

Having trouble viewing this email? [Read it online](#)

openreach

## The PSTN is closing December 2025



### WLR Withdrawal and latest on Openreach IP products

---

#### September 2019 Newsletter • Issue 3

[Reminder of the key milestones and impacted products](#)

[Exciting GEA-FTTP announcements](#)

[WLR withdrawal – The product team's view](#)

[Openreach industry consultation documents](#)

[Update from the business development team](#)

[SOGEA and SOGfast latest news](#)

[Update on the SOTAP development team](#)

[Dates for your diary](#)

---

#### Welcome to the third edition of our WLR withdrawal newsletter, which includes key information about our move to all-IP and WLR withdrawal.

Since the last newsletter in June 2019 we have consulted on our approach to trialling the WLR stop sell key principles in two exchange areas: Salisbury and Mildenhall. The FTTP exchange upgrade and single order exchange upgrade trial consultation closed on 7 August 2019 and we would like to thank those who took the time to respond to us.

The trials are an opportunity for us and industry to test new products and work out how we can migrate people safely and smoothly in real life situations.

We're in the process of collating the feedback and expect to publish our formal response document week commencing 16 September 2019.

If you have further questions or have not responded to the consultation and would like to hold a bilateral to discuss the trials in more detail, please contact your business development manager who will be happy to arrange a meeting with you.

Our next industry roundtable events are planned for September 2019. We're running three events. The events will take place in London at The Chelsea Harbour Hotel on 17 September 2019, Liverpool at Liverpool football club on 18 September 2019 and Edinburgh at Murrayfield stadium on 26 September 2019. If you've already registered, please note, the London venue

has changed and will now take place at The Chelsea Harbour Hotel, Chelsea Harbour, Chelsea, London, SW10 0XG not Chelsea FC. If you have not already registered and would like to attend one of these events please register [here](#).

The aim of these sessions is to provide CPs and industry with an update on the WLR story so far, what's expected over the next 12 months and then focus on the consultation feedback from the two trials. There will also be guest speakers from industry to discuss what they're doing and the impacts on them.

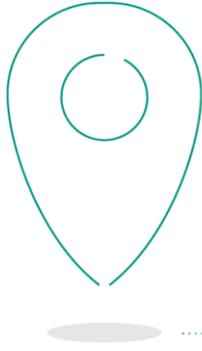
[Back to the top](#)



## 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.

[Back to the top](#)



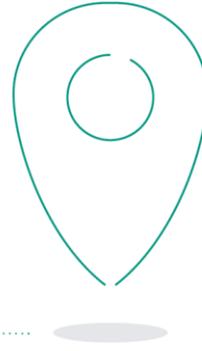
## December 2018

Five year stop selling to CPs notification (GEN073/18 refers)



## September 2023

Restriction of WLR3 new supply



## December 2025

WLR withdrawal



## WLR Withdrawal – The product team's view



### **James Lilley – Head of Copper and Service Products said:**

It's been 16 months since we launched the consultation on closing WLR, and what a lot has happened in that time!

For the last couple of months we've been focussing on consulting and preparing our response to the FTTP exchange upgrade and single order exchange upgrade trial consultation. Watch out for the published response in the next couple of weeks. However, if you miss it, don't worry, as we will be spending time at the September 2019 events to provide a summarised version which will cover the key topics and issues.

More importantly though, you need to be aware of the trials and the potential impacts they could have on you when we stop selling WLR and other products in these areas. Don't be left behind, start planning, understand the rules so you are prepared and ready. If you need to

talk through in more detail please contact a member of the WLR team either via your business development manager or via the consultation [email account](#) to request a bilateral meeting.

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, whilst providing an environment for us to work together to design new industry processes.

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 four working group sessions: London in January 2019 and June, Birmingham in March 2019 and Salford in April 2019 at Talk Talk's head office. If any CPs would like to host a future event please contact [Andy Wright](#).

**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
- Over the next three months we'll be working with you preparing in readiness for the trials. We will be 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.

[Back to the top](#)

---

over **15m**  
**lines and channels to go**

---

## Update from business development team



### **Laura Wilton – business development manager**

Openreach has now announced 76 different sites for our fibre cities programme, meaning we are bringing fibre closer to your customers. We're building at an ever increasing rate and this is set to continue. This means more choice for your end customers now and when WLR3 closes. Here are some common questions we've received:

1. **Where do I find more information out about the consultation on FTTP for business?** GEA-FTTP is now 'Ready for Service' in more than 1.5 million premises. Our current plan is to make 4 million premises able to have GEA-FTTP by March 2021 and 15 million premises by the mid-2020s, subject to the right investment conditions. Within this expanded GEA-FTTP coverage, we plan to enable more business-focused areas than ever before and we intend to provide a more comprehensive business service experience. The objective of this consultation is to define and, with your input, agree the right product and service experience to meet business customer needs within our FTTP locations. We invited your feedback, by 20 September 2019 to help us shape the product and service experience. The consultation document is published on the Openreach [web page](#) if you want more information. The Openreach response will be available in due course once all the feedback has been reviewed.
2. **What 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](mailto:or.srm.team@openreach.co.uk)) who will be happy to help.

[Back to the top](#)



## 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 document has recently been updated to reflect the recent product developments and is available from the [Openreach website](#).

[Back to the top](#)



## Exciting GEA-FTTP announcements

- GEA-FTTP is now available to more than 1.5m premises (THP)
- On 1 August 2019 we announced 36 new [Fibre Towns and Cities](#)
- We are currently arranging to add new bandwidth options to the GEA-FTTP portfolio to support CPs selling into both consumer and business markets and will be adding the following new variants: 115/20Mb, 220/30Mb, 550/75Mb, 1000/115Mb, 550/550Mb, 1000Mb/1000M

[Back to the top](#)



## Openreach industry consultation documents

- FTTP for Business customers. CPs are invited to provide feedback on our proposals by 20 September 2019 to [fttpconsultationfeedback@openreach.co.uk](mailto:fttpconsultationfeedback@openreach.co.uk)
- An exchange-based approach to upgrading the UK's digital infrastructure with FTTP (Closed). Formal response document was published on 17 June 2019
- FTTP Exchange Upgrade and Single Order Exchange Upgrade trialling (Closed). Formal response document to be published w/c 9 September 2019
- All material including consultation documents and responses can be found on the Openreach website under FTTP consultation documents and WLR withdrawal consultation information. Please note that you'll need your Openreach portal ID and password



## SOGEA and SOGfast latest news

- The core SOGEA and SOGfast developments are complete and CPs are actively using the products to deliver services to customers all across the UK
- We notified industry on 21 August 2019 that we are moving SOGEA and SOGfast out of national pilot and into Early Market Deployment (EMD) phase from 18 September 2019
- Single Order EMD pricing is available on the Openreach price list in the Superfast and

Ultrafast fibre page, section 5.5 (scroll to the bottom of the page)

- Subject to volume tests and the product passing further service quality gates we anticipate both SOGEA and SOGfast moving into fully launched status at the end of November 2019.

## Dates for your diary

### 6 November 2019: WLR Withdrawal main working group

**Objective:** Main working group, this session will focus on a general programme update, with specific focus on the two trial sites with more focussed sessions planned to cover the stop sell rules and migration management which will focus on the forced migration process. Watch out for the invitation to register for this session in the next few weeks.

**Location:** Ibis Styles Southwark, 47 Southwark Bridge Road, London, SE1 1HH

**Time:** 10:30 – 16:00

### 20 January 2020: WLR withdrawal main working group

**Objective:** Main working group, this session will focus on a general programme update, with specific more focussed session to address key issues.

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

[Back to the top](#)

---

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](http://www.openreach.co.uk/futureofWLR)

---

[www.openreach.co.uk](http://www.openreach.co.uk) | [Contact us](#) | [Privacy policy](#) | [Terms and Conditions](#)

If you no longer wish to receive these electronic messages, please [unsubscribe](#).

This electronic message contains Openreach information, which may be privileged or confidential. It's meant only for the individual(s) or entity named above. If you're not the intended recipient, note that disclosing, copying, distributing or using this information is prohibited. If you've received this electronic message in error, please notify us by email to the address above immediately.

Copyright 2019 © Openreach Limited. All rights reserved.