



WLR withdrawal and latest on Openreach IP products

December 2019 Newsletter • Issue 4

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Season's Greetings from Openreach. Welcome to the fourth issue of our newsletter, which includes key information about our move to all-IP and WLR withdrawal.

Since the last newsletter in September 2019 we've held three roundtable events in London, Liverpool and Edinburgh focusing on the industry trial consultation feedback, and an industry working group session in November 2019, which primarily focused on the industry best practice guide that we're currently scoping and writing to support both the trial sites in Salisbury and Mildenhall.

The best practice guide will be discussed at our next working group session on 27 January 2020 at the BT Tower. Places are limited and you must [pre-register here](#) if you want to attend due to the security regulations at the BT Tower (GEN briefing 105/19 refers).

We'd like to thank all the CPs and Industry representatives that presented at the roundtable events. These sessions were well attended and we've received positive feedback on how useful they were. If you would like to volunteer your CP or the Industry group you represent to present at future events please contact Andy Wright at wlr.consultation.feedback@openreach.co.uk for more information.

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

- 6 January 2020 Trials formally start
- 1 December 2020 Salisbury Products Stop Sell
- 4 May 2021 Mildenhall 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

Season's Greetings from the product team! We would like to take this opportunity to wish all our readers a Merry Christmas and a Happy New Year.

It's been a busy 2019 and we have focused hard on creating awareness of WLR withdrawal and the move to all-IP with our customers and wider industry and we have really started to turn a corner on that. 2020 is the year when WLR withdrawal starts to become reality in our two trial sites, Salisbury and Mildenhall. Both trials will commence on 6 January 2020. CPs are encouraged to make use of the commercial offer, planned to start early 2020, to support voluntary migrations of the existing copper base to the all-IP product alternatives.

Our industry working group sessions are now well established and well attended, which is an indication of their importance as we move into the next 12 months. These meetings are running bimonthly 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.

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

team either via your business development manager or via the consultation [email account](#) to request a bilateral meeting.

Our aim is to host these sessions around the UK to enable as many CPs to attend as practically possible. If you would like the opportunity to come and present or host a future session please get in touch with the team.

Over the next three months we'll be working with you to make sure you're ready to maximise the learning from the trials; launching the industry trial best practice guide and focusing on developing the next steps for managing orphaned end customers to ensure no one is left disconnected. Our special services testing facility is currently being developed and we aim to have this up and running by April 2020. This will enable pretesting of special service equipment such as health pendants and alarm lines across a number of different CP lines and technologies.

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

Update from the business development team



Laura Wilton – business development manager

Openreach has now announced 103 different sites for our fibre cities programme, meaning we are bringing fibre closer to your customers. We're building at an ever increasing rate; two million homes and businesses can now buy GEA-FTTP.

We have also recently announced two exciting GEA-FTTP special offers; for more information on how you can make use of these please contact your business development manager.

When can we expect to see the feedback about the consultation on FTTP for business?

We continue to review consultation feedback at the FTTP Industry Working Group and through CP bilateral meetings; we expect to finalise the product specifications by Feb 2020.

Where do I find more information on the local marketing GEA-FTTP offer?

Please contact your business development manager if you have something specific you want to know or discuss. You can [find full pricing information on the Openreach website](#).

If I want a bilateral meeting 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.

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Update on the Single Order Transitional Access Product (SOTAP) development

The SOTAP development continues at pace and Openreach plans to start the first trial of SOTAP in March 2020, specifically concentrating on some migration journeys from WLR in the early stages. This trial will be 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.

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](#).

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Exciting GEA-FTTP announcements

- GEA-FTTP is now available to more than two million premises.
- On 1 October 2019 we announced 30 more new Fibre Towns and City locations for enablement by March 2021. You can [find out about these and other previously announced locations on our website](#).
- We're adding new bandwidth options to the GEA-FTTP portfolio to support CPs selling into both consumer and business markets with the following new variants available from March 2020 in our EMP4300 systems release: 0.5/0.5Mb, 115/20Mb, 220/30Mb, 550/75Mb, 1000/115Mb, 550/550Mb, 1000Mb/1000Mb.

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Openreach industry consultation documents

- The FTTP for Business consultation delivered 12 detailed responses. We've been reviewing and sharing the key points made by respondents via the FTTP Industry Working Group (IWG).
- We will continue to develop our thinking on FTTP for Business product specification with Industry input through forthcoming FTTP IWG meetings.
- An exchange-based approach to upgrading the UK's digital infrastructure with FTTP (Closed). A formal response document was published on 17 June 2019.
- FTTP Exchange Upgrade and Single Order Exchange Upgrade trialling (Closed). A formal response document was published in 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.

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SOGEA and SOGfast latest news

- SOGEA and SOGfast are in Early Market Deployment (EMD) phase and CPs are actively using the products to deliver services to customers all across the UK.
- We have experienced significant weekly volumes on SOGEA recently which have helped us further test the product. We anticipate these volumes will be maintained going forward and give us exactly what we need to assess product performance, find bugs and have them fixed.
- Through positive CP take-up of the product we have seen a few issues arising in customer understanding and point of sale processes resulting in higher number of

early life failures (ELFs) than we anticipated. We believe this is principally down to customer education on the change to Voice over IP. CPs must get the advice on in-home device set-up clear to ensure users don't raise unnecessary voice faults.

- Subject to more volume tests and the product passing service quality gates, we anticipate SOGEA moving into fully launched status early in the New Year.
- SOGfast will remain in EMD, launching at the same time as the underlying Gfast product early Q2 in the new calendar year.

Dates for your diary

27 January 2020: WLR withdrawal main working group

Objective: This session will provide a general programme update, with specific focus on the two trial sites. We intend to hold more focused sessions to cover the stop sell rules and migration management.

Location: BT Tower, London **Time:** 10:00 - 16:00

[Register here by 15 January 2020](#)

16 March 2020: WLR withdrawal main working group

Objective: This session will provide a general programme update, with specific 'more focused' session to address key issues. Watch out for the invitation to register in the New Year.

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

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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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