ISDN MIGRATION GUIDE

This guide is provided to help businesses successfully migrate their existing ISDN services

Why Migrate?

Simply .... you have to, ISDN is being shut down

ISDN is an old and trusted telecommunications service used to connect business phone systems to the telephone network.
ISDN also delivers calls made to your main phone number and any 1300, 1800, or 13 numbers.

ISDN is connected over the old copper network and with the roll-out of the nbn™ the old copper network will be switched off.

ISDN will now be progressively and mandatorily disconnected from September 2019.

If you use ISDN you must ACT NOW!

Your 5 Point Plan

1. Plan to move early

Regardless of your final
disconnection date, our
recommendation is to move well
before you have to. That way,
you can plan and do it thoroughly
and do it properly.
There are a number of parties
you need to coordinate and you
just need one party to let you
down and the whole plan can go
out the window. So keep time on
your side and move early

Also if there's a problem, you have more time to respond and
recover.

Plus many of the replacement options for ISDN are cheaper and
more feature rich. So the sooner you move, the sooner you start
enjoying the benefits of these alternative services.

You can establish the final disconnection date of your ISDN services
here: https://www.nbnco.com.au/business/special-services

2. Audit your existing environment

Audit your existing communications services and equipment so you know exactly what you're dealing with.

- Is your phone system IP (Internet Protocol) capable? Does it need upgrading to be IP capable, does it need a converter (IP Gateway/IAD) or replacement?
- How many ISDN lines do you have coming into your phone system?
- Do you have any special phone numbers, such as 1300, 1800 or 13 numbers.
- How many phones in your business? Remember to include meeting rooms, tea rooms, reception, warehouses and gatehouses etc.
- Any cordless or DECT phones in use?
- Do you have video conferencing equipment? How much and where?
- What other equipment do you have that relies on ISDN?
- Is your fax machine or other analogue devices connected to your phone system?

***Top Tip** – if you have multiple sites, audit them all at the same time so you can have a coordinated migration effort across all of your sites*

3. Choose your ISDN replacement service

Option A – Phone System in the cloud

The simplest all-in-one service is to get your phone system "as a Service". Commonly known as Unified Communications as a Service (UCaaS).

With UCaaS, you get much more than just a phone system in the cloud. You get the latest features and services such as voice calls, video calls, audio and video conferencing, instant messaging, group chat and more.

The system is completely mobile enabling you to work when, where and how you like. And if you ever need to move premises the system is fully and easily portable.

UCaaS is extremely flexible you can scale-up and down as your business needs change, and manage your communications on a fixed phone, desktop/laptop, tablet or mobile.

UCaaS is a complete bundle. It includes your phone system, your lines, phone numbers, and can even include all of your calls, plus being in the cloud means you don't need to patch, maintain or upgrade the system, it's all done for you.

With UCaaS you don't have any upfront capital costs you pay a single predictable monthly subscription.

Option B – Session Initiation Protocol

Session Initiation Protocol (SIP) is a technology that sets-up and manages phone calls, although the phone call is actually carried over a broadband IP connection.To use SIP with your existing phone system, it needs to be SIP capable.
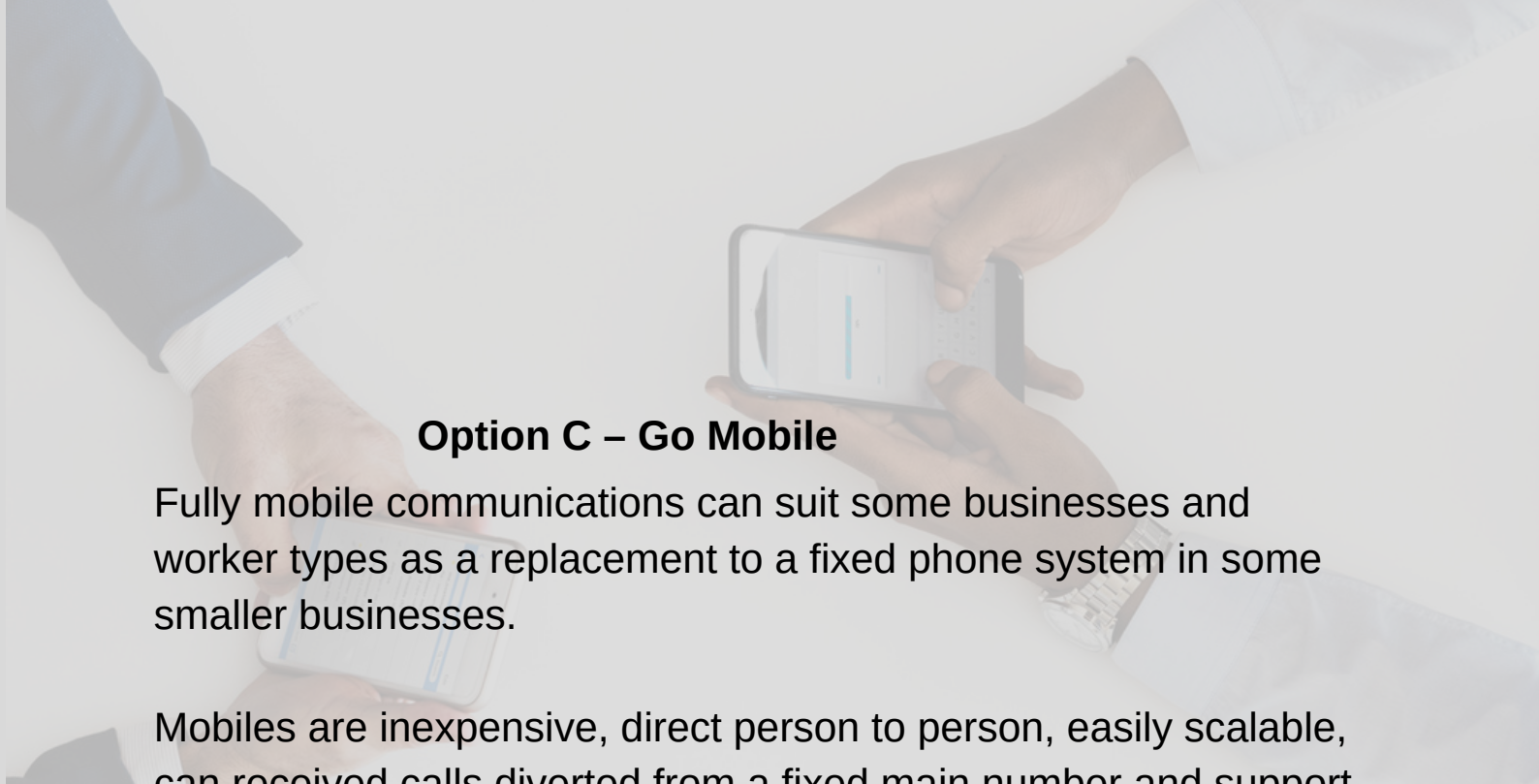
Depending on the age and configuration of the system, your phone system may simply need to be reconfigured, or it may need to be upgraded (software/licencing, and/or hardware).

If the phone system is not IP capable, you can still install and configure an IP Gateway or Integrated Access Device (IAD). These hardware devices effectively convert the signal from your old phone system to an IP signal that can be recognised by the SIP trunks.

SIP trunks provide low cost access and calling and it's possible to cap your calling costs. SIP trunks are also flexible (scaling up and down) and portable, plus where your phone system is capable, SIP can also manage voice, video and chat sessions.

The upside with SIP is that it can prolong the life of your existing phone system and provide lower cost access and calls. The downside with SIP is that you spend money setting it up but still have older hardware that needs to be continually patched, maintained and upgraded.

Option C – Go Mobile

Fully mobile communications can suit some businesses and worker types as a replacement to a fixed phone system in some smaller businesses.

Mobiles are inexpensive, direct person to person, easily scalable, can received calls diverted from a fixed main number and support workers on the move.

Businesses using mobiles exclusively create the perception they are very small with no fixed location, as outbound calls will always show the mobile number.

Also, mobiles lack more sophisticated features, such as hunt groups, call recording, call queuing, message on hold etc.

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4. Choose Suppliers

In addition to planning which **technology** option you are going to use to replace ISDN, you also need to decide on which **suppliers** best suit your requirements.

·   UCaaS vendor, or
·   SIP Trunk Provider
·   Phone System supplier/maintainer
·   IP Gateway/IAD supplier/maintainer
·   nbn™ Service Provider

5. Plan your Migration

Allow at least 6 months for the migration and allocate an in-house project manager.

The more sites and equipment you have, the more complicated the installations will be.

Think about how you want calls to be answered and managed.

Be clear on the scope of works for each provider (UCaaS/SIP/Phone System/nbn™ Service Provider etc). Consider preparing a documented Scope of Works for each provider.

Make sure you have captured all of the requirements correctly. Remember all of your phone numbers need to be migrated.

Migrate each site in its entirety. Then migrate all sites to get the full benefit of UCaaS or SIP across your business

Will you need:

- a dedicated data connection for your IP voice requirements?

- additional broadband data allowance and bandwidth?

- mobile data as a back-up? (in case of problems on your main NBN™ connection)

- other analogue services such as fax?

- any in-building cabling works done?

- enhanced nbn™ service levels, or special traffic classes?

and after all of that .....

Have a contingency plan
In spite of all the preparation and planning we still recommend to have a contingency plan in case the cut-over just doesn't go to plan.

Run old and new services in parallel until you are happy the new environment is stable, divert phones to other locations or mobiles, use mobile data for internet connectivity.

Complete post implementation testing to make sure all of your equipment and services are working satisfactorily

Questions or need help?

hello@acumentous.com
Ph: 0409 429 601