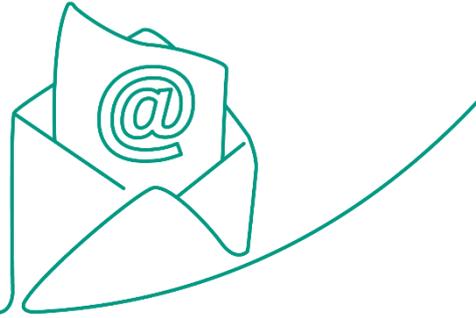


Issue 8 | June 2021

All IP Newsletter

The PSTN is closing December 2025.

Are you ready?



At a glance

[Transitioning to All IP – View from James Lilley](#)

[Update from the business development team](#)

[Exciting GEA-FTTP announcements](#)

[Openreach Special Services Test Lab](#)

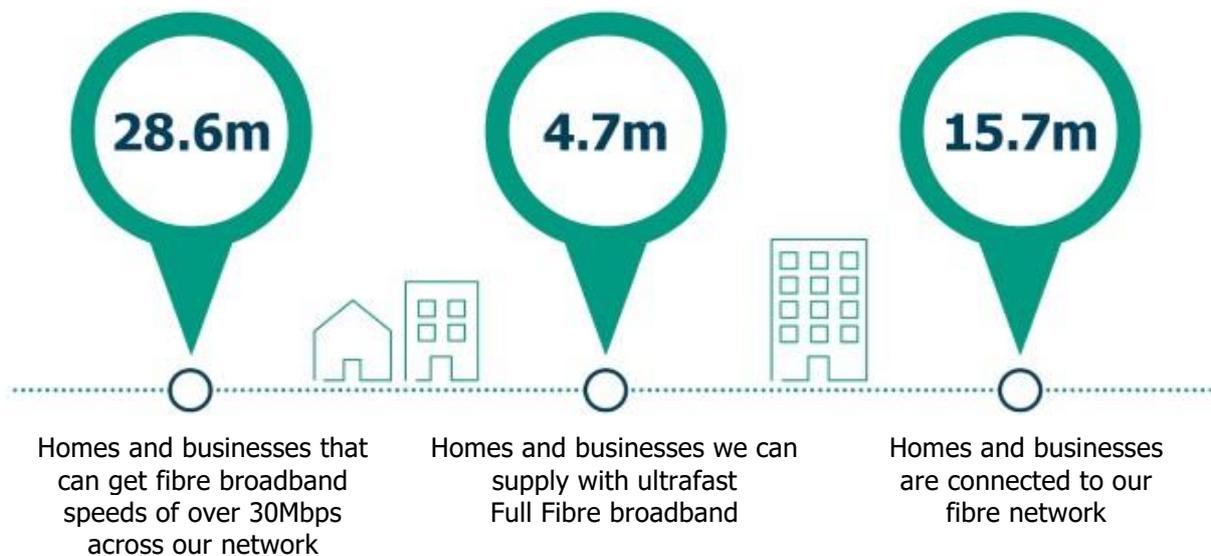
[Openreach Marketing Campaign](#)

[Dates for your diary](#)

[The UK Digital Upgrade](#)

[Key contacts](#)

[Industry Working Group – Engagement](#)



Are you ready?

Welcome to the eighth edition of our Newsletter focussing on **YOUR TRANSITION** to All IP. Did you know, we have already passed over 4.7 million premises with FTTP, with the ambition of our big bold plan to deliver 25 million premises passed by 2026. Over 1 million end customers are now connected and enjoying the benefits. On top of that, orders are now flowing in, averaging around 18,000 a week. [Are you ready?](#)

Stop sell trials in Salisbury and Mildenhall are now well underway. Further supported by the recently announced [13 additional exchanges](#) with Stop sell commencing on 29 June 2021.

Any questions around All IP, please reach out to the All IP Migration team.

Transitioning to All IP



James Lilley – director, Managed Customer Migrations

This is the start of an exciting period where large scale Stop sell and migration becomes reality – starting on 29 June 2021. Jointly with Openreach and the rest of industry we have a lot of key deliverables to work towards. Our primary focus points are summarised below.

Fibre to the Premises (FTTP) Priority Exchange update

Change to FTTP priority exchanges notified for Stop sell in June 2021 – [GEN043/21](#).

During the Covid-19 related national lockdown restrictions we implemented additional safe working practices. Where end customers already had good working broadband service (defined as >30Mbps) the provision of an upgrade to FTTP was delayed. This has impacted the opportunity to gather significant learning from Salisbury. Given the importance of learning as much as possible from the Salisbury trial, we decided to reduce the implementation of the planned Stop sell of exchanges in Tranche 1.

Tranche 1 originally consisted of 117 exchanges. 13 exchanges from Tranche 1 will have Stop sell implemented, as planned, from 29 June 2021 – now referred to as Tranche 1a. The remaining 104 exchanges, now referred to as Tranche 1b, will join Tranche 2 exchanges, with the planned Stop sell date of 5 October 2021.

Full list of FTTP Priority Exchange Stop sell can be found [here](#).

To support this drive for learning, we've introduced a special offer, running from 29 June 2021 to 21 September 2021, on GEA-FTTP connections for the 13 exchanges in Tranche 1a plus Salisbury – [GEN051/21](#).

Your Migration Plan

At our last industry working group, we polled attendees on how they were feeling about the move to All IP. The results showed 30% were confident and had their migration plan in place, 30% were also confident but had not yet started their migration plan. The remaining 40% either needed more help or had not yet given it much thought. Whatever stage you're at, please reach out to the All IP Migration team for help, guidance and support.

Transitioning to All IP Are your solutions compatible?

As part of your migration planning, are you aware of any compatibility issues you may face, and to what extent? During a recent communications campaign one Communications Provider (CP) found 2% of their specific customer base had a device on the line that needed its compatibility with All IP checked, for example, burglar alarms, health care devices. Have you worked this into your migration planning? Do you know what percentage of your customer premises equipment (CPE) may have compatibility issues?

Transitioning to All IP – Learn | Unlearn | Relearn

There's lots of work to be done by industry (CPs and Supply Chains) on educating not only the end customers but also training the agents dealing with end customer issues. An example of this is dial tones; when end customers move to Voice over Internet Protocol (VOIP) many report issues because they either no longer have a dial tone or the dial tone sounds different. Although informed this is normal on VOIP and not a fault, some agents are still formally lodging as a fault and sending an Openreach engineer out to fix it, incurring unnecessary costs to all parties.

Are you ready?

Why not take advantage of our new [special services test lab](#) to help you with your transition.

I encourage our customers to stay engaged with us and share any key findings or case studies they come across in our trial or additional FTTP priority Stop sell areas.

Exciting GEA-FTTP Latest News

Test and Diagnostics (T&D)

We have initiated Industry Working Group sessions to scope and explore Test and Diagnostics capability enhancements to help both CPs and Openreach prove working service and better diagnose faults and their cause. We expect this to drive a major multi-year development programme to improve Test and Diagnostics capability.

New Network Vendor

We have successfully connected the first end customer using Adtran-supplied network equipment and we have now extended live CP testing into further areas (in parts of Peebles, Londonderry and Kings Lynn areas) prior to wider deployment.

Advanced Install and Additional Services

Supporting FTTP delivery to larger and more complex premises (typically business or public sector) since May 2021 we have been running a trial offering a new Advanced Install option (supporting up to 100m of internal FTTP cable reach within larger buildings) as well as Survey and Site Specific Risk Assessment Method Service (SSRAMS) additional service options.

[Further information](#)

One million customers
are now on our
full fibre network

#WEAREOPENREACH

4.7M

25M

target by end December 2026

Openreach Marketing Campaign

At our last Industry Working Group, Ked Mather – senior external comms manager, presented the Openreach marketing campaign 'Upgrading to digital phone lines'. To make the process as smooth

as possible, Openreach is producing specialist content encouraging businesses to plan ahead and audit their needs – view more [here](#).

View our latest Ultrafast Full Fibre broadband marketing campaign '[Ready For Anything](#)', raising awareness of the benefits of full fibre coming to the area, ahead of CPs marketing customers once the build is complete.

To keep up to date with the latest external communications, sign up to our '[Call Waiting List](#)'.

The UK Digital Upgrade

What it means for you, your business and your customers

Did you catch our great live event back in January 2021, hosted by Clare Balding? Mark Logan, director products, Openreach, gave an informative and succinct talk on why moving to a digital network is so important, how it will impact existing devices and moving everyone in the UK to digital phone lines by the end of 2025.

[View the event](#)

Spreading the word – 5 minute listen

Listen to James Lilley discuss the move to All IP on BBC Radio 4's 'You and Yours' consumer affairs programme, with host Peter White.

[Listen here](#)

Industry Working Group Event – 6 May 2021

We had a record breaking number of attendees at our regular main working group on 6 May 2021, with over 220 joining the virtual event. As well as the usual trial updates, we covered the Openreach external facing marketing campaign, feedback on more focussed industry sessions (Business planning and Managed migration) and an update on Access networks uneconomical to repair. The slides can be found on the [CP portal](#) under 'Extra consultation information'.

We took the opportunity to further engage with attendees by asking for pre-submitted questions and running polls throughout the event. We dedicated a session to addressing as many of the pre-submitted questions as time allowed. Thanks to those who participated in the interactive aspects, enabling us to gain further insight and shape future events accordingly.

One poll asked 'Regarding the move to All IP, what excites you / what concerns do you have?'. Here's a summary of the responses. Do the results below surprise you or are they what you expected?

Excites

Concerns



We will address a number of the concerns raised using dedicated, focussed sessions at the next industry working group, scheduled for [30 June 2021](#).

[Register your attendance](#)

Update from the Business Development team



Tom West – business development manager

Being new into account management within Openreach, one of the biggest challenges I hadn't expected is the sheer volume of end customers that need to move to our IP solutions in just 4 years, at the last count it was circa 14.2 million lines and channels. Here are some common questions we've received.

When will I be able to order SOGEA into a non-served premises (NSP)?

Currently you are unable to place SOGEA on NSPs or place transfers from WLR. You are however able place a WLR line as always into NSPs and place FTTC where available. We cannot guarantee

however that FTTC is available from every WLR line as the product is not available in 100% of the UK. We are planning to deliver SOGEA into an NSP, this is currently targeted at FY22/23.

What's the latest on number porting, will this work at scale?

As we close the PSTN platform, end customers are likely to migrate their voice services to alternate (probably IP based) suppliers. It is assumed that end customers will want to retain their telephone numbers so a number port order will be required. Openreach has built highly automated migration journeys from WLR to SOGEA and FTTP with an integrated port capability to facilitate this.

Alternatively, gaining providers can raise their migration order and a separate, standalone porting order that they will be required to manage themselves. A standalone port order will also be required where the number range is not owned by BT as this type of port cannot be integrated into the migration order.

As CPs start to migrate their customers, we have identified some issues with the porting systems and processes. These have been highlighted by the increased volume of certain porting scenarios and are, in some cases, due to different interpretations of the industry standard documentation. As a result we are undertaking some stress testing of our systems and processes to ensure they are scalable to cater for forecast volumes, in particular for standalone port order journeys.

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.

Openreach Special Services Test Lab

The Openreach build of the new Openreach Special Services Test Lab at its headquarters in Judd Street, London, is moving apace and we hope to have the keys handed over to us by the end of June 2021.

We have invited all CPs to be part of the Lab and some have already indicated their intention to install their lines and equipment there.

We should then, depending on Covid-19 rules, be able to offer bookings for device suppliers to test their devices in the Lab and allow them to understand how their equipment will behave in an All IP world.

This is another exciting step in moving the UK to a fully digital telephony network, with all the benefits that provides, whilst working with industry to help understand the challenges and help make the migration easier.

Get involved: Contact John Livermore at all-ip@openreach.co.uk

Dates for your Diary

Transitioning Copper Services to All IP – Industry Working Group

Wednesday 30 June 2021 – 14:30 – 16:30

[Register for our next Webex event here](#)

Key Contacts

WLR withdrawal team

wlr.consultation.feedback@openreach.co.uk

Andy Wright

andrew.j2.wright@openreach.co.uk

Steve Jennings

steve.jennings@openreach.co.uk

Lizzie Somerton

lizzie.somerton@openreach.co.uk

Trials team

Phil Laws

phil.laws@openreach.co.uk

James Fogden

james.fogden@openreach.co.uk

All IP migration team

Nicola Saunders

nicola.saunders@openreach.co.uk

Greg Ford

greg.ford@openreach.co.uk

Jayne Huxter

jayne.huxter@openreach.co.uk

Raj Chadha

raj.chadha@openreach.co.uk

Business development team

or.srm.team@openreach.co.uk

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