

The WLR3 policy supporting the WLR3 contract termination notice for:

Salisbury and Mildenhall

12 January 2022



The WLR3 withdrawal policy – Salisbury and Mildenhall

Policy Summary

- The 15 month contract termination notice period will commence on 19 January 2022 for WLR3 PSTN, ISDN2, ISDN30, Classic and associated FTTC and SMPF services
- The letter will be posted to the Openreach contracted CPs' address (via the Royal Mail with proof of delivery and receipt)
- An electronic version will also be emailed where CP contact details are known
- An electronic version of the active WLR and MPF assets will also be made available for Salisbury and Mildenhall where an email address is available for the contracted CPs
- No asset report will be generated and sent direct to broadband suppliers of FTTC or SMPF services where these exist over WLR and MPF. This means where we have split CPs providing service all communication will be via the line provider. CP briefings will be issued to support this notice being issued
- The WLR assets will be withdrawn on 19 April 2023 for the two trials locations, unless an appropriate exception or exemption applies on this date
- For new supply of WLR, exceptions will be managed via the existing Formwise process, which will be reviewed and managed in accordance with the agreed end customer cohorts e.g., CNI, special services and NSP lines where the product alternative is not available. A process will be defined for CPs to flag existing installations where they believe an exception or exemption should be granted to allow the WLR to be maintained post April 2023.
 - A decision to progress will be aligned to the contract termination notice / date
 - Openreach reserves the right to reject any non standard line order(s) without an agreed exception / exemption
- New faults will only be accepted on assets associated with agreed exceptions and exemptions from 19 April 2023
- Existing faults on WLR3 PSTN, ISDN2, ISDN30, Classic and associated FTTC and SMPF services will be automatically cancelled on the 19 April 2023 going forward

Updating CP records

In order to manage and communicate with the CPs through the product withdrawal phase, it is important to have up to date CP contact information. CPs have been requested to provide contact details via a Formwise that was issued via email on 14 December 2021

- Formwise has requested CPs to refresh contact details in the following key areas:
 - Migration planning
 - Contract changes
 - General questions regarding product withdrawal

The WLR3 withdrawal policy – Salisbury and Mildenhall

Summary continued

A managed migration process has been developed with industry – this process applies to WLR assets only in the trial locations

WLR3 Migration planning

- CPs are activity encouraged to provide migration plans for Salisbury and Mildenhall trial locations
 - Outlining the migration rate for their assets in these locations.
 - Providing a plan that will be monitored, tracked and reported with progress
 - Where that plan is not provided or goes off track for the WLR base, further action regarding managed migration contact direct to end customers will be considered

WLR3 termination of service

- Where managed migrations are triggered
 - Direct end customer contact by Openreach to be considered from July 2022 where the CP migrations are not on track
 - WLR3 and classic PSTN Service will be stopped for orphaned assets allowing access to 999 / 112 services only, effective from 19 April 2023
 - A managed cease request will be auto triggered for any associated products which include FTTC and SMPF broadband services as well as any WLR3 calling and network features
 - Orphaned ISDN2 and 30 assets (normally provided to the business community) will be ceased, removing the ability to dial 999
- All open faults will be auto closed at the point when the WLR3 service is terminated (either when the line is migrated or on the 19 April 2023)
 - This applies to line and associated broadband

The WLR3 withdrawal policy – Salisbury

Product withdrawal policy for Salisbury

- The WLR contract will be withdrawn on 19 April 2023 for all WLR assets unless an appropriate exception or exemption has been granted
- Product withdrawal – where FTTP is available at the premises, existing services will need to migrate where existing assets are served on the following technologies:
 - WLR3 (PSTN and ISDN)
 - Classic
 - Associated SMPF and FTTC services (contract withdrawal notice for these products will be issued later in 2022)
- There is no plan to withdraw MPF – however CPs will be encouraged where appropriate to migrate their base
- There is no plan to withdraw SOGEA
 - Existing SOGEA assets including where FTTP = Y will not need to migrate to FTTP unless a new provide order is required (stop sell restrictions / rules apply)
- Dilution stop sell rules will still apply in Salisbury allowing existing FTTC or SOGEA circuits to be maintained at a 40/10 speed profile
 - Existing WLR3 assets with FTTC will need to migrate to FTTP or move to SOGEA 40/10 or MPF with FTTC 40/10
- Product withdrawal will not apply where FTTP = N at the address key. Where multiple address keys exist at the same premises, stop sell rules will only be applied to the address keys where FTTP = Y
 - Where there is no FTTP available, the WLR3 assets at these premises will not be subject to the January 2022 contract termination notice.
- Product withdrawal will not apply in the trial for specific end customer cohorts where agreed exemptions and exceptions have been granted.
 - These end customer cohorts are best described as: CNI, special service devices and non-standard lines where no product alternative is available until 2023*
 - Where premises have subsequently been enabled for FTTP (after the termination notice), the WLR3 product withdrawal rules will be applied if FTTP is available at the premises on the 19 April 2023. Openreach is considering if this should be an additional 12 months from the date the FTTP became available at the premises to assist CPs in managing the WLR3 installation to an alternative product
- New faults will only be accepted on assets associated with agreed exceptions and exception from 19 April 2023

* The WLR base is subject to product withdrawal and therefore these end customer cohorts remain part of the WLR withdrawal plan, therefore CPs will be expected to move this base once the product alternative exists or the WLR product is fully withdrawn

The WLR3 withdrawal Policy – Mildenhall

Product withdrawal policy for Mildenhall

- The WLR contract will be withdrawn on 19 April 2023 for all WLR assets unless an appropriate exception or exemption has been granted
- Product withdrawal – where SOGEA or FTTP is available at the premises, existing services will need to migrate where existing assets are served on the following technologies:
 - WLR (PSTN and ISDN)
 - Classic
 - Associated SMPF and FTTC services (contract withdrawal notice for these products will be issued later in 2022)
- There is no plan to withdraw MPF – however CPs will be encouraged where appropriate to migrate their base
- There is no plan to withdraw SOGEA
- SOTAP (when launched) will be available where no fibre is available at the premises
- Product withdrawal will not apply where FTTP or SOGEA = N at the address key. Where multiple address keys exist at the same premises, stop sell rules will only be applied to the address keys where FTTP or SOGEA = Y
 - Where there is no FTTP or SOGEA available at the premises, WLR3 will not be subject to the January 2022 contract termination notice.
- Product withdrawal will not apply in the trial for specific end customer cohort where agreed exemptions and exceptions have been granted.
 - These end customer cohorts are best described as: CNI, special service devices and non-standard lines where no product alternative is available until 2023*
 - Where premises have subsequently been enabled for FTTP or SOGEA (after the termination notice), the WLR3 product withdrawal rules will be applied if FTTP or SOGEA is available at the premises on the 19 April 2023. Openreach is considering if this should be an additional 12 months from the date the FTTP became available at the premises to assist CPs in managing the WLR3 installation to an alternative product
- New faults will only be accepted on assets associated with agreed exceptions and exception from 19 April 2023

* The WLR base is subject to product withdrawal and therefore these end customer cohorts remain part of the WLR withdrawal plan, therefore CPs will be expected to move this base once the product alternative exists or the WLR product is fully withdrawn