

# **Public Switched Telephone Network (PSTN) Phase 1: Audit Committee Update**

# PSTN Background

- The PSTN network is a privately-owned telecoms network operated by suppliers including Openreach and Virgin Media O2
- In 2017, Government mandated decommissioning of PSTN by operators to ensure all lines moved to digital by Dec 2025 across the entire UK
- In May this year, Government decided to move the deadline back to Jan 2027 due to pressure from business & customer around readiness for the cutover
- Voice over Internet Protocol (VoIP) technology replaces PSTN with more functionally rich services
- PSTN supports not just telephones, but services such as alarms, lifts & CCTV
- These services will no longer work when PSTN ceases so the council needed to establish the risks of this and to how to mitigate them.

# Phase 1 – Key Deliverables

- Engage a 3<sup>rd</sup> party supplier (Technimove) to complete the audit
- Technimove deliver a full, physical, detailed audit of all telephony infrastructure used by the Council that identifies where PSTN is still in use
- Establish what services are being provide by it and detail clear service owners
- Ensure all service owners are fully engaged and confirm what services are still required or if they can be cancelled
- Based on the above, bring forward a fully scoped and costed proposal for Phase 2, which manages the Council's risk and impact from PSTN services being switched off

# Phase 1 - High-level Project Plan

- Technimove engaged to complete Phase 1 audit that covers over 500 sites across the borough

	July					Aug				Sep					Oct			
Activity	1	8	15	22	29	5	12	19	26	2	9	16	23	30	7	14	21	28
Email Notificatons	W/C 8 & 15	W/C 15 & 22	W/C 22 & 29	W/C 29 & 5	W/C 5 & 12	W/C 12 & 19	W/C 19 & 26	W/C 26 & 2	W/C 2 & 9	W/C 9								
SMS Reminders	W/C 8	W/C 15	W/C 22	W/C 29	W/C 5	W/C 12	W/C 29	W/C 26	W/C 2	W/C 9								
Audit		W/C 8	W/C 15	W/C 22	W/C 29	W/C 5	W/C 12	W/C 19	W/C 26	W/C 2	W/C 9							
Status Review																		
Project Board																		
Audit Knowledge Transfer																		
Report Creation																		
Report Evaluation																		

- Phase 1 audit completed by end of October 2024
- Based on findings, identify the scale, cost and impact of migrating connections to new digital services

# Site Coverage

Group	Total	Audited as at 16/8/2024	Balance Remaining (including re-visits)
Initial List of Lines	858	742	116
Additional “Capita” Lines	124	81	43 (included above)

- Individual Telecare users - 36% completed which accounts for 449 out of 1243 users

# Key Phase 1 - Updates

- Site access issues have reduced dramatically since re-start in July
- Fire brigade & ASSA keys now issued and working well
- Reduced reliance on locksmith to gain access (On demand basis)
- Additional 124 “Capita” PSTN lines have been added to scope, without additional charge by Technimove
- No major issues or escalations encountered to date
- Estimated audit completion on track

## Next Steps

- Complete Audit and review findings by end of October 2024
- Undertake detailed analysis from Phase 1 findings to develop business case for Phase 2 Implementation
- Seeking funding and approval to deliver Phase 2
- Obtain the full engagement of all services in owning the management of PSTN closure
- Agree future data owners, so that when sites open/close or usage changes then this information is shared and core information updated