



PSTN

Soft cease



Introducing soft cease

What

The soft cease capability allows us to restrict both incoming and outgoing calls which will remove service from the line. Service can then be reinstated quickly if you need it.

Alternative

You can place a full cease, but you won't have the option of reinstating your service. You'd instead need a new order to be placed on IP-based products.

Why

Our account teams and our customers have said they have PSTN lines that they do not recognise or cannot trace.

Some of these services were installed decades ago when they had specialised teams for their telecoms systems. Over time, these people have left the business - leaving behind incomplete records and a loss of knowledge.

They've asked us to help identify these lines, so they can decide if the service should be migrated to an IP product.

	Full cease	Call barring	Soft cease
Inbound calls stopped (line unavailable)	✓	✗	✓
Outbound calls stopped (no dial tone)	✓	✗	✓
Inbound calls stopped (only one direction at a time)	✗	✓	✗
Outbound calls stopped (only one direction at a time)	✗	✓	✗
Reinstate	✗	✓	✓
Reporting	✗	✗	✓
Project wrap	✗	✗	✓





Tried and tested

The trials

We've tested the service with a number of our customers, who've placed a total of 813 soft ceases. We received just two reinstatement requests from our customers.

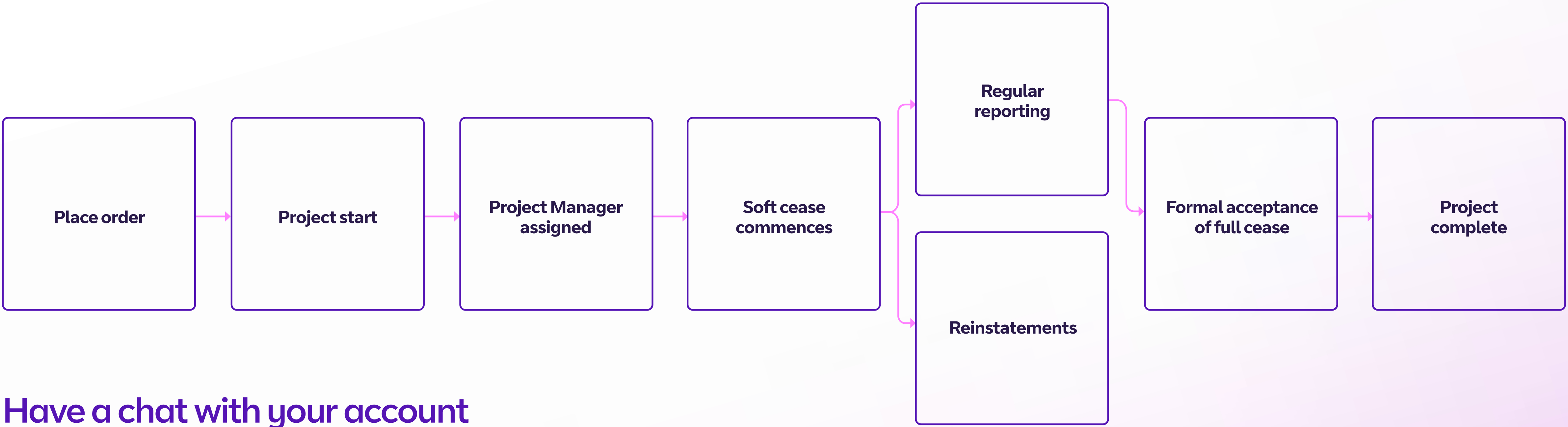
Case study one

One customer had payphones connected at each of their sites nationwide, but was reluctant to place a full cease. They wanted to be sure that they'd identified all payphones in their inventory.

Case study one

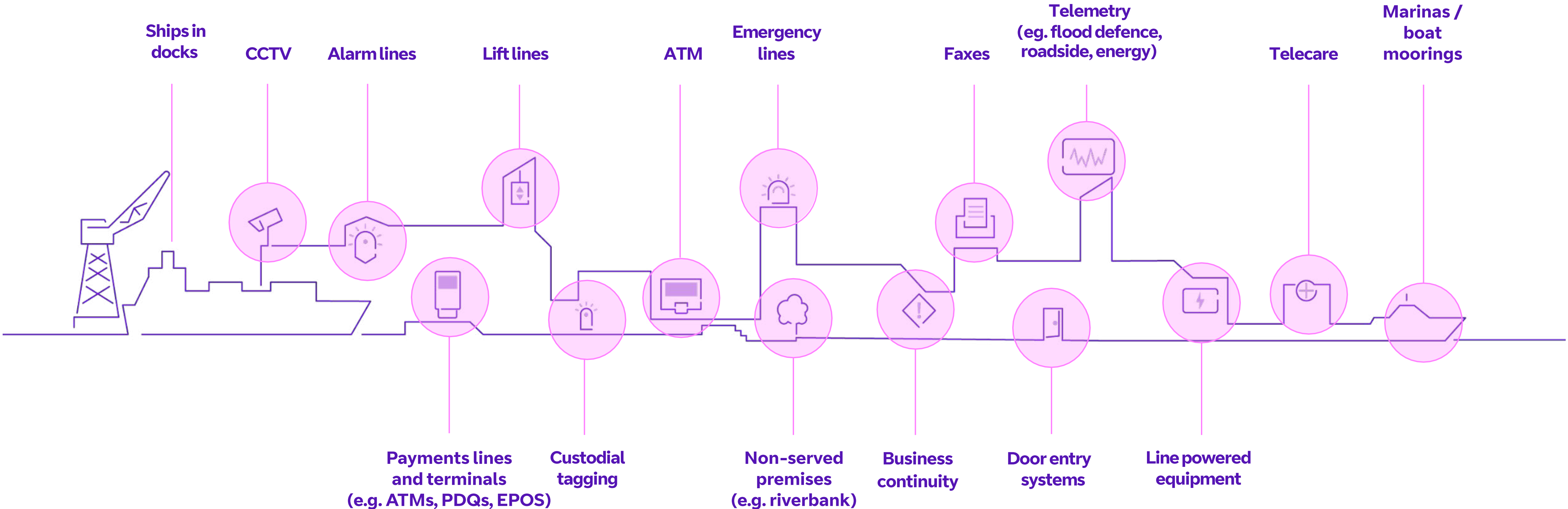
One customer informed us they were unable to identify which of their lines they used for annual events. By using this service, we allowed the customer to easily identify which lines they needed to migrate to IP-based products.

Customer journey



Have a chat with your account manager to get the ball rolling.

PSTN lines are used for more than just voice





Want to get started?
Have a chat with your
account manager today.

Offices Worldwide.

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