openreach

WLR Withdrawal and latest Openreach IP products

June 2019 Newsletter   ●   Issue 2

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Welcome to the second edition of our quarterly newsletter, which has been created to keep you informed and share key information about our move to all-IP and WLR withdrawal.

Since the last newsletter we launched a consultation on upgrading the UK's digital infrastructure with FTTP. This launch was supported with an event held in London on 25 March 2019. All the material from this event and the latest information can be found on the **Openreach website**.

We're committed to working together with Communications Providers (CPs) and industry groups and hold regular working group sessions to discuss key topics. Our aim is to host these sessions around the UK to enable as many CPs to attend as practically possible. So far this year, we've held three working group sessions: London in January, Birmingham in March and Salford in April at TalkTalk's head office. If any CPs would like to host a future event, please contact **Andy Wright**.
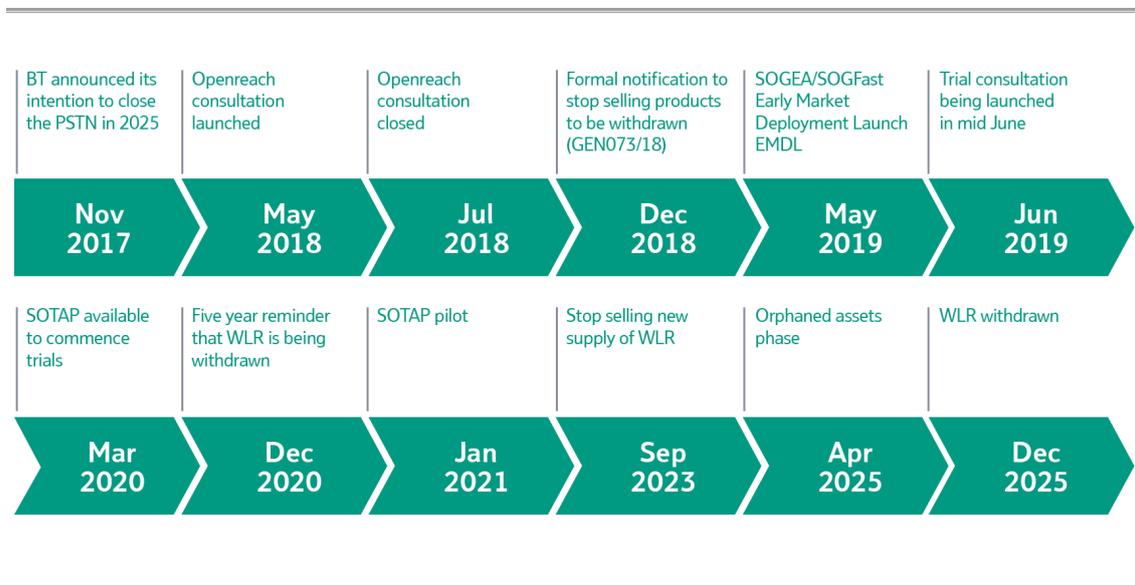
Our next industry working group meeting is on 20 June 2019 at Riverside House in London. The key topics being discussed at this session include:

- A 20 minute presentation by Jonathan Oxley on Ofcom's strategy to promote investment

- Feedback from the Openreach industry consultation: An exchange-based approach to upgrading the UK's digital infrastructure with FTTP

- A detailed review of the trial consultation: FTTP Exchange Upgrade and Single Order Exchange Upgrade

If you would like to attend, please register for the **event**. The full schedule of forthcoming sessions is available on our website. Please note that you'll need your Openreach portal ID and password.

We're in the process of planning three round table events in September 2019. The agenda and invitations for these events will be sent out in the next few weeks.

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BT announced its intention to close the PSTN in 2025	Openreach consultation launched	Openreach consultation closed	Formal notification to stop selling products to be withdrawn (GEN073/18)	SOGEA/SOGFast Early Market Deployment Launch EMDL	Trial consultation being launched in mid June
Nov 2017	**May 2018**	**Jul 2018**	**Dec 2018**	**May 2019**	**Jun 2019**

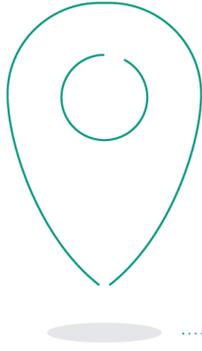| SOTAP available to commence trials	Five year reminder that WLR is being withdrawn	SOTAP pilot	Stop selling new supply of WLR	Orphaned assets phase	WLR withdrawn
Mar 2020	**Dec 2020**	**Jan 2021**	**Sep 2023**	**Apr 2025**	**Dec 2025**

Reminder of the key milestone dates and impacted products

Impacted products, collectively referred to as Wholesale Line Rental in this newsletter, are:
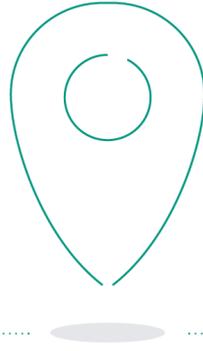
- WLR3 analogue
- ISDN 2
- ISDN 30
- LLU SMPF
- SLU SMPF
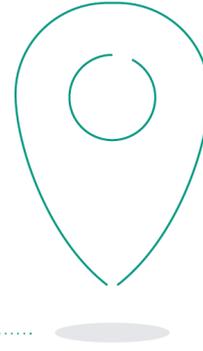- Narrowband Line Share, and
- Classic

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December 2018	September 2023	December 2025
Five year stop selling to CPs notification (GEN073/18 refers)	Restriction of WLR3 new supply	WLR withdrawal

WLR Withdrawal – The product team's view

James Lilley – head of copper and service products

It's been 12 months since we launched the consultation on closing WLR, and what a lot has happened in that time!

Our industry working group sessions are now well established and are running bimonthly and are supported by more focussed sessions that enable us to get into the finer detail. We encourage all our CPs and industry groups to get involved.

These sessions provide the opportunity for Openreach to update our CPs and industry groups with the latest information, whist providing an environment for us to work together to design new industry processes. A great example of this is our current work on designing a new process that will be used to manage migrations as we move closer to the withdrawal deadline and more forced action may be required. Raising awareness with Critical National Infrastructure (CNI) organisations has also been a key priority. There are some important

companies who use WLR products to operate their businesses and help keep the UK running, in sectors such as Chemicals, Civil Nuclear, Communications, Defence, Emergency Services, Energy, Finance, Food, Government, Health, Space, Transport and Water.

It's now more important than ever that we understand your customer base and what their lines are being used for. This will help us work collaboratively to plan your asset transfers; planning and identifying the order journeys and appropriate service wraps for each of your market segments will help minimise any end customer impacts.

Other topics currently being discussed at our working group sessions are:

- CP communication material - We've updated the Openreach website and added a section to include new CP communication material which includes a short animated video to support CPs in understanding what's happening and the timescales.
- CP and CP resellers engagement
- Building a CP inventory of lines
- WLR stop sell order journeys
- WLR withdrawal and FTTP uplift trial – There will be a consultation with industry on the proposed trials in June 2019.

Over the next three months we'll be working with you through the industry trial consultation process, whilst focussing on developing the next steps for managing orphaned end customers, to ensure no one is left disconnected. We'll also update you on the testing facility requirements for special services such as alarm lines, health pendants etc. as they evolve.

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lines and channels to go

Update from the business development team

Russell Tarrant – senior business development manager

This is a very exciting time to work in Openreach with so much happening in the IP world. I'm excited about our customer's plans to take advantage of the changing dynamics in our industry. Here are some common questions we've received:

Is FTTP exchange uplift linked to WLR3 Withdrawal? Yes, however, they are two separate programmes but they have synergies which link them together. We're proposing to trial the stop sell of the WLR and related products in advance of the national stop sell date notified for September 2023. There will be a consultation with industry covering both trials which will be published in June 2019.

Do you host knowledge calls discussing the all IP Programme (WLR3 closure)? Yes we're planning to run a series of knowledge calls to reach out to as many CPs as possible, making sure no one is left behind. The next call is on 27 June 2019 at 2pm. The objective of the call is to summarise the programme and latest feedback from industry and working groups. This is an opportunity for those of you that haven't been involved in the working groups to get yourself up to speed with the latest information. **If you would like to attend, please register for the call**.

If I want a bi-lateral to discuss WLR3 and the future, who do I contact? Contact your business development manager **or.srm.team@openreach.co.uk** who will be happy to help.

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Update on the Single Order Transitional Access Product (SOTAP) development

The SOTAP development is well underway and Openreach plans to commence the first trial of SOTAP in March 2020, using test lines in a controlled environment.

CPs consuming SOTAP would either need a Point of Presence in the telephone exchange based on LLU infrastructure or they would need to consume the product via a wholesaler who is offering SOTAP in that area.

Following a second trial with a limited volume of real lines (scheduled for September 2020) Openreach plans to Pilot the product at a geographical location in January 2021. If you require more information or a bilateral meeting to discuss any of the requirements in more detail please contact **Tony Birkbeck**. The product definition documents are available from the **Openreach website**.

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Exciting GEA-FTTP announcements

- We've achieved our target of passing 1.2 million premises by March 2019
- We've also recently announced that we'll be increasing our overall target of three to four million premises by March 2021. Our target of 10 million premises by the mid-2020s has also increased to 15 million and remains subject to conditions being right
- With the recent addition of Salisbury as our first Fibre Exchange Upgrade location, we're now covering 26 fibre towns and cities in Great Britain and a further 11 locations in Northern Ireland
- We're providing GEA-FTTP to both green field new sites and brown field sites
- Since 1 April 2019 we've expanded our GEA-FTTP on Demand product to take 100 orders per month, increasing our capacity five-fold. This product helps customers to order fibre in other areas that are not covered by our Fibre Cities or Green Field New Site build plans
- Trial pricing announced on 1 February 2019 for specific exchange areas (**NGA2001/19**). Full details can be found in the **special offer section of the price list**

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SOGEA and SOGfast latest news

- The core SOGEA and SOGfast developments are complete and CPs are actively piloting the products.
- Both products are being piloted in Northern Ireland, North East, East and South East England. We recently expanded our geographic coverage to include London and the whole of Northern England.
- Full national operational expansion is planned within the final phase of the pilot, prior to early market deployment subject to achieving pilot volume and quality criteria. Further CP engagement in the pilot phase is welcome. Please contact your business development manager to learn how you can get involved in the transformation to all IP
- Pilot pricing and special offer are available on the Openreach **price list**
- Industry working groups are held every month – details are on the copper and fibre product commercial group **collaboration** area. There you will also find the SOGEA pilot handbook and contract. If you want to join the SOGEA IWG then please contact **gordon.cannon@openreach.co.uk**.

Dates for your diary

20 June: WLR withdrawal Main working group
Objective: Main working group. This session will focus on the FTTP Exchange Upgrade and Single Order Exchange Update trial consultation whilst providing a general update on the WLR withdrawal programme and the more focused working group sessions.
Location: Ofcom, Riverside House, 2a Southwark Bridge Road, London, SE1 9HA
Time: 10:30 – 16:00

Mid-June: Openreach formal response to 'An exchange-based approach to upgrading the UK's digital infrastructure with FTTP' Consultation
Objective: To feedback Openreach's formal response to the consultation taking into account feedback received

Mid-June: Publish Consultation for 'FTTP Exchange Upgrade and Single Order Exchange Upgrade trialling'

Objective: Detailed Openreach proposals for two trials in support of FTTP Exchange Upgrade and Single Order Exchange Upgrade (WLR withdrawal)

17 September 2019: WLR withdrawal Industry Roundtable (Session 1)

Objective: To update Industry on the overall programme and the progress made since the last roundtable sessions
Location: London

18 September 2019: WLR withdrawal Industry Roundtable (Session 2)

Objective: To update Industry on the overall programme and the progress made since the last roundtable sessions
Location: Liverpool

26 September 2019: WLR withdrawal Industry Roundtable (Session 3)

Objective: To update Industry on the overall programme and the progress made since the last roundtable sessions
Location: Edinburgh

The full **schedule of forthcoming sessions** is available on our website. Please note that you'll need your Openreach portal ID and password.

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If you have any questions or to discuss your migration planning requirements please contact your Openreach business development manager or for more information, go to

www.openreach.co.uk/futureofWLR