

It's time to change your old phone lines

Yes

Moving on from analog and ISDN2 telephone lines and alternatives for you to consider.

Analog (PSTN) and ISDN2 telephone lines have been around for a long time, and now with the rollout of the IP based NBN it's time for businesses to look at moving to alternatives that can reduce ongoing costs and improve efficiency.

NBN offerings do still include analog line replacement services, but many of these services convert the analog signal to IP for transmission, and while this will reliably support voice calls there is potential for interoperability issues with other end devices. Telstra have announced a 'stop sell' of ISDN2 services from 2018, and Telstra and Optus will not provide ISDN2 services over NBN.

Furthermore the move to NBN is an opportunity for businesses to move to lower cost solutions for their needs – noting that analog lines will continue to have recurring charges, for lines that may have little or no actual usage.

Here are some possible alternatives to analog and ISDN2 telephone lines:

Remove unused lines

Changes to business structure and processes mean that some lines may still be in place but are not actually needed – such as for a fax machine that is no longer used, or for a role that no longer exists. Review recent usage billing and usage records, and lines with no or little usage could simply be removed – eliminating the line rental cost for these services.

Consolidate onto a SIP trunking service

Voice, fax, EFTPOS and alarm functionality can be supported from a PBX connected to a SIP trunking service such as Optus Evolve Voice. Moving a telephone number from an analog or ISDN2 line onto a SIP trunking service can often greatly reduce or eliminate line rental costs. This option does require you to provide connection from your PBX to the end device (handset/EFTPOS terminal/fax machine etc.), however with centralised PBX solutions this can be done even if the PBX is at a different location to the device.

Divert incoming calls to a mobile phone

If the line is just for voice calls then a Number Only Diversion can be used to divert all incoming calls to a mobile phone, and the mobile used for outgoing calls. If the mobile is on your Optus account then calls may be diverted at no call cost, and depending on your mobile plan the outgoing calls may fall within an existing call cap. A recurring charge will apply for the Number Only Diversion but at a much lower rate than analog or ISDN2 line rental.

Replace EFTPOS lines with mobile or IP/broadband based EFTPOS solutions

If the line is just for EFTPOS then a mobile or IP based EFTPOS solution may be used instead, with the potential for increased useability. Mobile or WiFi based EFTPOS solutions free your terminal from a physical cable connection, and may also have faster transaction speeds than a fixed line dial up service. Your EFTPOS provider should be able to assist with switching your service from a fixed line dial up to a mobile or IP/broadband based service.

Replace security or medical alarms with mobile or IP/broadband based solutions

A wide range of mobile or IP/broadband solutions are also available for security and medical alarm services. Your alarm service provider should be able to assist with switching your service from a fixed line dial up to a mobile or IP/broadband based service.

Use a fax to email solution for receiving and sending faxes

If the line is just for receiving and/or sending faxes, then you may be able to replace it with a fax to mail solution such as Optus Fax2Mail to allow you to receive and send faxes from your PC, laptop or mobile device – while retaining the same telephone number for incoming faxes. Fax2Mail also makes it easier for you to manage fax communications including logging documents and being able to access your faxes from a mobile device.

Voice solutions with Optus

If you are ready to explore your options further, our experienced voice specialists can help you introduce changes into your existing communications environment or design, build and implement a complete new solution.

Contact us today to get started.

OPTUS

1800 555 937

optus.com.au/enterprise

[@optusbusiness](https://twitter.com/optusbusiness)

yesopt.us/blog

bit.ly/OBLinkedIn