



BSIA All-IP UPDATE

Q4 2023 meeting updates - ALL-IP Transition

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ALL-IP transition in the UK

Agenda

Welcome / Agenda

State of the Nation

SOTAP Launch Update

Exchange Exit Pilots and Consultation Update

CP Learnings – Giacom

Salisbury and Mildenhall Trial update

Wider Industry Spotlight – Jo from Cadent Limited

CP Spotlight: BT Redcare , Alarms and Lifts

Key Takeaways & Wrap Up

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State of the nation

Where we are on All IP and Exchange Exit



We have hit a new record of reducing WLR lines by over 90k per week. As the WLR Stop Sell went live on 5 September 2023, we now see less additional lines therefore turning the focus to migrating current customers onto All IP

Since our last working group call:

- Announced launch of SOTAP – 1st December 2023
- The Salisbury and Mildenhall trials ended on 31 October 2023
 - We are in the process of ceasing lines which have not migrated but have no voice or broadband usage in the last six months
 - We are currently exploring options regarding the remaining non-exempt assets (where we have seen usage)
- Exchange Exit 2030 consultation Openreach response is due on 22 December 2023



- The dark blue line is the current period and indicates WLR being reduced. The lighter blue was the rest of 2023 and future 2024, and the green line is beyond that.
- WLR reduction has been going well. WLR stop sell has helped with this drop from 5 September. 1st Dec was the target launch of their SOTAP product, an interim solution via the copper network (available if no FTTP or SOGEA, SOTAP can be offered).

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SOTAP001/23 Launch of SOTAP



Single Order Transitional Access Product from Openreach

1. Allows Copper lines to be used where a fibre alternative is not available
2. It is a passive physical access product to connect premises to the local exchange
3. Available nationally outside the fibre footprint

How can you use SOTAP?

To use SOTAP CPs will need to build and deploy broadband equipment to exchanges

We expect most CPs will buy SOTAP from a wholesaler to avoid unbundling an exchange

A digital voice solution may also be required

SOTAP for analogue is currently being promoted as a 'Pre-digital phone line'. SOTAP allows you to move your WLR through a copper service when there is no fibre. It will be available to order outside the fibre footprint. It requires the CP to have their broadband exchange equipment present and Openreach expect CP's will be buying SOTAP through wholesalers.

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Notification for the Launch of SOTAP

- Openreach sent notification to industry of the launch of SOTAP on Thursday 2 November 2023: [SOTAP001/23 Launch of SOTAP](#)
- Openreach intends to launch the SOTAP product on Friday 1 December 2023
- More information on SOTAP can be found [SOTAP \(openreach.co.uk\)](#)
- The SOTAP Contract can be found [SOTAP contracts \(openreach.co.uk\)](#)
- SOTAP Pricing can be found [Pricing \(openreach.co.uk\)](#)

Notification of SOTAP went out 2nd November. Pricing information and contracts is available through the Openreach portal. SOTAP was scheduled to be launched early December.

Cessations in Salisbury and Mildenhall



Progress

- Majority of cessations complete
- All remaining service degradation measures removed
- Billing on FTTC resumed where it was paused

Lines ceased were checked again for no usage

Some CPs completing their own cessations

Whilst trials are closed, intention to bring numbers excluding exemptions to zero

Asks

Although the trials have ended, we still need CPs with assets in trial areas to continue with their migration programmes

Do not "cancel other" migration orders to the dummy Openreach CP to enable us to remain on track with cessation timescales

Review learning, and plan for how to manage end customers for Exchange Exit pilots and UKWLR withdrawal

Challenges

Tactical cessation is a two-step process and we have seen some CPs cancelling the initial migration orders, which derails the timescales (as such not all migrations were able to complete on 31 October 2023)

Some lines that were re-run in the process have been cancelled by CPs more than once, providing further challenges in our cessation roadmap

These lines will either have cessations re-run

What's next?

- Final few in scope lines to be ceased
- Remaining non-exempt lines to be reviewed and consideration for cease
- Exemptions also remain under review, and may be revisited before December 2025
- PIR learnings to be shared

26

- **The trials have now stopped. Openreach have been ceasing some circuits. Vast majority of ceases planned have gone through. Openreach have started billing again on FTTC. CP's have also raised their own ceases - Openreach can't raise a cease order themselves. They have been getting their property CP to raise migration orders.**
- **What's next? – there are still orders in the Openreach systems and working to get these through and some internal discussions of what to do with the remaining assets from the trial areas (could be more cessations).**

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Exchange Exit Pilot Exchanges

Update

- Feedback from CPs
- WLR Withdrawal, Exchange Exit, All IP Trials – Resource intensive
- Carrickfergus and Glengormley move to Phase 1 of Exchange Exit 2030 programme
- CP Briefing - [GEN071/23](#) – 7 November 2023
- Commercial incentives remain in place for all five pilot exchanges
- Full details on [CP Portal](#)



- **Timeline and events of the pilot are displayed on the right-hand side. The most recent changes that came back is the consultation response that happened to the wider program.**
- **Due to the feedback Openreach received through the consultation, CP's have been communicating that there is a lot to still to do.**
- **Openreach decided to take out two exchanges in the pilot to give CP's more breathing space and time to implement changes. The 2 exchanges taken out have been moved in line with the phase 1 timeline which has an exit date of December 2027.**

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Government Charter

New measures to better protect the vulnerable during the digital upgrade to All IP

In December 2023 a number of CPs signed-up to the following new measures:

- We will **not undertake any non-voluntary migrations** to digital landlines, until we have full confidence that we are taking all possible steps to protect vulnerable people through the migration process.
- **No telecare users will be migrated to digital landline services without** us, the customer, or the telecare company confirming that they have a compatible and functioning telecare solution in place.
- Where battery back-up solutions are provided, we will **work to provide solutions that go beyond the Ofcom minimum of 1 hour of continued, uninterrupted access to emergency services** in the event of a power outage.
- We will collectively work with Ofcom and Government to create a **shared definition of 'vulnerable' customer groups that require greater support**, specific to the digital landline migration.
- We will conduct additional checks on customers **who have already been non-voluntarily migrated to ensure they do not have telecare devices** we were unaware of, and if they do, ensure suitable support is provided.

Signatories:

- BT, Virgin Media O2, Sky, TalkTalk, Vodafone, Shell Energy, KCOM

CP's have signed up and agreed to not undertake any non-voluntary migrations until they are confident that vulnerable people are being protected of the migration, and have set out a list of measures to ensure this

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Key Takeaways



SOTAP

Trials completed and UK product launch confirmed for 1 December 2023.

This product is a copper solution designed to support the withdrawal of the WLR product

This is available to order outside the fibre footprint where FTTP and SOGEA are not available.

Exchange Exit Pilots

CP Briefing - [GEN071/23](#) - 7 November 2023
Pilot exchanges have been reduced from five to three.

Carrickfergus and Glengormley have been moved to Phase 1 of Exchange Exit 2030 programme

Remaining three pilot exchanges: Deddington, Kenton Road, and Ballyclare are scheduled for product switch-off in 2024.

Commercial incentives to remain in place for all five exchanges.

Future Events:

Our next Transitioning Copper Services to All IP Working Group is scheduled for 31 January 2024. Invitations to register for this event will be sent out next month.

We also have our Non-CP Working Group on 6 December 2023 (13:30 -15:00) .

If you are a non-CP and interested in attending, please register here:
<https://btmeetingcenter.webex.com/weblink/register/rf4c0c0fae947c29874095eff8b9ebb>

Salisbury and Mildenhall Trial Update

Majority of cessations are now complete for non-exempt lines with no voice or broadband usage.

Some cessations were delayed due to CPs cancelling the initial migration orders. These orders have been re-run again.

Remaining non-exempt lines to be reviewed and consideration for cease.

Exemptions to remain under review, and may be revisited before December 2025

State of the Nation

WLR Volumes:

We have achieved a new record of reducing WLR lines by over 90k per week.

As a result of the WLR Stop Sell, we are now seeing less additional lines, and so can focus on migrating current customers onto All IP

Over to you...

What would you like to hear about?

Would you like to present on a future working group?

Useful Links

[All IP homepage](#)
[Collateral on CP Portal](#)
[Latest stop sell updates](#)
[Policy updates](#)