

## *BSIA All-IP UPDATE*

# **September 2023 meeting updates - ALL-IP Transition**

*Louis Neophytou*

# ALL-IP transition in the UK

## Agenda

Welcome / Agenda

State of the nation

WLR UK Stop Sell - Now Live 5 September 2023

SOTAP Update

- SOTAP and SOTAP for Analogue
- Q&A Session - Pre-Digital Phone Line with BTW

Salisbury and Mildenhall Trial updates

- How we intend to deal with the remaining WLR lines in the trials
- Plan between now and 31 October 2023
- Trials are closing - next actions

Fibre for business overview

- SOGEA/FTTP business roadmap
- Advanced Managed Install
- SOGEA Uninhabitable and Hotsites
- FTTP Ruggedised overview

Wider Industry Spotlight - NHS England

Exchange Exit Update

Key Takeaways & Wrap Up

# ALL-IP transition in the UK

## Programme View

Overview at how the various elements of the programmes work together



All IP and Exchange Exit - Top level programme encompassing all the aspects below

Salisbury and Mildenhall Trials - 2 exchanges used to learn about challenge and opportunities for WLR withdrawal for CPs and Openreach. Ending 31 October 2023

FTTP Priority Stop Sell - Exchanges with over 75% FTTP coverage. If the premises has FTTP available, only FTTP can be ordered.

UK WLR Stop Sell - Live from 5 September 2023, WLR is no longer available to order (with minimal exceptions)

WLR Withdrawal - WLR product will be withdrawn, and current assets must be migrated to alternative products. Withdrawal date is December 2025

Exchange Exit - Exchanges where all assets and equipment will be moved to alternative exchanges. 5 pilot exchanges, further 103 proposed in current consultation

**Timeline order based on inside to outside of the circle / top-to-bottom of the text.**

# ALL-IP transition in the UK

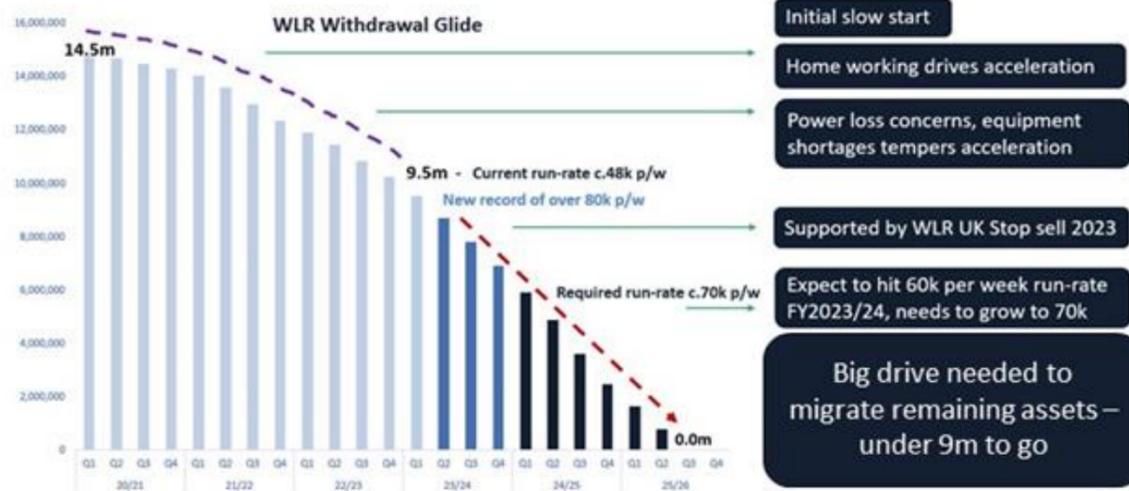
## State of the nation

Where we are on All IP and Exchange Exit



We have hit a new record of reducing WLR lines by over 80k 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

### WLR Withdrawal Spotlight on the UK



Since our last working group call:

- We have now stopped selling WLR lines
  - Exceptions are still allowed
  - There are some exemptions to policy to accommodate CPs consumption of our products where there is no full fibre or SOGEA available – ending March 2024
- We have announced that our Salisbury and Mildenhall trials will end on 31 October 2023
  - We will cease lines which have not migrated but have no voice or broadband usage in the last six months
  - The remainder will stay with a working service, but we expect CPs to continue to migrate them from WLR
- The Exchange Exit consultation period has ended for the 103 exchanges

- **Peak demand of WLR migration at the minute, average of the year is lower.**
- **Currently hitting 80K migrations / week**
- **Just under 9 million WLR / PSTN lines remain**
- **There has been varied CP responses, some are migrating lines, while some are not!**
- **Trial areas completion now announced as 31st October 2023**
- **Where no FTTP or SOGEA available – results in an exemption (WLR with / without SMPF will still be available) where outside the GEA footprint – available until 28 March 2024!**
- **Exchange exit consultation now closed – Openreach response expected by end December 2023**

# ALL-IP transition in the UK

## WLR UK Stop Sell is live!

### Update

- WLR UK Stop Sell was deployed on 5 September 2023 – a massive milestone on our journey to December 2025
- Thanks to all CPs for their continued engagement and feedback around this date, the real-time insight was invaluable
- We also successfully deployed an adjustment to the ruleset, so that CPs can order WLR and/or SMPF outside of the GEA footprint until 28 March 2024, to allow time for SOTAP to be consumed across the supply chain
  - A deployment issue in Openreach systems did mean that a low volume of out of footprint orders were incorrectly rejected. The fix was deployed on 6 September 2023
- To support CPs in their business plans e.g. acquisitions in FTTP Priority Exchanges where partial asset bases need to be migrated to the gaining CP, FTTC, SMPF and SLU SMPF CP to CP transfer orders (same FTTC bandwidth only) will now be accepted as part of the bulk exception process



**Stop sell went live on 5<sup>th</sup> September.**



## What is SOTAP for Analogue?

Single Order Transitional Access Product provides point to point copper access between an end customer premises and the CP equipment using pre-existing LLU ties within the exchange. It is required to allow end customers who have a WLR3 only line today, to **maintain a working voice only service.**

### Journeys Available on SOTAP for Analogue

- Migrations ONLY from a working WLR3 only service

There will be no;

- New Line Provide
- Start of Stopped Line
- Working Line Take Over

### Availability

SOTAP for Analogue is a copper access line providing a CP provided voice only offering,

It will be offered for national consumption regardless of what fibre / broadband offering that premises has access to.

SOTAP for Analogue will only be ordered as a stand alone product. If this voice service is needed, then it will be in addition to, and separate to any other Openreach product.

***SOTAP for analogue is currently being promoted as a 'Pre-digital phone line' and is a service that is going to be provided by Openreach as a short term 'stop-gap' for customers that may not have Broadband or are not able to switch to digital phone lines for other reasons such as a 'Special Service' Provision on their WLR phone line.***

# ALL-IP transition in the UK

## SoR 8683: SOTAP availability extension for WLR3



### Key points from the industry SoR

1. There are a small number of end customer cohorts (vulnerable/CNI) using WLR3 lines, that face challenges to migrate to All IP solutions by 2025
2. Permitting SOTAP nationally (not just outside of All IP footprint), would enable these lines to migrate off WLR ahead of withdrawal in December 2025
3. This requirement is for migration of WLR only lines
4. Demand is relatively low and will decline over time, but the product is critical to enable CPs to complete total migration off the PSTN

### The Openreach response

- Openreach intends to make a new product variant (SOTAP for Analogue) available nationally, including where FTTP, SOGEA or SOGfast are available to order.
- Openreach intends to align rental price for 'SOTAP for Analogue' with WLR rental price, so there is no change to Openreach pricing on a migration from WLR.
- SOTAP for Analogue is designed to support voice-only end customer cohorts, whose needs cannot be met using an IP based broadband service, therefore:
  - Only migration of existing WLR SOLUS lines will be permitted.
  - There will be no option for an Openreach engineering visit to the premises.
  - There will be no New Line Provide journey.

***Why is SOTAP necessary? It is recognised that some WLR customers will not be able to switch to an ALL-IP digital solution for various reasons, so Openreach are responding to requests from the telecommunications industry and interested affected stakeholders for an alternative provision whilst solutions become available.***

***Please refer to the BSIA technical update 'SOTAP – the pre-digital phone line service' – which accompanies these slides.***

# ALL-IP transition in the UK

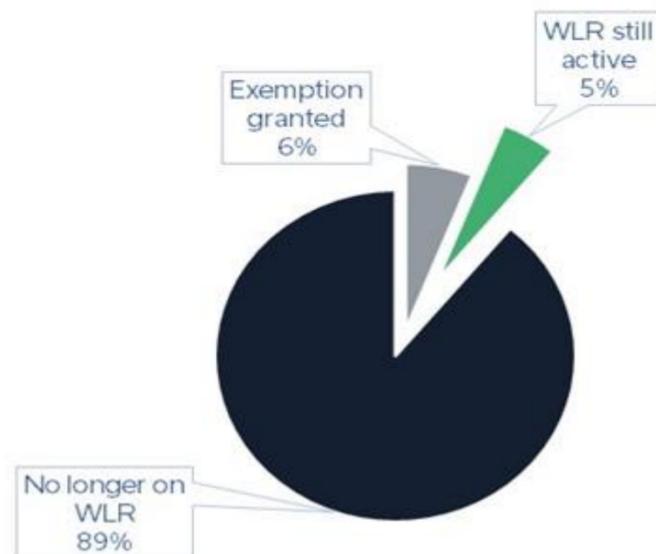
## Salisbury & Mildenhall – trials updates

### Current view on where we started versus where we are now

We have seen migrations, ceases or exemptions on 95% of the lines in the trial areas, with 5% remaining

89% of the original WLR base has migrated, and a further 6% have had exemptions granted

We have 5% of lines still on WLR, and are taking action to close the trial



We have worked across both areas to test, learn and encourage migrations:

- All end customers in scope of cessation will have received at least 1 postcard from Openreach detailing the changes and what they need to do
- We worked closely with Councils
- OFCOM wrote to CPs who weren't engaged with us
- We have had assets under reduced broadband and restricted outbound calls
- We opened an exemptions process so that CPs could highlight individual customers who should be protected

We have checked for incoming and outgoing call usage, and Openreach data to review whether we saw the router powered on (since 1 April 2023). We will only cease where we see no activity

We expect further reductions before end October 2023

- Consumers were not upgrading so Openreach limited their internet speed
- 6% of consumers have been granted an exemption
- 5% still active and Openreach are trying to address this 5%
- Postcards have been sent and close contact with local councils to get the message out

# ALL-IP transition in the UK

## How we intend to deal with the WLR lines in Salisbury and Mildenhall

We have a plan to end the trial with action, and guidance on what will happen with all the lines that remain



6%	5%	
Assets where an exemption has been granted	Assets where no exemption has been granted. We can see voice and / or broadband usage	Assets where no exemption has been granted. We can see no voice or broadband usage
<ul style="list-style-type: none"><li>• Remain exempted</li></ul>	<ul style="list-style-type: none"><li>• Remain active</li><li>• Remove service degradation measures</li><li>• Recommence FTTC rental charges</li></ul>	<ul style="list-style-type: none"><li>• Cease assets on 31 October 2023</li></ul>
		All lines in this cohort are currently subject to service degradation measures

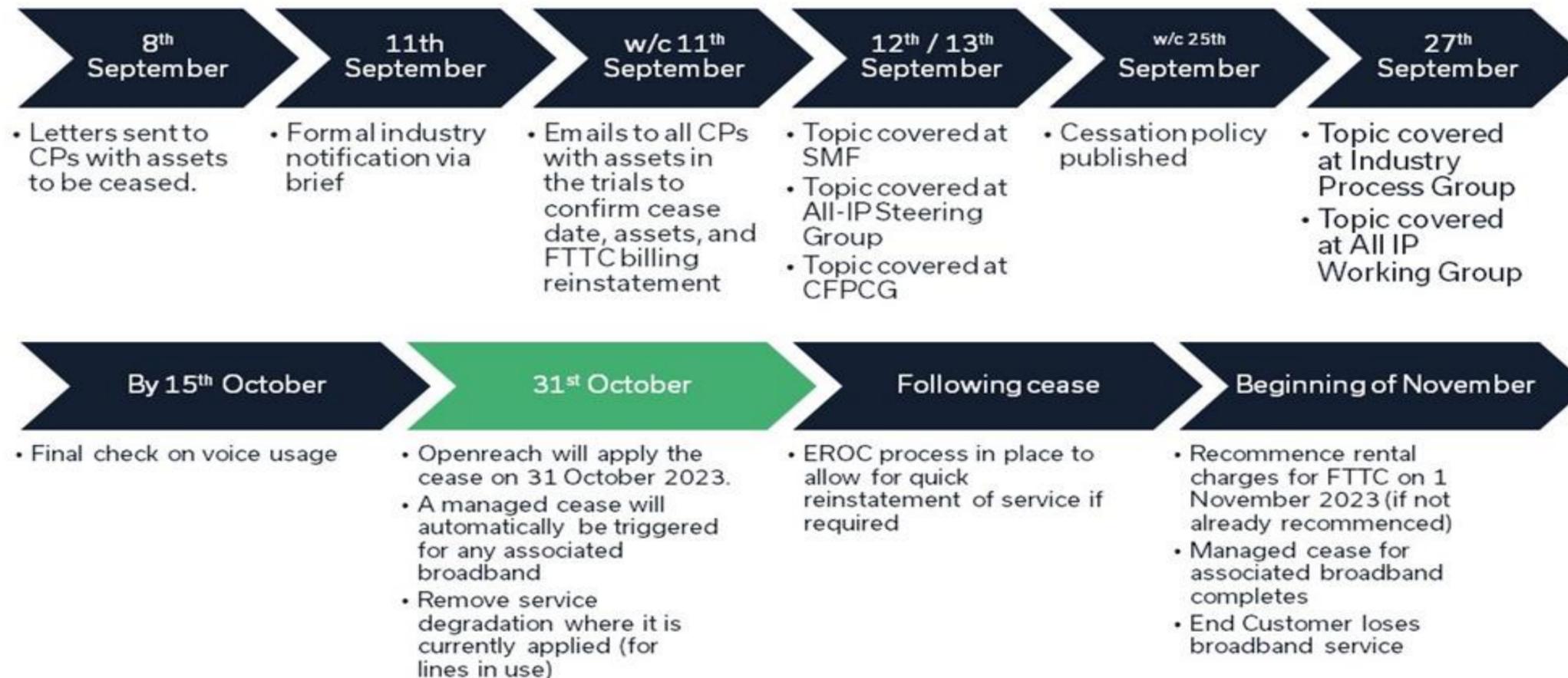
19

**Two customer groups fall under the 5%: active WLR consumers. Those highlighted blue will lose their service on 31<sup>st</sup> October 2023.**

# ALL-IP transition in the UK

## Plan between now and 31 October 2023

We have a plan showing what is happening and when



- Letters already sent to CP's in regard to of seizing of assets
- Policy being published by end of September on how they are going to seize asset
- On 17th October they will start migrating to Openreach dummy CP up until 31st October

# ALL-IP transition in the UK

## Trials update

### Salisbury and Mildenhall trials are closing

What do you need to do next?



On 31 October 2023, the trials will come to a close and remaining lines in scope\* lines will be ceased.

We will only be ceasing lines where we see no calls made and no broadband usage over the last 6 months.

What do I do about my remaining assets out of scope of cessation?

End customers that are not exempt may be subject to new action in the future. You will still need to think about migrating these end customers as soon as possible

What happens if one of my lines is ceased in error?

There is an Emergency Restoration of Copper process which will be shared as a policy document on the Openreach Portal nearer to the cessation date

Can I still raise an exemption?

Yes. The exemptions process will remain open

**31st October trials will close and then its all about reviewing and learning, how customers react for example.**

# ALL-IP transition in the UK

## Fibre for Business – Overview

### Fibre for Business Overview

#### Past and present

- Focus on residential customers
- Standard and Premium installations
- No additional services:
  - Site-specific risk assessment
  - Named engineer
  - Out-of-hours installation
- AM/PM provision appointments

#### Developments

- Meet demands of business and public sector
- Improve performance, e.g. on-time delivery
- Align provision of FTTP & SOGEA (All IP products)
- Stricter application of CP installation choices
- Additional services available
- Out of Hours (OOH) appointment options \*

\*Not yet committed

**Openreach provided a snap-shot of how they will work with businesses and the switch to ALL-IP will affect their service provision.**

*THE VOICE OF THE* **PROFESSIONAL SECURITY INDUSTRY**

# ALL-IP transition in the UK



## Business roadmap

# ALL-IP transition in the UK

## Exchange exit

CP response on the priority 103 consultation

- Feedback is under review. Over 20 CPs have responded
- Bilateral calls will be set up with CPs that have responded where clarification is required
- Openreach is committed to a collaborative approach with CPs to achieve exchange exit
- Openreach will provide an official response to industry before Friday 22 December 2023

**Over 20 CP responses after consultation closed last week. Openreach are now going through the feedback.**

# ALL-IP transition in the UK

## Exchange Exit – Time is running out

### Pilots



**Pilot programme – current published timelines, noting the first is in less than 6 months from now.**

# ALL-IP transition in the UK

## Key Takeaways

### State of the Nation

Following deployment of the WLR UK Stop Sell, we are now reducing WLR lines by over 80k per week.

Focus is now on migrating customers to All IP.

Big drive needed to migrate the remaining 9m assets to All IP

### Trial Updates

WLR assets where no exemption has been granted, and with no voice or broadband usage will be ceased on 31 October 2023.

WLR assets where no exemption has been granted, but have voice and / or broadband usage will:

- Remain active
- Remove service degradation measures
- Recommence FTTC rental charges

### Exchange Exit

Priority 103 consultation now closed and feedback under review.

#### Pilot exchange closures due in 2024.

Action with CPs to:

- Share plans to migrate customers by exit dates
- Identify their vulnerable customers & CNI customers
- Don't wait for Openreach to act

### WLR UK Stop Sell - 5 September 2023

WLR UK Stop Sell was successfully deployed on 5 September 2023.

CPs can order WLR and/or SMPF where outside of the GEA footprint until 28 March 2024. This is to allow time for SOTAP to be consumed across the supply chain.

Please refer to the Openreach Stop Sell Portal [here](#) for full details of the order restrictions that now apply across the UK.

### SOTAP Update

SOTAP:  
In pilot but expected to launch by end of 2023.

#### SOTAP for Analogue:

Designed to support voice-only end customer cohorts, whose needs cannot be met using an IP based broadband service

Target launch - September 2024

### 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](#)