

FREE RESOURCE — GUIDE

VoIP Migration Planning Guide

Plan your migration from traditional telephony to VoIP — platform selection, number porting, network preparation, user training and go-live procedures. A practical, phase-by-phase playbook for UK businesses moving off PSTN and ISDN.

6

MIGRATION
PHASES

40+

PLANNING
STEPS

2027

PSTN
SWITCH-OFF

Free

DOWNLOAD
NO STRINGS

TELEPHONY AUDIT

PLATFORM CHOICE

NUMBER PORTING

NETWORK PREP

GO-LIVE

PREPARED FOR

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VERSION

2026 Edition

FORMAT

Planning Guide

01

Assessing Your Current Telephony

Before migrating, document everything about your current phone system to ensure nothing is lost in the transition.

A successful VoIP migration starts with a thorough audit of your existing telephony. Many businesses underestimate the complexity of their current setup, leading to missed requirements and frustrated users after migration.

- 1 **Inventory all phone numbers.** List every DDI, hunt group number and shared number. Include numbers used for fax, door entry, alarm systems and lift phones — missing a number during migration means it is unreachable.
- 2 **Document call routing rules.** Map how calls route during business hours, out of hours and on bank holidays. Include auto-attendant menus, ring groups, voicemail destinations and call-forwarding rules.
- 3 **Identify all devices.** Count desk phones, cordless handsets, conference units, analogue devices (fax, franking machines) and headsets. Determine which can be reused and which must be replaced.
- 4 **Assess current call volumes.** Request call statistics from your provider showing peak concurrent calls, average duration and busiest times. This determines how many SIP channels you need.
- 5 **Review current contracts.** Check contract end dates and notice periods for your phone system, lines and maintenance agreements. Early-termination charges can be significant.
- 6 **Identify integration points.** Document any systems integrated with your phone system — CRM call logging, contact-centre software, call recording, door entry and alarm monitoring.

BT PSTN SWITCH-OFF

BT is switching off the traditional PSTN and ISDN network by **January 2027**. All businesses must migrate to VoIP or alternative digital solutions before this date. If you still use analogue lines or ISDN, planning your migration now is essential to avoid the last-minute rush.

02

Choosing a VoIP Platform

The right platform depends on your size, requirements, budget and existing technology ecosystem.

The UK VoIP market offers dozens of platforms ranging from basic hosted telephony to feature-rich Unified Communications as a Service (UCaaS) solutions. Choosing the right one means matching features to your actual business needs.

- 1 **Hosted VoIP vs Microsoft Teams Calling.** If you already use Microsoft 365 extensively, adding Teams Phone licences may be simpler and cheaper than a standalone platform — but dedicated VoIP platforms often offer richer telephony features such as call-centre functionality.
- 2 **Feature requirements.** List must-have features (auto-attendant, call recording, CRM integration, mobile app) versus nice-to-haves. Do not pay for a feature-rich platform if you only need basic call handling.
- 3 **Scalability.** Choose a platform that scales easily. Adding users, numbers and locations should be straightforward without new hardware or contract renegotiation.
- 4 **Integration capability.** Verify the platform integrates with your CRM, helpdesk and collaboration tools. API availability matters for custom integrations.
- 5 **Reliability and redundancy.** Ask about the provider's data-centre architecture, geographic redundancy and published uptime. A single data centre is a single point of failure for your entire phone system.
- 6 **Support quality.** Test the provider's support before signing. Call their helpdesk with a technical question and assess response time, knowledge and helpfulness — you will need them when things go wrong.
- 7 **Pricing model.** Most providers charge per user per month (£8–£25 typically). Check what is included — some bundle minutes, others charge per minute. Factor in handset costs, porting fees and setup charges.

03

Number Porting Process

Porting your existing phone numbers to the new provider is critical — lose your numbers and you lose business.

Number porting transfers your existing telephone numbers from your current provider to your new VoIP platform. The process is regulated by Ofcom and should be straightforward, but it requires careful planning to avoid downtime.

- 1 Start the porting process early.** UK porting typically takes 7–14 working days for geographic numbers and up to 30 days for non-geographic (0800, 0345) numbers. Begin at least 4 weeks before go-live.
- 2 Verify number ownership.** Ensure you have the Letter of Authority (LOA) signed by the account holder authorising the port. Incorrect or missing LOAs are the most common cause of porting delays.
- 3 Provide accurate details.** The losing provider rejects the port if details do not match their records exactly. Verify the account name, address and number ranges before submitting.
- 4 Plan for the porting window.** Ports typically complete early morning (before 9am). Have IT staff available from 7am on the porting day to verify and troubleshoot.
- 5 Test before the port completes.** Configure the numbers on your new platform before the port date so that when they activate, routing is already in place and calls flow immediately.
- 6 Keep the old system live until porting completes.** Do not decommission your current phone system until every number has ported and been tested. Overlap both systems briefly for safety.

CRITICAL: VERIFY EVERY NUMBER

After porting completes, call every ported number from an external phone to verify it rings correctly. Test DDIs, hunt groups, auto-attendant numbers and any numbers used by alarm systems or door entry. A missed number could mean lost business.

04

Network Preparation

Your network must be VoIP-ready before deployment. Network issues are the number-one cause of poor call quality.

VoIP is real-time communication that is extremely sensitive to network quality. Unlike email or web browsing, which tolerate delays, voice calls become unintelligible with even modest latency, jitter or packet loss. Prepare your network thoroughly.

- 1 **Create a dedicated voice VLAN.** Separate voice traffic from data traffic on its own VLAN. Configure switches to tag voice traffic and your firewall/router to prioritise it.
- 2 **Implement QoS end-to-end.** Configure DSCP markings for SIP signalling (CS3/26) and RTP media (EF/46) on switches, firewalls and routers. QoS is only effective if configured consistently across every device in the path.
- 3 **Assess bandwidth requirements.** Each concurrent G.711 call needs roughly 85 Kbps. For 20 concurrent calls, reserve at least 2 Mbps of guaranteed bandwidth for voice, separate from data.
- 4 **Verify PoE capacity.** IP desk phones are powered via PoE from network switches. Ensure switches have sufficient PoE budget to power all phones — budget 15–25W per phone.
- 5 **Disable SIP ALG.** SIP Application Layer Gateway on routers and firewalls almost always causes problems (one-way audio, registration failures, dropped calls). Disable it on every device in the path.
- 6 **Open required firewall ports.** SIP typically uses UDP 5060 (or TCP/TLS 5061) and RTP a range of UDP ports (often 10000–20000). Open these to your provider's IP ranges only, not the entire internet.
- 7 **Run a VoIP readiness test.** Use your provider's assessment tool or a third-party tool to measure latency, jitter and packet loss under load. Fix any issues before deploying phones.

05

User Training Plan

Users resist change when they are not prepared. Invest in training to ensure smooth adoption and reduce support calls.

A VoIP migration changes how people use their phones every day. Even basic operations like transferring calls, checking voicemail and dialling out may work differently. Undertrained users generate a flood of support requests that overwhelm IT teams in the first week.

- 1 **Create quick-reference cards.** Produce laminated cards for every desk showing how to transfer calls, set up voicemail, join conferences and park calls. Visual diagrams work better than text instructions.
- 2 **Run hands-on training sessions.** Schedule 30-minute sessions by department in the week before go-live. Let users practise transferring calls, recording voicemail greetings and using the softphone app.
- 3 **Train reception and switchboard first.** These users handle the most calls and need the deepest training. Give them extra time with the system and ensure they are confident with call handling.
- 4 **Demonstrate the mobile app.** Show users how to install and use the softphone app so they can make and receive calls on their business number from anywhere — often the most positively received feature.
- 5 **Provide voicemail setup instructions.** Send clear instructions for setting up greetings and PINs before go-live. Users who cannot access voicemail on day one will be frustrated.
- 6 **Identify department champions.** Train power users in each department who can provide peer-to-peer support and answer basic questions without involving IT.
- 7 **Plan follow-up training.** Schedule a second session 2–4 weeks post-migration to cover advanced features and address questions arising from daily use.

06

Go-Live Checklist

A structured go-live process ensures nothing is missed on the day your new phone system goes live.

The go-live day is when everything comes together. Follow this checklist to ensure a smooth transition with minimal disruption.

- 1 **Verify number porting status.** Confirm with your provider that all numbers have ported and are active. Test every number from an external phone.
- 2 **Test all handsets.** Verify every desk phone is registered, can make and receive calls, and displays the correct extension and caller ID.
- 3 **Test auto-attendant and routing.** Call your main number from an external phone and navigate every menu option to verify correct routing.
- 4 **Verify voicemail.** Test voicemail delivery for a sample of users, including voicemail-to-email if configured.
- 5 **Test call recording.** If recording is required, make test calls and verify recordings are captured and accessible.
- 6 **Check emergency services (999).** Verify dialling 999 connects correctly and the correct address is transmitted to the emergency operator.
- 7 **Station IT support near users.** Have IT staff walking the floor on go-live morning to assist before users have to call the helpdesk.
- 8 **Monitor call quality actively.** Watch the platform's call-quality dashboard throughout the first day and address any quality issues immediately.
- 9 **Keep the old system available.** Do not decommission the old phone system for at least 2 weeks after go-live. If a critical issue arises, you need the ability to fall back.



Your Migration Action Plan

Turn this guide into a plan. Tick off each milestone as you complete it and capture owners, dates and next steps below.

Key migration milestones

- ☐ **Current telephony audited** — numbers, routing, devices, call volumes, contracts and integrations all documented.
- ☐ **VoIP platform selected** — features, scalability, reliability, support and pricing assessed and a provider chosen.
- ☐ **Number porting started** — signed LOA submitted with accurate details, at least 4 weeks before go-live.
- ☐ **Network readiness confirmed** — voice VLAN, QoS, bandwidth, PoE and SIP ALG checked, readiness test passed.
- ☐ **User training delivered & go-live planned** — staff trained, quick-reference cards issued and the go-live checklist scheduled.

Top priority next steps

01

02

03

MIGRATION OWNER

TARGET GO-LIVE DATE

CHOSEN PROVIDER

Planning your VoIP migration?

Cloudswitched plans and delivers full VoIP migrations for UK SMEs — platform selection, porting, network readiness and go-live support, with fixed-price project plans.

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