

Customer briefing

Ethernet 155/622 product withdrawal from new Supply Announcement

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This briefing on Ethernet 155/622 Products is for Ethernet Communications Providers.

In February the Ethernet team undertook a review of the 155/622 product withdrawal, with a view to reporting the outcome at the end of March. The team is pleased to announce to Communications Providers that this review is now complete and we are aiming to continue to provide new supply until the end of March 2010.

Working closely with Openreach suppliers, operational teams and customers, we have thoroughly reviewed the withdrawal of 155/622 services from the Ethernet portfolio. This was undertaken in response to specific requests from customers who have provided feedback to Openreach that withdrawal will cause operational difficulties for them and their end users.

To continue to meet your communications needs, we are pleased to announce the following:

- We aim to provide new supply of 155/622 products until the end of March 2010
- We aim to provide product support until March 2013

These dates show our intention against the expected demand over the next 24 months and are not guaranteed. They will be reviewed on a regular basis. Dates may be subject to change if customer demand increases above forecast or fault rates rise above the current levels.

The Ethernet team will continue to monitor the situation. Customers will be informed via Round Up and the Ethernet Customer Forum should anticipated demand for these products alter in any way.

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

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