



SoGEA EXPLAINED

Data Connectivity
without a phone line

SoGEA – WHAT IS IT AND WILL IT AFFECT YOUR ORGANISATION?



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diacomnetworks.com

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1 | INTRODUCTION

By the end of 2025, you will no longer be able to use a traditional line that has been available since the creation of the telephone service.

This is a big change for everyone and will mean change for just about every organisation in the UK, as there are still in excess of 28 million such lines in use today. Every single one of them has to be changed by the end of 2025, as at that point they will stop working.

Why is this change being made?

Firstly, it is estimated that over 60% of analogue (PSTN) lines are there purely as a carrier for broadband services such as ADSL and FTTC, internet connections, in other words.

Secondly, if you no longer need an analogue line, it stands to reason costs will reduce as there is less to rent going forward.

Added to this is the fact that the old services currently being used will soon not be fit for purpose in a digitally connected world and the change becomes one of when, rather than if.

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SoGEA EXPLAINED

So what actually is SoGEA?

To give it its full title (anoraks at the ready please!) it stands for Single Order Generic Ethernet Access.

In a nutshell, it is a product that allows customers to rent a superfast broadband connection, without the need for a separate line.

To get broadband, you either used your existing telephone line with broadband added on top or you ordered a new broadband connection where the two were bundled together.

Thus, traditional broadband services required two products: a telephone line and broadband.

But now you just need one - SoGEA.

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CURRENT LINES

PSTN, ISDN AND BROADBAND

PSTN

PSTN lines are traditional, analogue lines that have been in existence since the beginning of the telephone service, in the early 20th Century.

ISDN

ISDN lines were introduced in the late 1980's as the way forward to move customers from the old analogue services to a more flexible and powerful digital service.

BROADBAND

Broadband (ADSL) was introduced in 2000 and rapidly took a foothold as the de facto standard for connecting to the Internet.

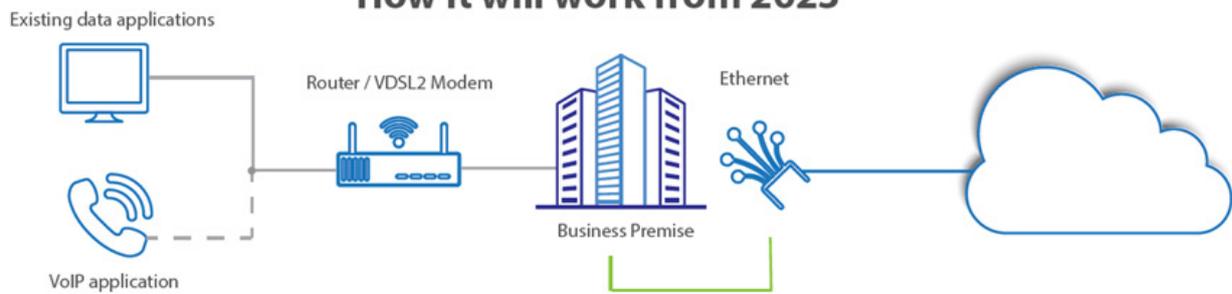
Technology has changed the way we communicate and the needs and requirements of many users have changed. Voice over IP (VoIP) is now the standard application for business users.

VoIP simply means voice conversations are made over the internet, very similar to WhatsApp, Facebook Messenger and Microsoft Teams.

How it works today



How it will work from 2023



Many organisations have already made the switch to SIP trunks (Session Initiated Protocol lines) and these will not be affected by this change.

In addition, the present network is ageing and very expensive to maintain. BT Openreach made the decision to end the life of the standard telephone line with the final switch off taking place by the end of 2025.

Businesses will no longer be able to purchase any traditional PSTN or ISDN products at that point.

4 | WHO DOES THIS AFFECT?

PDQ MACHINES

Many have been migrated to a LAN environment now, can yours?

FAX MACHINES

Although no longer widely used, do you have a strategy for making receiving the odd fax that is required?

ALARM LINES

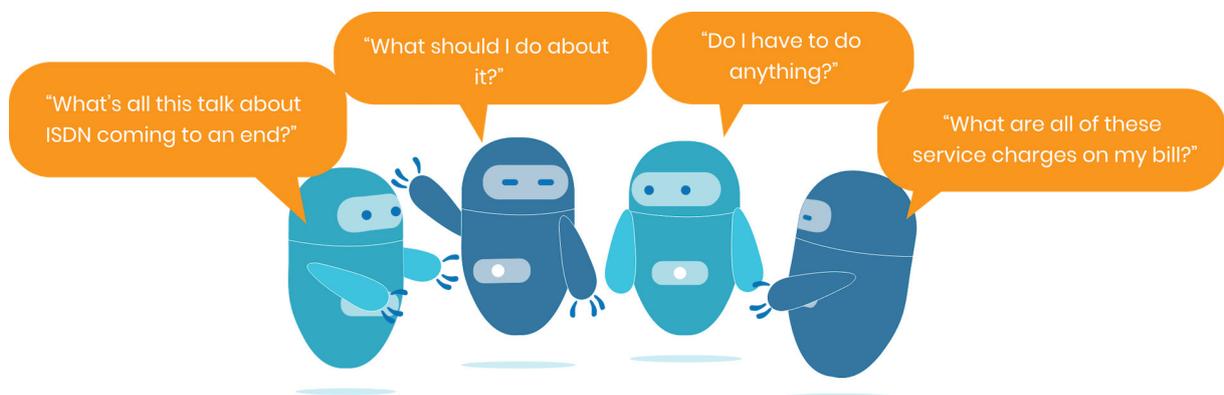
A very important consideration! Monitored alarm lines are still very widespread.

LIFTS

Many have stand alone PSTN lines for emergencies.

ALL BROADBAND/ADSL LINES

With SoGEA, standard ADSL and Broadband lines will cease to exist.



With ISDN, predominantly, these are lines connected to telephone exchanges in offices.

There are two types:

ISDN2

Smaller applications.

1 circuit covers two lines and you can normally have up to 4 circuits for up to 8 lines. Some ISDN 2's are used for access to things such as monitoring.

ISDN 30

Larger applications up to 30 lines on one circuit.

It stands to reason that most people will be able to cancel a number of these type of lines and make cost savings, but it is very important to develop a strategy to deal with this so services are maintained and mission critical applications continue to function.

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HOW DO I CREATE A STRATEGY FOR THIS?

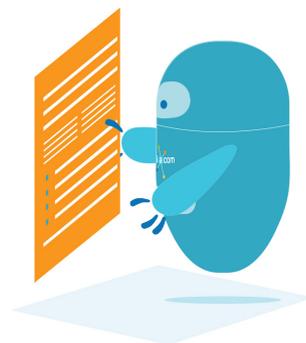


AUDIT

At Diacom, we offer a free audit to firstly identify all your lines and the types and secondly understand what they do and how they deliver services currently within your organisation.

We have many years of experience in the market place and find that the majority of people we work with are invariably paying for things they no longer need or use.

We also identify the mission critical lines that need careful consideration and offer advice on how best to navigate through the required changes.



Simply cancelling lines without careful thought will lead to problems and we would strongly suggest you work with us or a similar organisation that will guide you through the process.

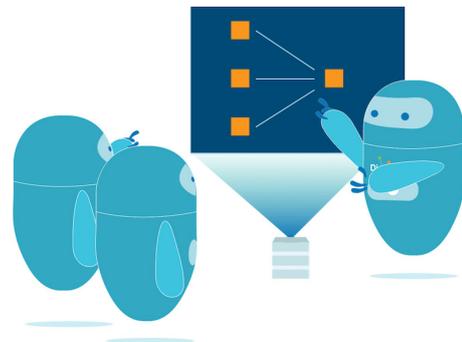
Diacom Networks offer this for free

The way we work is to:

1. Identify what you currently have
2. Identify your current contractual obligations
3. Make recommendations as to how to pro-actively change, taking into account the above
4. Develop a strategy for migration that fits your needs

By taking a pro-active approach, you will be in a position of strength, knowing how this will affect you and having a plan as to how to mitigate the risks.

As a happy coincidence, you should also save on some costs as well.



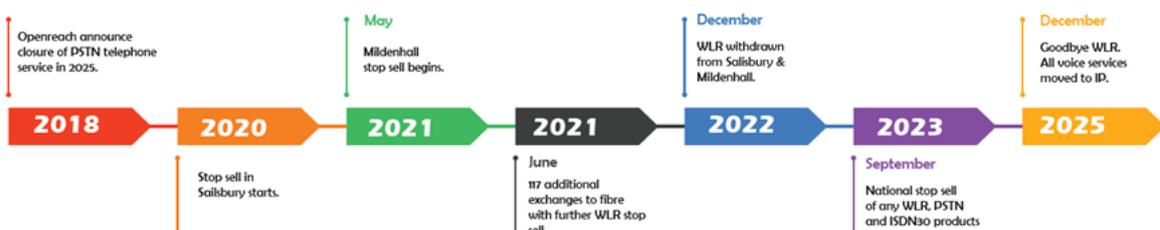
6 | WHEN WILL IT HAPPEN?

This change is already happening.

For example, both the Salisbury and Mildenhall exchanges have already been put into what Openreach call "Stop Sell". Stop Sell effectively means that nobody can now order a new service for PSTN, ISDN or traditional Broadband from either exchange. Over the next 2 years, all exchanges will be going into Stop Sell progressively through tranches already agreed.

We have a list of these exchanges which form part of our strategy for you.

By 2023, it is intended that all exchanges will be in Stop Sell, ultimately allowing for the big switch off at the end of 2025.



7 | WHAT ARE THE COSTS?

Entry level prices are currently at around the £30.00 to £35.00 + VAT mark for a straightforward replacement to an FTTC circuit. For higher speed circuits, such as a 330/50 the price point is currently around £49.00 + VAT.

These are for business strength circuits with lower contention ratios.

Another option for customers who still need a telephone number is SOGEA voice, a VoIP overlay service on a simple SIP trunk. These currently cost around £12.00 + VAT per month.

When you do the exercise of checking the current lines and determining your needs, you will be able to understand the cost implications of all of the above.

In around 90% of cases where we conduct a free audit, we find services and lines that are no longer needed but are still being charged for.

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SUMMARY

The change to SoGEA is inevitable, it's not a question of if but when.

The main benefits of SoGEA are:

RELIABILITY & STABILITY

Download bandwidth of up to 80 Mbps and get greater stability than ADSL.

QUICKER FIX TIMES

Faults can now be resolved much quicker as you only need to provide one support call for both voice and data services.

EASY ORDERING & FASTER SET UP

Quicker to install and if you buy your handsets from us, we'll auto-provision them for you. Your phones will work from the moment you get them.

WIDELY AVAILABLE

There's approximately 28 million connections that have access to SoGEA. Nearly 100% of the time where FTTC is available, SoGEA will be available.

COST EFFECTIVE

SoGEA could be more cost effective as you no longer have the cost of line rental and phone services.

FUTURE PROOF

With the PSTN closure looming SoGEA ensures your business is ready for pure IP, full fibre network.

LATEST TECHNOLOGY

All IP network without the expense of a PSTN telephone line. SoGEA enables the move away from ADSL & FTTC to non PSTN required services.

ENABLES EASIER HOME WORKING

Connectivity is the umbilical cord of any business and having good connectivity at home has also become key. SoGEA is quicker to install and easier to manage.



In summary, the following steps should be taken to ensure you have a formulated strategy for moving away from PSTN, ISDN and Broadband services:

1. Arrange for a SoGEA audit to take place by a specialist company
2. Determine the scope of the issue as far as your organisation is concerned
3. Determine your contractual obligations with incumbent suppliers
4. Cancel any services that you no longer need to reduce unnecessary costs (ensure you have cancellation dates noted if these are still in a minimum term contract for timely cut off)
5. Engage with current suppliers where services will be affected (i.e. alarm and lift companies, etc)
6. Develop a technology refresh roadmap based on the results of the above
7. Develop an implementation schedule for replacement services as they become out of contract
8. Ensure you do not order any new PSTN, ISDN or Broadband services without checking for SoGEA access first

Diacom Networks does not charge for conducting a SoGEA audit and developing a strategy for you.

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DIACOM NETWORKS

ABOUT US

Diacom Networks help businesses of all sizes and organisational needs, from multisite layered network cloud deployments and outbound dialler cloud integrations to basic remote user web meeting.

With over 30 years industry experience and an increasing passion for new technology, we strive to deliver the right solution for you.

We work with a wide variety of clients ranging from prestigious educational institutions, Premier League football teams and bakeries!

CONTACT US



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Diacom Networks are an official partner of Everything ICT.

We include Everything ICT in the procurement process for you, at no cost to you and you receive fully compliant and benchmarked proposals, offering peace of mind and auditing approval.



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