

5<sup>th</sup> August 2022

## **RE. 2G, 3G and PSTN TELEPHONE LINES WITHIN THE UK**

The next few years will see some major and unprecedented changes to the UK telephone communication systems, and for some time we have been advising customers that they should be taking steps to avoid any disruption to their own company telephone systems, as well as the lifts that they look after and maintain.

The mobile network companies have announced that they are planning to switch off the 2G and 3G networks, and furthermore, BT have announced that they are planning to switch off the PSTN (copper landlines) telephone network at the same time. This major change will have a large impact on many businesses but from the perspective of lift autodialler units, the effect could be disastrous if action is not taken soon.

**Currently the dates supplied for the planned network switch off are as follows:**

**3G network to be switched off - commencing in 2023 and to be completed by the end of 2025**

**2G network to be switched off - commencing after the 3G switch off and to be completed by 2033**

**PSTN lines to be switched off - commencing on 1<sup>st</sup> January 2025**

The 3G mobile network has now largely been replaced by the newer 4G network, and hence why it is the first to be switched off. At Syntium we have never sold 3G specific products or SIM cards and therefore the impact at the time of switch off is minimal.

The 2G mobile network and PSTN switch off will have a big impact - especially for older devices - and will need both consideration and planning by our customers, and we are here to help and assist our customers up to and beyond the switch off. Any autodialler units currently functioning with a 2G SIM card will need to be checked/upgraded/replaced with a 4G VoLTE product and SIM card, and we advise customers to do this as soon as practically possible to avoid disruption.

Any autodialler units currently using a copper based PSTN landline also need to be upgraded/replaced to use another means of communication before 2025. Our recommendation is for these units to use the 4G VoLTE mobile network, by the installation of a 4G VoLTE gateway or by the installation of a replacement 4G VoLTE autodialler unit.

Many customers are now wanting to upgrade and use their own digital SIP/VoIP telephone networks for their existing autodialler lines, and this can be possible depending upon the current autodialler equipment and the digital network itself. Some of these digital networks are not battery backed and will therefore not function in the event of an electrical failure. Furthermore, digital voice communication system use error correction techniques to assure of the best voice quality, however, these can affect any legacy DTMF systems that are in use for autodialler and lift monitoring, and therefore this should be considered also.

For customers purchasing autodialler equipment that will use the mobile network, it is our recommendation to purchase equipment that uses the 4G VoLTE mobile network. Our recommended autodialler product is the **Synplicity 4G**. For customers wanting to convert the existing landline autodialler units to use a SIP/VoIP connection or the mobile network, our recommended products are the **Syntium IP 4G & Syntium 4G**.

Contact us for advice, further information and assistance: [info@syntiumlifts.com](mailto:info@syntiumlifts.com) – 01303 813414

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