

# Customer briefing

## 21CN voice strategy update

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**This briefing on 21CN and in particular around Voice Strategy is for all Communications Providers.**

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**This brief is being issued to up date Communications Providers (CPs) with the latest information around Openreach's Voice Strategy and is essentially for information purposes.**

WLR3 is Openreach's flagship voice product and is central to our future voice strategy.

Openreach wishes to reaffirm its commitment to ensure a smooth transition of WLR3 to 21CN. Openreach will undertake this transition free of charge for our customers and we aim to make it as seamless as possible.

Discussion on the detail of the voice feature set for 21CN WLR3 will continue through industry discussions at the WLR Commercial Forum.

Openreach has concluded that it will not continue to develop Voice Line Access (VLA) but notes that BT Wholesale has announced plans to develop a VLA -type product.

Openreach has initiated a feasibility study to explore the potential for a product which can support MPF and SMPF on the same copper pair. This product has been requested by LLU CPs and may also be appropriate as a suitable Openreach input to downstream VLA-type products.

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If you wish to discuss the information contained within this brief, please contact your Customer Business Manager.

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