulnerable users, giving them more time to prepare for their digital migration.
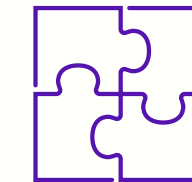
Learn more about PDPL ›

Great compatibility
PDPL works with the majority of legacy devices.

Easy setup
Usually, no engineer visits or changes are needed on site.
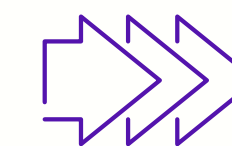
Disruption-free
There's minimal downtime for port and service conversion.

Ready to go
PDPL works in places where broadband can't support IP voice yet.
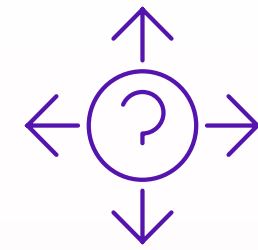
Master your migrations

Get the right digital transformation strategy and you'll reap the rewards. Here are some key tips for delivering solutions that keep customers coming back for more.
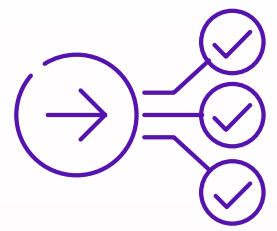
Understand what's connected

Do a full audit of what's connected to the customer's phone lines, including handsets, alarm systems, point-of-sale devices and PBX systems.

Educate customers

It's essential that your customers are on board. As well as explaining the PSTN witch-off, you should explore their migration options with them.

Tailor your solutions

Factors like business size, location and budget can influence which solutions your customers want. Be ready for all situations with our wide portfolio.
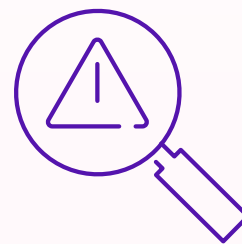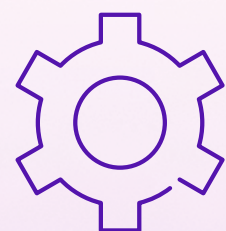
Allocate resources

Make sure you have all the equipment and skills you need to complete migrations, before you start. Consider outsourcing if necessary.
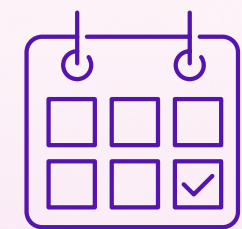
Test, test, test

Deliver flawless service, and your customers will keep on coming back. Remember, you can test your customer premises equipment for free in our Adastral Park labs.

Make a plan

Let everyone know what's happening and when. You should also consider potential setbacks and how you'll deal with them.

Boost sales your all-IP sales

Informing customers and prospects is a key part of all-IP success. Grab our all-IP sales and marketing toolkit, and you'll find everything you need, including social media posts, emails and blog posts. It's one of our many exclusive Partner Plus benefits. If you're already a member, grab the toolkit from our online portal. Otherwise, sign up today.

Join Partner Plus ›
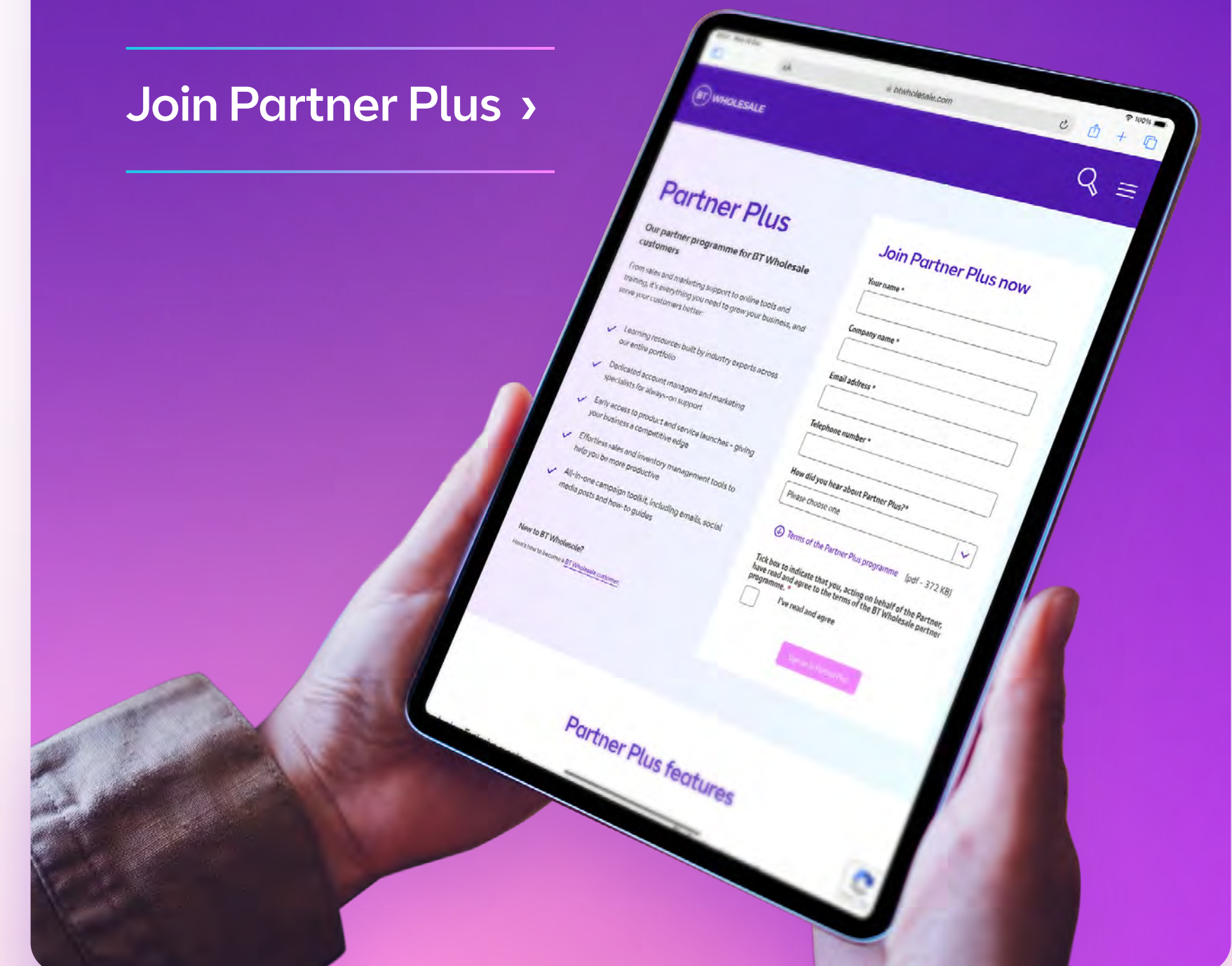
Plan your digital journey

To successfully migrate your customers from legacy solutions to all-IP, you need to plan, test and execute. Here's what you need to consider.

	Plan	Test	Execute
Your portfolio	What to sell?		
Targeting and segmentation	Know your customers		
Marketing	Market to customers		
Sales enablement	Materials for sales teams		
Tracking and leads	Test migration sales tracking		
Order and migration management	Industrialise migration delivery		
			Order scaling
Programme reporting and governance	Establish governance model	Test	Tracking/reporting and programme management

Plan your digital journey

Your portfolio

What are you going to sell? This is a chance to sell new solutions and create new bundles. It's vital to get this right, but it's not just about which solutions will work and which ones will be right for the all-IP world. It's also about what your customers want.

Targeting and segmentation

You need to know your customers. What are their needs? What are their business goals? What are they using their lines for? Think about how you're going to get that information – perhaps a customer survey?

Marketing

Understanding your customers is also critical to good marketing. And, of course, you need marketing to reach out to your customers and prospects to show them not only that you have the solutions they need but also the customer service that makes you the right choice.

Sales enablement

Make sure your salespeople are ready, because your customers will expect your business to have all the answers. That means having good sales enablement material for your teams, covering everything from what all-IP is to how your solutions work. You may also want to consider sales incentives to drive performance.

Tracking and lead

Keeping track of leads and sales performance is important too. This will help you to see what's working, stopping valuable leads from slipping through the cracks. Make full use of CRM systems and so on.

Order and migration management

Once customers are ready to migrate, you need to process orders and deliver the solutions. As well as having smooth, repeatable processes in place, you need to consider scalability. Can you keep up with demand?

Programme reporting and governance

Throughout the migration progress, you need to have a good governance model, and you need to stick to it. A big part of that is tracking and reporting, as well as programme management.

Let us do the legwork

Simplify migrations with our IP Transformation Services

As part of our Professional Services portfolio, we offer a range of managed services focused on supporting your digital migrations. By tapping into our skills and resources, you can deliver transformation faster, better and more cost-effectively.
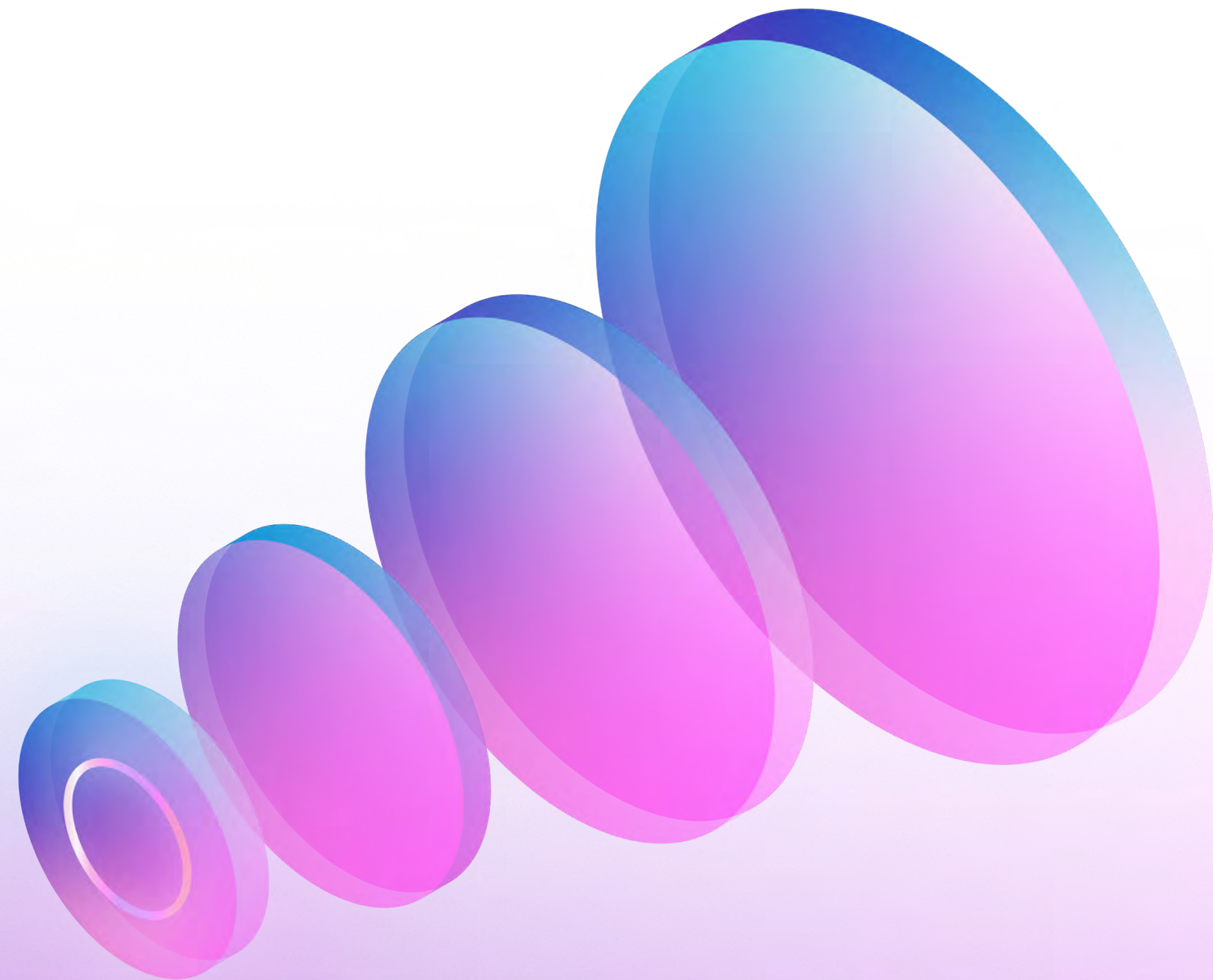
Survey and portfolio analysis

Our experts will carry out remote and on-site surveys of your customer's systems. They use this process to record and understand what's happening on each circuit, so they can identify replacement solutions that meet the requirements of you and your customers.

Solution design

For very large or complex customers, we can provide bespoke solution design services

Service set-up

Fully managed data access service and voice provision.

Service migration

This managed service includes number porting for voice migration, user acceptance testing and optional training/floor walking.

Managed decommissioning

Fully managed removal, disposal or recycling of legacy equipment, complying with relevant environmental and data regulations.

Project management services

A range of project management services to provide end-to-end implementation of required core modules.

Explore IP Transformation Services ›

We've got your back

Choosing the right partner for your all-IP migrations can make a huge difference to your future success. Partner with us, and learn how we support you and your customers, enabling people to work effectively and securely, wherever they are, today and tomorrow.

Visit **btwholesale.com/all-ip** for more information

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