openreach

Action needed!
What you order today is changing

WLR withdrawal and latest on Openreach IP products

December 2020 Newsletter ● **Issue 7**

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

Our first stop sell is here. **Are you ready?**

Salisbury stop sell is now in place. Any premises in Salisbury exchange enabled for FTTP will only be able to have access to FTTP, unless an exception or short-term exemption applies. This will be closely followed by another 117 exchanges on 29 June 2021 (**GEN 042/20**). The supporting stop sell launch pack is available **here**.

As a reminder 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, addition of lines and channels to existing installations, 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)
✓	✗	✗	✗	✗	✗	✗	✗
✗	✓	✓	✓	✓	✓	✗	✓
✗	✗	✓	✓	✓	✓	✗	✓
✗	✗	✗	✗	✓	✓	✓	✓

Also keep in mind, as covered in the previous issue, other upcoming stop sells are not far off either. There's the Mildenhall trial stop sell, which has a different rule set/policy to Salisbury and is now only six months away. Also as planned, we announced in October 2020 a further 51 FTTP upgrade exchanges as part of our quarterly programme (list of exchanges can be found here under the 'FTTP upgrade exchanges - stop sell information' section). Our next quarterly announcement is due in January 2021, so keep an eye out for that in future briefings. We'll continue to share policy details and stop sell rules in future issues of the newsletter as we get nearer to these other stop sells.

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

The industry All IP steering board, co-chaired by the OTA2 and Openreach, is now successfully underway. It aims to complement the existing working groups by creating an environment where a selected number of CPs and industry organisations, who were chosen with support of the OTA to represent industry, are able to have an open and honest dialogue and ensure that they have the opportunity to discuss the direction of the market in which we all operate. The first session in September 2020 introduced attendees to the proposed terms of reference and gave them an opportunity to flag what they believe are the key topics for future sessions. A second session was held in November 2020 covering the key topics flagged in the previous session with focus on the approach to All IP communications, and industry best practice for split CP scenarios.

Our regular main working group continues to be extremely popular with 170+ attendees in October 2020. CPs were informed of the All IP steering board, and the usual updates were shared on migration planning, trials and best practice. In preparation for Salisbury stop sell, there was a recap of the stop sell rules shared, and an update on the now launched exceptions process (available in the customer service plans).

The third part of this multifaceted industry approach is the more focussed sessions. And since the last newsletter we've had more focussed sessions on exceptions, approach to All IP communications and split CP lines migration to All IP.

We're continuing to receive questions from you around the all IP programme at our working groups and we aim to continue updating the **all IP FAQ page**, with any new questions.

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

Key dates for your calendars (please refer to briefings GEN 103/19, GEN 104/19, GEN 042/20 and GEN 078/20):

- 1 December 2020 Salisbury Products Stop Sell
- 4 May 2021 Mildenhall Products Stop Sell
- 29 June 2021 117 Exchanges Products Stop Sell (First Tranche)
- 5 October 2021 51 Exchanges Products Stop Sell (Second Tranche)
- 5 December 2022 Salisbury Products withdrawal
- 5 December 2022 Mildenhall Products withdrawal
- December 2022 Salisbury and Mildenhall Trials close

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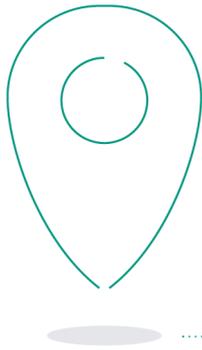# Reminder of the key milestone dates and impacted products

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)	Trial consultation launched
Nov 2017	**May 2018**	**Jul 2018**	**Dec 2018**	**Jun 2019**

Trial consultation closed	SOGEA/SOGFast Early Market Deployment Launch EMDL	WLR withdrawal start date and trial stop sell notifications	SOTAP available to commence trials	Five year reminder that WLR is being withdrawn Salisbury Stop Sell
Aug 2019	**Sep 2019**	**Dec 2019**	**Feb 2020**	**Dec 2020**

Mildenhall Stop Sell	First Tranche Stop Sell (117 exchanges)	Second Tranche Stop Sell (51 exchanges)	SOTAP Launch	Stop selling new supply of WLR
May 2021	**Jun 2021**	**Oct 2021**	**Aug 2022**	**Sep 2023**

Orphaned assets phase	WLR withdrawn
Apr 2025	**Dec 2025**

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
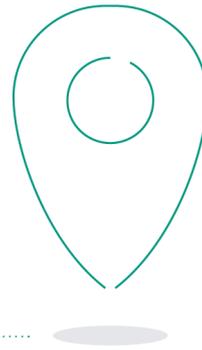- Classic

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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

It's hard to believe, but after much work with industry and behind the scenes, our first stop sell is now officially underway! It's been around three years since we first started engaging on this programme with industry, and this month we've taken one of the key steps on the journey of moving to an All IP world.

We mustn't forget that Salisbury is a single exchange, and only the first of many that will

undergo stop sell. Hence, it's key that through working collaboratively as an industry, we make full use of the opportunity that Salisbury gives us in terms of gaining as much learning from it as we can. Our trials team will be keeping a close eye on how things are going in Salisbury, and as always, we'll share any useful learning we capture.

I encourage our customers and their resellers to stay looped in with us and share any key findings or case studies they come across in the Salisbury stop sell. Also, if you aren't already involved in the CP champions initiative, then I encourage that you get involved through the migrations/trials teams (see Key Contacts section).

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**).

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 the All IP steering board and the more focussed sessions that enable us to get into the finer detail. We encourage all our CPs and industry groups to get involved. These working group sessions are an opportunity for Openreach to provide updates and offer an environment for us to continue to work together to design new industry processes. Please note that our next session will be on 3 December 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 "WLR 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 focussing on processes that support CPs with migrations and post stop sell queries. Please also look out for the next tranche of stop sell FTTP exchange notifications in January 2021.

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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.

Key Findings Update

From a communications perspective:

- We are still coming across CPs who aren't aware of the detail of the trials.
- We are still coming across CPs who aren't aware of the detail of the trials.
- CPs don't always know what end customers are using their lines for.
- CP engagement with special service providers has helped CPs to identify vulnerable end customers.

As part of the Salisbury trial, we were able to gain some key learning on address data accuracy. The following learning not only benefited the Salisbury trial but will also benefit the other 169 FTTP priority exchanges notified.

Vulnerable End Customer Migration Case Study

Recently we've seen the impact of how important it is for CPs to understand their end customers and their needs, to ensure the right type of order is raised.

A vulnerable end customer was migrated from WLR to SOGEA through a self-install order, which turned out to be unsuitable for the end customer because they had a pendant alarm connected to an extension. As part of the proactive trial review work, in this instance, we were able to identify that the end customer was vulnerable and picked up on the use of the incorrect order journey. Although this is not our BAU process, to avoid this end customer from being left out of service, the trials team made sure that the Openreach engineer still visited the end customer and dealt with the job as if it was a managed install.

Our message to CPs is find out as much as you can about your end customers' use of your services. Are they vulnerable? What equipment have they got plugged in? Is it compatible with all IP? This will aid in ensuring that vulnerable end customers are protected from losing access to any key equipment they may have connected to your services.

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over **14.5m**
lines and channels to go

Update from the business development team

Matt Dexter – head of client partnerships

It feels like it has all just picked up a gear, multiple providers are now offering SOGEA, more CPs have launched FTTP and are getting excited about what the new all IP world will look like. We announced in October 2020 an additional 51 sites where we'll stop sell copper services and in November 2020 launched the stop sell web page **here**. The questions into my team have changed over the quarter from wanting more information, to looking to how they can take advantage of ALL IP. To finish I'll leave you with my thoughts that this change for industry while huge is also a fabulous big opportunity and it will be with us quicker than we think it will; especially if we stay locked down.

How are Openreach discussions with industry bodies going, on edge cases regarding lift lines?
Current process will allow a short-term exemption, while we work with industry suppliers to trial alternative fibre solutions.

When will the big wholesalers be in a position to start migrating my assets, as I can't do this myself?
This is not in Openreach's direct control, you will need to liaise directly with your wholesaler.

What happens with forced migrations in trial sites and how will it work?
The forced migration process is still being worked through with industry. Anyone interested in being involved in those discussions is encouraged to take part in the Transitioning Copper Services to All IP Main Working Group (**schedule**), and any other related industry sessions.

What's happening with CNI assets following Ofcom's copper retirement consultation (here)?
Nothing has changed from an Openreach perspective. The stop sell rules will still work as published, and the exceptions process will be available in situations where it applies.

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.

Unfortunately, because of CP consumption issues, the SOTAP pilot that was due to commence in Mildenhall in May 2021 will be delayed until further notice. At this time, we do not expect the delay of the pilot to impact the SOTAP launch date, this is still expected to be August 2022. The stop sell rules for the WLR withdrawal trial in Mildenhall will be relaxed to allow WLR to be ordered in premises where SOTAP would have been available e.g. where fibre (SOGEA, SOGFAST or GEA-FTTP) is not available.

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

- Our GEA-FTTP coverage continues to grow at pace and this is now available for ordering to more than 3.7m premises across the UK.
- In September 2020 we launched a new Premium Connection installation type. This provides CPs and end customers more flexibility where needed on ONT location within the premises, additional internal and external wiring and additional device connection.
- Working towards re-introduction during 2021, we are developing new Multi-port (4 port) ONTs with support from our vendors. These new ONTs will be used where more than one FTTP connection is required within the same premises.
- We are also now focussing on test and diagnostic services to support fault management and we will be working with CPs to shape new solutions for this.

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SOGEA latest news

- SOGEA is going well - volumes are now well over 1/2 million and growing quickly as more and more communications providers launch their customer offers.

Dates for your diary

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

Full working group – invite to follow

18 February 2021: 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

wlr.consultation.feedback@openreach.co.uk

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