

The PSTN is closing December 2025



WLR withdrawal and latest on Openreach IP products

September 2020 Newsletter • Issue 6

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

83 Days until Salisbury stop sell.

Our first stop sell is fast approaching. Are you ready?

From 1 December 2020, any premises in Salisbury exchange enabled for FTTP will only be able to order FTTP. This will be closely followed by another 117 exchanges on 29 June 2021 ([GEN 042/20](#)).

The stop sell will apply to new supply, product migrations, and CP migrations. Based on current FTTP availability, that would mean that after stop sell, around 17000 lines in Salisbury will only have FTTP available to them (some exceptions may apply). We're working closely with impacted CPs to ensure that the transition to stop sell goes as smoothly as possible. We're also actively reviewing and looking for feedback to maximise the learning from this trial to better prepare for the upcoming stop sells. The rules and policy of the stop sell in Salisbury are covered briefly in the image below.

[FTTP Stop Sell Policy and Product Scope](#)

- Stop sell applies at a premises level only where that premises has access to an available GEA-FTTP product
- Where a premises has access to GEA-FTTP, no new supply of other products, CP transfers, working line takeovers, addition of broadband to voice lines, bandwidth modify, start of stopped lines or migrations to non Ultrafast products can be done
- If a premises has GEA-FTTP available to order, then only GEA-FTTP is available, and as premises get availability past stop sell they will come within scope of stop sell immediately
- If a premises does not have GEA-FTTP available, SOGFAST, SOGEA, GEA-FTTC, SOTAP (where no fibre available), MPF and WLR (until September 2023) will be available
- Consideration will also be given to investment policies in the copper network which could include VDSL cabinet capacity and repairs of the copper network

FTTP priority exchange - Stop Sell Policy

Salisbury and any FTTP stop sell exchanges

FTTP	SOG.Fast	SOGEA	FTTC	MPF	SMPF (until Sept 2023)	SOTAP	WLR (Until Sep 2023)
✓	✗	✗	✗	✗	✗	✗	✗
✗	✓	✓	✓	✓	✓	✗	✓
✗	✗	✓	✓	✓	✓	✗	✓
✗	✗	✗	✗	✓	✓	✓	✓

Other upcoming stop sells are not far off either. As well as the FTTP upgrade exchange programme stop sell (list of exchanges can be found [here](#) under the 'FTTP upgrade exchanges - stop sell information' section), we also have the Mildenhall stop sell, which has a different rule set/policy to Salisbury, and is only nine months away. We also plan to announce future FTTP upgrade exchanges as a quarterly programme starting in October 2020, so keep an eye out for future briefings. We'll continue to ensure that future issues of the newsletter cover these upcoming stop sells in more detail, as they get nearer.

With stop sells being so close, we hosted a dedicated focus session during July 2020 to help customers prepare. The session covered the policies driving stop sell, the rules of stop sell, and best practice for how CPs can effectively consume stop sell flags to ensure they can deliver a smooth end customer experience. Slides from this session are available in the WLR withdrawal section of the Openreach portal [here](#).

CPs are always encouraged to input while we develop this programme, whether through bilaterals or direct involvement in our working groups.

We had our usual main working group in August 2020, where we had guest presentations from BT Wholesale and Digital Wholesale Solutions, covering some of their plans and the work they're doing preparing for an all IP world. As well as the usual updates we share on migration planning, trials and best practice, we also presented two new processes we've been developing to aid CPs. The first was Emergency Restoration of Copper (ERoC), which is a process focussed on supporting end customers with Critical/Chronic Health support devices that stop working after a migration to all IP. We also shared some more details on the stop sell exceptions process which will be further reviewed with industry at dedicated sessions.

We've received a lot of questions lately around the all IP programme. We've collated them to create an [all IP FAQ page](#), which we'll update regularly.

Make sure to keep an eye on your inbox and on our briefings page for updates on all our upcoming sessions.

Key dates for your calendars (please refer to briefings GEN 103/19, GEN 104/19 and GEN 042/20):

- 1 December 2020 Salisbury Products Stop Sell
- 4 May 2021 Mildenhall Products Stop Sell
- 29 June 2021 117 Exchanges Products Stop Sell
- 5 December 2022 Salisbury Products withdrawal
- 5 December 2022 Mildenhall Products withdrawal
- 16 December 2022 Trials close

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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
- Classic

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December 2018

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



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

Despite all of our lives being impacted by the Covid-19 pandemic, we have not slowed down our efforts in the move to All IP. As we get closer to the upcoming stop sells, we recognise that this will mark the first steps in a major shift in our industry. So for us, it's key that we continue to support our customers to ensure they are ready to meet the ongoing move to all IP.

The stop sells have been a constant reminder for us and our customers of the huge task we have ahead of us, moving a vast amount of existing lines over to all-IP, and specifically away from WLR. In fact, we now have 119 exchanges under stop sell notifications that will impact c1.2m premises. Salisbury is the first in 83 days' time, followed by Mildenhall in May 2021 and the rest by June 2021. We're always looking for new ways to ensure that we help our customers de-risk this ramp up in migrations, such as our CP champions initiative. I'd encourage any CPs not already involved in this, to get involved through the migration/trial teams (see Key Contacts section). Likewise, for any CPs interested in being involved in other future migration initiatives, please also let the migration/trial teams know.

As we progress the Salisbury and Mildenhall trials, CPs are encouraged to work with Openreach and share any key findings or case studies they find, so that we can support and ensure any learning is captured. Also as a reminder, in the trial areas CPs can make use of the commercial offer to support voluntary migrations of the existing copper base to the all-IP product alternatives (please refer to briefings [NGA 001/20](#) and [NGA 007/20](#)).

Due to the current COVID-19 situation, our working group sessions are remaining as conference calls. The attendance has been fantastic but given the large number of participants this has limited the level of interaction and input we get from industry. With the support of the OTA, we are now reviewing how we can continue to involve industry in a way that allows more engagement, while maintaining the current working group set up.

Our industry working group sessions being well established and well attended, is an indication of their importance as we move forward with this programme. These meetings will continue to be run every other month and are supported by more focused sessions that enable us to get into the finer detail. We encourage all our CPs and industry groups to get involved. These sessions are an opportunity for Openreach to provide updates and offer an environment for us to work together to design new industry processes. Please note that our next session will be on 15 October 2020.

Don't be left behind; start planning and understand the rules so you are prepared and ready. If you need to talk things through in more detail please contact a member of the WLR or migrations team either via your business development manager or via the consultation [email account](#) to request a bilateral meeting.

Over the next three months we'll be working with you to maximise the learning from the trials, especially once stop sell comes into effect; further developing the draft industry trial best practice guide and focusing on processes that support CPs with migrations and post stop sell support. Please also look out for the next tranche of stop sell FTTP exchange notifications in October.

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Key findings/case studies

To help bring to life all the great work being done by industry as part of the all IP programme and WLR withdrawal, we wanted to regularly share with you any interesting key findings or case studies that we come across.

All IP ready lift lines testing

Our New Sites Team, along with our partners, have initiated a trial fibre install for a lift line in one of our London sites. The lift line will be fed by FTTP allowing us a chance to test the related order journeys and check for compatibility.

This is a necessary step as eventually all new and existing lift lines will no longer have WLR3 as an option and hence may need to rely on IP based services. The Lift and Escalator Industry Association (LEIA) has been engaged on this and their November newsletter to lift owners entitled "Analogue telephone line shutdown and migration to VOIP based services" provides some useful advice.

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over **14.9m**
lines and channels to go

Update from the business development team



Matt Dexter – head of client partnerships

It's a very busy time for our programme with lots of announcements which support our move to all IP. We have announced 117 exchanges where we will stop selling copper services – this is a real call to action for industry. We also **announced** that, as part of our 20 million full fibre target, we're building to 3.2 million homes and businesses in harder-to-reach areas by 2025/6. A further 251 locations in market towns and villages across the UK will be built in the next three years.

Does Openreach still have a large volume of ISDN assets and will these products be part of the 2025 PSTN closure?

Yes, Openreach has a base of c250k ISDN channels across ISDN2 and ISDN30. Both products are part of our withdrawal programme.

Are Openreach special offers on FTTP open to business CPs as well as consumer CPs?

Yes, both the Local Marketing and FTTP only offers are available to all Openreach customers, although there are some nuances across the offers which differentiate between business and consumer end users. Contact your business development manager (or.srm.team@openreach.co.uk) for more information.

In May Openreach announced 117 exchanges (and Salisbury) will stop selling copper services, will this be a recurring programme?

Yes, this will be a rolling programme, and an announcement for the next tranche of exchanges is expected soon.

If I want a bilateral meeting to discuss WLR3 and the future or any of our special offers for FTTP, 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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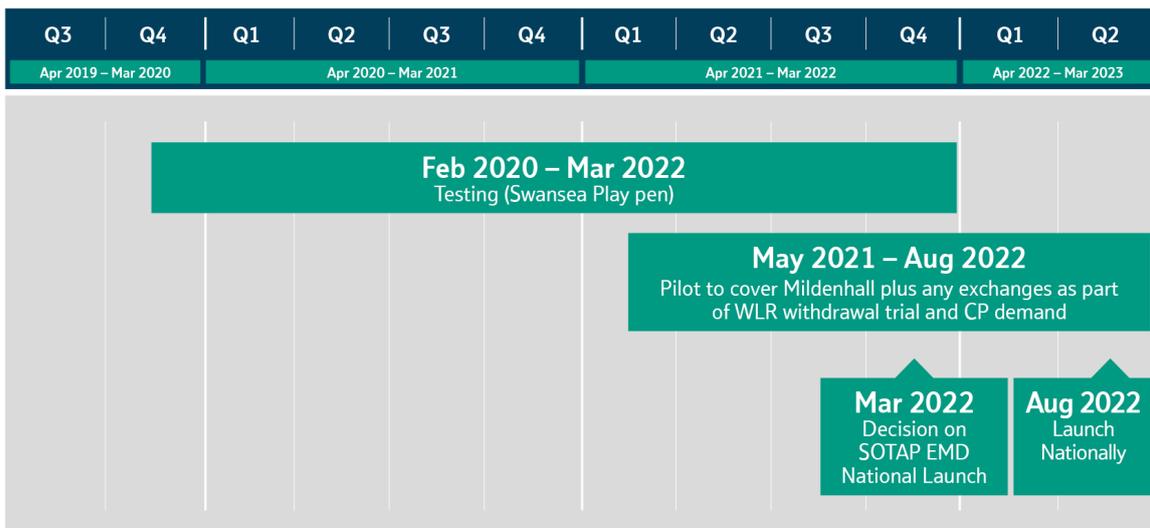
Update on the Single Order Transitional Access Product (SOTAP) development

The development of SOTAP is progressing well in terms of both functionality deployed and the trial, which started in February 2020. The trial is taking place in a controlled environment using test lines and is testing functionality as it is being deployed.

The timeline has had to be slightly amended so that it is more closely aligned to WLR withdrawal timescales. We now aim to pilot SOTAP in May 2021, initially only in Mildenhall exchange. The pilot will be extended to other locations as part of further WLR withdrawal areas or CP demand. Following the pilot, we'll be looking to launch SOTAP fully in August 2022.

CPs intending to consume SOTAP will either need a point of presence in the telephone exchange based on LLU infrastructure, or they will need to consume the product via a wholesaler who is offering SOTAP.

If you require more information or a bilateral meeting to discuss anything regarding SOTAP please contact **Tony Birkbeck**.



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Exciting GEA-FTTP announcements

- GEA-FTTP is now available to more than 3m premises across the UK.
- In late July 2020 we published our plans to make full fibre FTTP available to 3.2 million homes and businesses in some of the UK's hardest to serve communities as part of our wider target to build FTTP infrastructure to 20 million premises throughout the UK, by the mid-to-late 2020s. Details of this are available at: www.openreach.com/fibre-broadband/
- We have notified our plans to launch a new Premium Connection type of installation allowing CPs and end customers more flexibility on their installation within the premises and covering additional device connection, internal and external wiring and other services where needed.
- The trial to deliver GEA-FTTP service to selected business parks has started within 3 locations: Salisbury, Welwyn Garden City and Ponders End (North London). This will provide learning and input to our plans to develop an FTTP Professional product with a wider choice of install services, customer support and new bandwidth variants suitable for business customers.

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SOGEA and SOGfast latest news

- SOGEA is progressing well since launch with volumes now being above 360k.
- Several major CPs are beginning their launch plans now and we anticipate steep growth in volumes in the second half of the year as a consequence.
- The 0.5mb/s voice only bandwidth variant launched as planned in early July.

Dates for your diary

15 October 2020: Transitioning Copper Services to All IP Main Working Group

Full working group – invite to follow

10 December 2020: Transitioning Copper Services to All IP Main Working Group

Full working group – invite to follow

The full **schedule of forthcoming sessions**, which has been updated for the new year, is available on our website. Please note that you'll need your Openreach portal ID and password.

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Key contacts

WLR withdrawal team

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All IP migration team

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Business development team

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

www.openreach.co.uk/futureofWLR

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