



Security.Improved

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**To: All NSI NACOSS Gold, Systems Silver, Fire Gold, Fire Silver and ARC Gold approved companies and applicants**

Dear Colleague,

**UPDATE ON THE MIGRATION OF PSTN TELEPHONE LINES TO THE DIGITAL 'ALL IP' NETWORK**

**Latest announcement**

BT Group has announced recently that the date for switching off the Public Switched Telephone Network (PSTN) has been reset to 31st January 2027 from 31st December 2025.

**Key points**

**Extended deadline**

- The new date for OpenReach's PSTN switch-off is 31st January 2027, providing an additional 13 months for communications providers (cps) to safely migrate their vulnerable customers.

**Impact on Wholesale Line Rental (WLR)**

- Their copper product 'wholesale line rental' (WLR), which relies on the PSTN, will now be withdrawn on 31st January 2027.

**Message to approved companies**

- You should continue migrating any existing technology that uses the PSTN network to alternative solutions.
- Identify and efficiently migrate customers.
- Continue to work with manufacturers and end users on complex migration scenarios.



### **What this means for you**

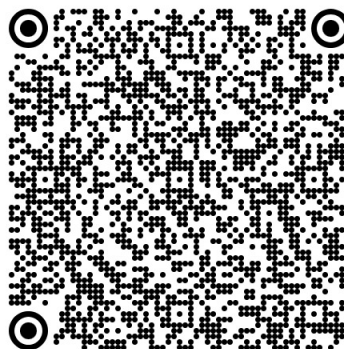
- Ensure you have an inventory of all your services and customers that utilise the PSTN line network for their Fire & Security needs.
- If you haven't already, start talking to your service providers as soon as possible.

### **Recent industry developments**

- The Security Event held at NEC Birmingham in May 2024 showcased a wide range of technological offerings that are either currently available or soon to be released. They will enable you to provide diverse solutions to your end users, ensuring a seamless transition from PSTN to "ALL IP".

### **Action items**

- Check out the BT Group updated FAQs regarding the PSTN switch-off reset for any questions. A download can be found by scanning the QR code below.



- Monitor ongoing communications from ourselves, other industry stakeholders, Openreach / other communications providers and manufacturers through websites, social media, NSI Circular Letters & Technical Bulletins.
- Keep abreast of the Openreach 'Stop Sell' project areas listing which will identify areas that will be affected as the project nears its completion in 2025.
- Inform your customers about the forthcoming changes, possible impacts, and potential alternatives in each case, and ensure continued monitoring.
- Talk to manufacturers of monitoring & signalling equipment. They are advising that migration from PSTN must not be left until the last minute as they might struggle to meet the future demand, but currently have multiple compliant solutions available.

- Meet the requirements of NSI Technical Bulletin 0061 and provide supporting evidence during your next audit.
- Highlight the benefits to the end user of upgrading the equipment such as faster communications, higher resilience, etc.

Moving forward, the NSI audit team has been instructed to raise observations against mandatory preparatory actions to be completed by approved companies which are detailed within NSI Technical Bulletin 0061 (originally published Sept 2021). Observations will be reported where there is no evidence that processes are in place to manage and inform customers of this transition. Findings will be reported based on the following escalation:

- Audit note from 15th Sept 2021 to 30th June 2024 (time now passed)
- Improvement observation from the 1st July 2024 until 31st December 2025
- Improvement need from 1st January 2026 onwards

### **Potential consequences of doing nothing**

- High numbers of callouts
- Complaints
- Decreased reputation
- Loss of revenue
- Loss of insurance coverage for customer
- Chance of vulnerable people becoming unprotected if using PSTN-reliant Telecare or other systems to summon help.

Yours sincerely,



David Robinson  
Approval Schemes Manager  
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# All IP FAQs

The answers below are regularly monitored and updated, but please be aware that some answers may be subject to change. For the most up to date information please refer to the Openreach Portal.

## FAQ Topics

- [1. What is All IP?](#)
- [2. PSTN Switch-off - Date Reset](#)
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- [5. Move to All IP Impact](#)
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- [8. Salisbury/Mildenhall Trial](#)
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## 1. What is All IP?

The UK is preparing for a huge technological change. By 31 January 2027, the historic analogue network, used to make most phone calls from our landlines and also used for broadband, will have reached the end of its life. And a new digital phone network is taking its place.

We are building the new network at pace, we've built to over 13.8 million premises and at May 2024 we have over 4 million customers connected. The new network will provide a future proof, more reliable and dependable broadband service that will support the UK for decades to come.

The upgrade to a digital line supports the next generation of voice calls – higher quality, fewer faults and less maintenance, as well as being better for the environment. Landlines are going digital across the UK.

This means voice calls will soon be over a digital line – in the same way broadband works.

This change will affect almost everything that currently plugs into an analogue telephone wall socket. This includes any equipment that may be provided to clients and customers, or equipment they purchase to utilise the services on offer.

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## 2. PSTN Switch-off – Date Reset

### 2.1 What are the benefits of the PSTN switch-off date reset?

First and foremost, it allows the introduction of further safeguards for vulnerable customers, including: more time for CPs to identify vulnerable customers; data sharing with councils for telecare identification and; readiness of alternative solutions for CPs to offer their customers

The date change also has the added benefit of reducing the need for CPs to 'double hop' to an All IP product and then to FTTP because Openreach will continue the FTTP build in the meantime and create a larger footprint for customers to upgrade onto. We will have covered 25m premises with FTTP by December 2026.

### 2.2 You said the PSTN wasn't going to work after December 2025, what's changed?

The PSTN will not suddenly stop working – but it is becoming increasingly less reliable, due to the age of the equipment. That is why PSTN equipment is being removed in countries across the world. We are doing everything we can to support a smooth transition and, the reality is, the best way to ensure continuity of service is to migrate customers off legacy services as quickly as possible.

### 2.3 You changed the Salisbury and Mildenhall dates, then the pilot exchanges and now national. Will you keep to this date?

We understand that moving dates may impact CPs' confidence in the programme. Whenever there has been a date change, we've communicated with industry as soon as we were able to. We hope CPs will understand that both the date changes in the All IP trials and the Exchange Exit pilots were introduced to ensure the safety of end customers – which is paramount.

SOTAP is now available and our FTTP build is on schedule. The new PSTN switch-off date of 31 January 2027 allows time for the Prove Telecare SVR to pilot and launch, protecting the vulnerable reliant on telecare devices. SOTAP for Analogue is expected to launch at the end of 2024. We also plan to work with industry on new options to ensure the new deadline is met.

**2.4 Will you be offering compensation to CPs who migrated their user base early?**

No we will not be offering compensation to CPs who have already migrated their user base. We continue to encourage CPs to migrate as early as possible, in order to enjoy the benefits of FTTP now and avoid resource contention at a later stage.

**2.5 WLR pricing increases have outstripped other pricing increases, should this now be reviewed given the WLR withdrawal date change?**

No. The rationale for migrations away from WLR remains strong.

Migrations need to proceed at pace, and commercial levers remain appropriate to incentivise migration. Further, the cost of the platform is increasing as volumes decrease and it becomes more difficult to maintain.

NB it is only WLR rental prices that increased by CPI+3%; WLR connection prices increased by CPI, in line with other prices.

**2.6 Are you going to relax FTTP priority stop sell rules to allow SOGEA migrations and new orders?**

Our FTTP priority stop sell exchanges were notified in accordance with Ofcom's regulations. We see no reason to relax the FTTP priority Stop Sell due to the WLR date change. Our Stop Sell programme for priority exchanges i.e. those where end customers who are re-grading, upgrading or switching service provider are upgraded to a service over Full Fibre where it's available, is progressing well – with more than 700 exchanges – which will cover around six million premises, by June 2024 under active Stop Sell (exchanges with at least 75% ultrafast coverage, and where new copper products cannot be sold if FTTP is available).

**2.7 What does this mean for WLR Stop Sell? Are you going to now resume sales of WLR?**

No – WLR UK Stop Sell rules remain unchanged and we won't be resuming sales of WLR.

**2.8 Are you going to relax the Stop Sell flags in FTTP priority exchanges?**

No. There will be no changes to FTTP Priority exchanges due to delay of WLR withdrawal.

**2.9 When will WLR contract termination notices be sent?**

We will give a minimum of 15 months' notice, as per contractual terms. i.e. on or before 30 September 2024.

**2.10 Why is Openreach changing the WLR contract now that the PSTN is available for longer?**

We continue to encourage CPs to migrate off WLR by December 2025. The learnings from the Salisbury and Mildenhall All IP trials highlighted the difficulty in reaching non-responsive CPs, non-responsive end customers and other edge cases.

The new terms with the 3-month termination notice period will allow us to take additional measures, ahead of the PSTN switch-off on 31 January 2027, to encourage migrations off WLR.

**2.11 When the WLR contract is amended to 90 days' notice, what are you planning to change within the 90 days' notice?**

We are forming our plans and will discuss with industry over the coming months, and plan to hold an industry working group in July 2024.

**2.12 When will industry know more about potential WLR service changes?**

We are forming our plans and will discuss with industry over the coming months, and plan to hold an industry working group in July 2024.

**2.13 Will there be any other changes between December 2025 and 31 January 2027?**

We are forming our plans and will discuss with industry over the coming months, and plan to hold an industry working group in July 2024.

**2.14 What will happen to remaining WLR assets on 1 Feb 2027? Will Openreach cease any lines not migrated by 31 January 2027?**

Openreach will work with industry to explore options which may include ceasing – where that's safe to do and compliant with existing charters – and could include migrating end customers to an alternative supplier, to make sure they don't suffer a loss of service when their current, non-responsive, provider doesn't move them to a suitable All IP alternative.

These options will be the subject of industry working groups beginning in the summer of 2024.

**2.15 What is the product migration type for ISDN 2, ISDN 30? Is there an equivalent product with equivalent over the top services?**

We would recommend FTTP where available, or other All IP products where FTTP is not available. In conjunction with these All IP products, there are other products available in the market which can be utilised over the top.



**2.16 Where a gap in IP product coverage is identified, is there any opportunity to provide fibre-based access?**

We are committed to our current build ambition of 25m by 2026 and expect the build to be balanced across business and residential. We provide CPs with the transparency report – updated quarterly. Our build plan and ambition remains and the delay of WLR withdrawal does not impact it.

**2.17 What should CPs do with vulnerable customers they cannot move, given Government intervention?**

Openreach, Ofcom, OTA2 and industry have agreed a set of exemptions to the current furthering back process, which enables end customers with telecare in specific scenarios to be migrated to FTTP, SOGEA or SOTAP.

The Prove Telecare SVR is due to go to pilot in October 2024 and launch across the UK in 2025.

**2.18 What should CPs do with vulnerable customers still on WLR on 31 January 2027?**

We expect all CPs to have migrated their customers, including the vulnerable by 31 January 2027. Vulnerable customers continue to be a priority and we expect the vast majority will be able to migrate using either existing products, or products in the existing roadmap e.g. Prove Telecare SVR.

CPs will need to consider the reasonable steps to be taken to ensure their vulnerable customers are safely migrated onto All IP products.

**2.19 Will the dates for exiting the priority 105 exchanges be moving, as there is now a very real danger that any over-run on WLR closure post Jan-27 will impact the closure of exchanges**

There is no intention to change the timelines for the Exchange Exit 2030 programme. We intend to exit 105 exchanges by December 2030, in 4 phases starting with 12 exchanges by 1 April 2028. We recognise that a delay to WLR withdrawal switch-off timelines could have an impact on the availability of space and power at receive exchanges, and we are working with BT Networks to compact the PSTN equipment to ensure we have the space available by the time CPs need it.

**2.20 Will the dates for exiting the 3 exchange exit pilots be moving?**

The publicised end dates for all three Exchange Exit pilot exchanges, Deddington, Kenton Road and Ballyclare, are currently under internal review. We ask that CPs continue with migrations where possible across all products and services that have a migration pathway to exit. CPs should also continue identifying and sharing with



Openreach their complex, CNI and uninhabitable sites, enabling learnings to inform our policy, process and approach to the Exchange Exit 2030 programme.

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## 3. Product Questions

### 3.1 What is an All IP product?

All IP products are products that are broadband only, and don't come bundled with an analogue telephone service. Openreach has the following All IP products (dependent on geographical availability):

[FTTP](#) - Fibre to the Premises, offers pure fibre from the exchange to the premises with our highest ultrafast speeds of up to 1Gbps. Our 1Gbps+ pilot is open to orders from 1 December 2022 for 1.2Gbps and 1.8Gbps download products, enabling CPs to market pure 1Gbps and 1.5Gbps offerings. For further information or to be part of the pilot, email [matthew.sledge@openreach.co.uk](mailto:matthew.sledge@openreach.co.uk)

[SOGEA](#) - Single order Generic Ethernet Access is a standalone broadband-only product which is based on our FTTC infrastructure, offering speeds of up to 80Mbps.

[SOGfast](#) - Single order Gfast is a faster version of SOGEA offering ultrafast broadband of up to 330Mbps.

[SOTAP](#) - (Single Order Transitional Access Product) – Launched on 1 December 2023, SOTAP offers a copper path between the network terminating equipment at the customers' premises and the exchange. This product is being offered to help support the withdrawal of Wholesale Line Rental (WLR). It will only be available to order where premises are not enabled for either FTTP or SOGEA and therefore outside the fibre broadband footprint.

### 3.2 As a Communications Provider (CP), where can I find more information on the available and upcoming All IP products?

Contact your Business Development Manager by email or phone, they can set up a call to take you through these products in more detail and how you consume them. If you're unsure who your Business Development Manager is, please email [all-ip-enquiries@openreach.co.uk](mailto:all-ip-enquiries@openreach.co.uk).

### 3.3 Which products are impacted by [WLR withdrawal](#)?

The following Openreach products will be withdrawn as part of WLR withdrawal:

- WLR3 analogue
- WLR3 ISDN2

Last Update: 16/05/2024

- WLR3 ISDN30
- LLU SMPF
- SLU SMPF
- Narrowband Line Share
- Classic

This means that WLR3+FTTC will be impacted.

### **3.4 Do CPs have to have a point of presence in an exchange to be able to order an All IP only solutions?**

Yes, CPs will need a point of presence in an Openreach exchange handover point to buy these services from Openreach directly. Otherwise, they will need to look at wholesale options.

### **3.5 What Service Maintenance Levels are available for FTTP and SOGEA?**

SOGEA supports service maintenance levels 1, 2, 3 and 4. FTTP supports service maintenance levels 2, 3 and 4.

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## **4. Transitioning Copper Services to All IP Working Group**

### **4.1 Who are these working groups aimed at, and how can I ensure that I stay looped in?**

These sessions are open to all communications providers and wider industry. To ensure you're kept up to date on future sessions please register [here](#). This will also subscribe you to our newsletter.

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## **5. Move to All IP Impact**

### **5.1 When an end customer (consumer) moves to an All IP product, how will they be able to access a telephone voice service, if it's broadband only?**

Voice can be provided over the broadband service as Voice over Internet Protocol (VoIP). It is normally connected via the broadband router. Service Providers offering the voice service can provide more information on the options available.

## **5.2 How will vulnerable end customers, such as people with health-pendants, be supported through the move to All IP?**

Openreach has been working closely with industry around approaches to help support end customers with special equipment. This is reflected in some guidance Openreach has made available within the Trials Best Practice Guide, located [here](#).

As part of an industry-wide review of processes we are currently supporting the OTA2/DSIT-led discussions on telecare migrations so that we can enhance our on-the-day processes. We have also been proactively engaging with non-telecom bodies (e.g. local authorities and emergency services), to increase their awareness of All IP and help them to prepare.

In December 2023 Government announced a PSTN [charter](#), agreed between the Department for Science, Innovation and Technology (DSIT) and CPs, to protect vulnerable customers.

Openreach fully supports the charter and, as a result, is taking extra precautions for engineer-visited FTTP and SOGEA installs where a telecare device is present.

For FTTP and SOGEA installs, the Openreach engineer workforce has been briefed to ask end customers if they have a telecare device. Should the end customer say a telecare device is present then the engineer will inform them that they cannot provide the service for them and that they will let their service provider know. They will also advise the end customer to contact their CP to discuss further. The engineer will then further the provision job back to their CP.

Discussions are ongoing, led by the OTA2, to identify scenarios where migrations can be completed while maintaining full protection for vulnerable customers. DSIT announced a complimentary [Network Operator](#) charter on 11 March 2024.

Openreach continues to work with industry, DSIT and Ofcom on our Prove Telecare SVR (Site Visit Reason), which will enable Openreach engineers to test and migrate telecare services when CPs have requested us to do so.

## **5.3 What processes will you have if an end customer needs to urgently move back to copper from an All IP product?**

If there is an urgent requirement to re-instate the service, you will need to apply for an exception. Please follow the link [here](#), to the published Stop Sell Exception Request process.

If the exception is granted, order restrictions will then be changed at the premises to enable you to place a new order. This provide order will be chargeable as per the product pricelist.

**5.4 Will business or other non-consumer end customers (customer segments), such as Critical National Infrastructure (CNI), be impacted by this programme?**

Yes, all customer segments will be impacted, although we appreciate that CNI and other segments may face specific challenges, which is something we continue to review.

**5.5 How does Openreach plan to help CPs protect their vulnerable and CNI customers – who currently don't have an alternative, compatible, All IP product to migrate to - from losing service during the digital upgrade?**

We're working with CPs to move their customers onto an All IP service. To ensure their vulnerable and Critical National Infrastructure (CNI) customers don't lose service during the digital upgrade, we'll continue to make our [SOTAP](#) product available to them.

We know some end customers use their landline purely as a telephone service, without buying a broadband product at all, and it's important that there's still the option of retaining a telephone service only. We are developing an analogue variant of our SOTAP product (Single Order Transitional Access Product for Analogue, or SOTAP for Analogue) for end customers who only want a phone line service. This will provide a seamless transition from WLR, with the phone continuing to work through the socket on the wall (rather than through a router).

**5.6 If a CP migrates their end customer to SOGEA and subsequently FTTP becomes available at their premises, do they need to do a second migration to FTTP?**

Currently, there are no plans to withdraw SOGEA across the UK.

**5.7 If a CP migrates their customer from WLR + FTTC to SOGEA and they have Carrier Pre Select (CPS), bought from another CP, is the CPS service impacted?**

As CPS is available on the underlying WLR service, then this will be removed from the line when migrated onto SOGEA.

**5.8 What equipment does Openreach provide on an FTTP install?**

Openreach will provide the FTTP service and associated Optical Network Terminal (ONT); It will be for the retailing CP to connect their customer premises equipment (CPE) to the ONT.

### **5.9 What is the plan to support people on 'Exchange Only' lines?**

We would expect the majority of exchange only lines to be covered by FTTP as the footprint grows, supplemented by MPF, SOTAP and SOTAP for Analogue products.

### **5.10 Is there a way to identify if special services (e.g. Redcare) are available on a line?**

It is for the CP to confirm with their customer whether special services exist on the line.

### **5.11 In the event of a power-outage, what level of battery backup resilience will be guaranteed for end customers, and what battery solutions can Openreach provide?**

Openreach does not provide battery backup solutions. Openreach's responsibility is to provide the FTTP service and associated Optical Network Terminal (ONT). The CP will then connect its customer premises equipment to the ONT and will be responsible for the supply and installation of the battery backup equipment. This is confirmed within the Trial Best Practice Guide, located here. If end customers have any queries about the resilience of their battery backup equipment, we would ask that they contact their CP for further clarity.

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## **6. FTTP Priority Exchange Stop Sell Programme**

### **6.1 What is the FTTP Priority Exchange Stop Sell?**

The term 'Stop Sell' is used by Openreach to signify stopping the sale of certain Openreach products. The FTTP Priority Exchange Stop Sell was initially trialled at the Salisbury exchange from December 2020. Ofcom subsequently ruled in WFTMR21 that Openreach Stop Sell of copper products could apply in an exchange area once 75% ultrafast coverage had been reached by Openreach. We refer to this as the "FTTP Priority Exchange Stop Sell". In such cases FTTP would become the main available product for CPs to consume.

### **6.2 How does the FTTP Priority Exchange Stop Sell impact CPs?**

If the FTTP Priority Exchange Stop Sell applies in an exchange where you're trying to put an order through, then as long as FTTP is available at that premises, FTTP will be the only product you can buy (except where Stop Sell policy permits or exceptions apply), and other products will no longer be available.

For clarification as to the specific Openreach products that will no longer be available to order, this will cover: WLR3 Analogue, ISDN 2, ISDN 30, SMPF, MPF, FTTC, Narrowband Line Share, Classic, Gfast, SOGfast, SOGEA and SOTAP.

Please note that Ethernet is not impacted or restricted by FTTP Priority Exchange Stop Sell.

Full details can be found [here](#).

### **6.3 How can CPs get visibility of their customers who are covered by FTTP?**

When you are an FTTP customer you will have access to deployment reports which will help you. Enhanced Managed Line Characteristics (eMLC) can be used to check FTTP availability at an address level.

### **6.4 Does the FTTP rollout include ONT installation for all premises as standard?**

No, the ONT is installed when we provide the service.

### **6.5 What coverage is required to implement regulatory Stop Sell in an FTTP priority exchange?**

To implement regulatory Stop Sell, there is a minimum threshold of 75% of relevant address keys with ultrafast / superfast availability in that exchange location, (this includes addresses that have access to FTTP or GFast).

### **6.6 Once FTTP regulatory Stop Sell has been implemented which addresses does this apply to?**

In an FTTP Priority Exchange, as per the current Stop Sell policy, order restrictions apply where FTTP = Y at the customers premises, (NAD Key). For further information on the FTTP Priority Exchange programme, please follow the link [here](#).

### **6.7 Can you advise what number ranges are covered in FTTP Priority Exchange Stop Sell locations?**

Openreach does not have visibility of number ranges allocated to exchange areas.

### **6.8 Is there a method for us to list our assets by exchange name so we can check impacted circuits?**

We will work with CPs to agree a set of their assets on impacted exchanges on request. If you're unsure who your account lead is, please email: [all-ip-enquiries@openreach.co.uk](mailto:all-ip-enquiries@openreach.co.uk) and they will share this with you.

### **6.9 Where can I find a list of the exchanges that will be impacted by the FTTP Priority Exchange Upgrade Stop Sell?**

The full list can be accessed from the Stop Sell portal [here](#). If any CPs require an Excel version, please use the Ctrl A, Ctrl C and Ctrl V functions to select/copy/paste the data into an excel workbook.

### **6.10 If an end customer who is in an exchange area where the FTTP Priority Exchange Stop Sell applies, but they still don't have FTTP available to them, will they be impacted by the Stop Sell?**

FTTP Priority Exchange Stop Sell will only apply where the end customer has access to an FTTP product. If FTTP isn't available to order at their premises, then the premises will fall under the WLR UK Stop Sell [rules](#).

### **6.11 Is it possible to order SOGfast, SOGEA, FTTC, SOTAP, or MPF within an FTTP Priority Exchange Stop Sell?**

If the FTTP Priority Exchange Stop Sell applies in an exchange where you're trying to put an order through, then as long as FTTP is available at that premises, it'll be the only product you can buy.

If a premises does not have FTTP available and falls within the fibre broadband footprint then SOGfast, SOGEA, MPF with FTTC and MPF will be available.

If the premises falls outside the fibre broadband footprint then SOTAP and MPF will be available. SMPF and WLR3 will be available to order until March 2025 and only permitted where outside the fibre footprint.

### **6.12 Should we expect more exchanges to be announced in the near future, as part of the FTTP Exchange Upgrade programme?**

Announcements are made quarterly as we roll out more and more FTTP. A full list of notified exchanges can be found on the Stop Sell portal [here](#).

### **6.13 Can I add or reduce channels on ISDN lines after FTTP Priority Exchange Stop Sell?**

Where FTTP Priority Exchange Stop Sell is implemented and a Fibre alternative is available at the address then no additional channels can be added to an ISDN line.

CPs are still permitted to place cease orders on ISDN installations.



#### **6.14 Can calling and network features be added to a line after FTTP Priority Exchange Stop Sell?**

Yes, you will be able to add calling and network features because, for example CPs will still need to be able to do things such as debt management.

#### **6.15 Within an FTTP Priority Exchange Stop Sell can we still migrate CP to CP?**

Migration between CPs once FTTP Priority Exchange Stop Sell is implemented is restricted. CP1 to CP2 transfers may be allowed if FTTC or SOGEA exist, and the ordered product has a speed profile of FTTC/ SOGEA 40 /10.

Additional support is available for migrations required as part of an acquisition, where FTTC, SMPF or SLU SMPF assets need to be migrated from CP1 to CP2. Please contact your migration managers for more information.

#### **6.16 Will assets within FTTP Priority Exchange Stop Sell areas be impacted by the WLR UK Stop Sell?**

Yes, the WLR UK Stop Sell has now been implemented (effective from 5 September 2023), and so the WLR UK Stop Sell rules will apply at premises where FTTP is not available.

#### **6.17 How can a CP identify which exchange a premises is served from, and confirm whether FTTP Priority Exchange Stop Sell applies for that exchange?**

The following dialogue services provide the exchange ID, and can help identify if any Stop Sell applies at that exchange (through the use of Stop Sell flags):

Address Matching

OID

eMLC

MPLA

#### **6.18 As a CP, how do I get a list of all the CLIs I have that will be impacted by FTTP Priority Exchange Stop Sell?**

Please contact the Openreach migration managers via [all-ip-enquiries@openreach.co.uk](mailto:all-ip-enquiries@openreach.co.uk) who will be able to support you with this.

#### **6.19 How can I stay updated on any contract changes related to FTTP Priority Exchange Stop Sell?**

These will be shared at the Copper and Fibre Products Commercial Group (CFPCG) and the Contracts Group. Upon agreement of any contract changes, these will be published on the Openreach website both during the notification period and again when it has been concluded. For more information, please follow the link [here](#).

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## 7. WLR UK Stop Sell Programme

### 7.1 What is the WLR UK Stop Sell Programme?

The term 'Stop Sell' is used by Openreach to signify stopping the sale of certain Openreach products. The WLR UK Stop Sell was initially trialled at the Mildenhall exchange from May 2021 and has been launched across the UK, effective from 5 September 2023. This means that the WLR product has been restricted for new supply within all exchange locations.

### 7.2 How does the WLR UK Stop Sell Programme impact me?

Effective from 5 September 2023, WLR products are generally not available for new supply, except where Stop Sell policy permits or exceptions apply, and the transfer of existing services is restricted as per the Stop Sell rules published on the [Openreach website](#).

WLR comprises PSTN, ISDN2, ISDN30 and includes Classic. Note that WLR withdrawal rules will also apply to any broadband product (SMPF, SLU SMPF or FTTC) associated with a WLR PSTN line. WLR, SMPF, SLU SMPF, FTTC including Gfast (over WLR) will not be available for new supply.

### 7.3 Which products will be available to order under the WLR UK Stop Sell rules?

If a premises falls within the fibre broadband footprint then FTTP, SOGfast, SOGEA, MPF with FTTC and MPF will be available.

If the premises falls outside the fibre broadband footprint then SOTAP and MPF will be available. SMPF and WLR3 will be available to order until March 2025 and only permitted where outside the fibre footprint.

For full details, please refer to the Stop Sell page [here](#).

### 7.4 Will LLU be impacted by the WLR UK Stop Sell?

There are no current plans to withdraw LLU MPF. However, LLU SMPF has been restricted for new supply under the rules for the WLR UK Stop Sell.

**7.5 So, if the end customer wishes to keep a copper service, can they just migrate to LLU?**

Yes, in some circumstances where their address is not impacted by the Stop Sell rules implemented for FTTP Priority exchange, LLU MPF may be ordered.

**7.6 Do you have a recommended 'migrate to' matrix for services that will need to be migrated due to the WLR withdrawal?**

Not as such as this will be down to end customer needs when you discuss the move. Please contact your Openreach migration manager if you require further information.

**7.7 Can I still undergo establishment to become a WLR3 CP now that the WLR UK Stop Sell is active?**

No. After the WLR UK Stop Sell became active on 5 September 2023, we restricted new WLR3 CPs from service establishment.

**7.8 What happens if I'm not yet established on WLR, but need to use the Novation service product to migrate an existing WLR base as part of the migration to All IP? Will I be allowed to complete service establishment?**

This would be considered on a case-by-case basis if there are no other alternatives.

**7.9 Does the WLR UK Stop Sell apply to every exchange location?**

Yes, the WLR Stop Sell was implemented at every exchange location across the UK on 5 September 2023.

**7.10 Is it still possible to raise an exception to provide a WLR3 line now that the WLR UK Stop Sell is in place?**

Yes, in the short-term providing the request is granted. However, these lines will still be subject to the UK WLR withdrawal.

**7.11 Can I get an exemption agreed to extend my WLR lines beyond 31 January 2027**

No, you will need to plan to migrate all your WLR lines to an alternative product by January 2027.

### 7.12 What should I do if I urgently need to re-instate a WLR3 service?

If there is an urgent requirement to re-instate the service, you will need to apply for an exception. Please follow the link [here](#), to the published Stop Sell Exception Request process.

If the exception is granted, order restrictions will then be changed at the premises to enable you to place a new order. This provide order will be chargeable as per the product pricelist.

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## 8. Salisbury and Mildenhall Trials

### 8.1 Where can I find more information about the Salisbury and Mildenhall Trials?

We have a dedicated set of FAQs on our [All IP Trials](#) portal which you can find [here](#).

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## 9. Commercial Offers

### 9.1 Are there any special offers available across the FTTP exchange upgrade exchanges or will this only be available in Salisbury and Mildenhall?

Please contact your Account Manager / Business Manager / Migration Manager for details on any applicable offers. Alternatively, please check the Openreach Price List for Special Offers [here](#).

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## 10. Number Porting

### 10.1 As more people migrate and order volumes increase, will Openreach be able to manage the increase in number porting orders?

A significant volume of number porting order journeys are fully automated to manage increased demand.

### 10.2 What about increases in ISDN porting which isn't currently automated?

This is appropriately resourced.

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## 11. Comms

### **11.1 What is Openreach's position on end customer communications with regards to the All IP programme and associated WLR withdrawal?**

This is an ongoing discussion with industry through the Transitioning Copper Services to All IP Working group.

CPs are encouraged to proactively contact their end customers to understand their requirements and make appropriate arrangements to migrate them to All IP.

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June 2024

## THE PUBLIC SWITCHED TELEPHONE NETWORK (PSTN) SWITCH OFF

British Telecom (BT) will permanently switch off all analogue phone lines by 31 January 2027.

BT is phasing out PSTN and ISDN (Integrated Services Digital Network) from 2020 when it will stop allowing businesses to acquire these services.

**TVTEL<sup>®</sup>, Telguard and all other analogue telephone based visitor door entry systems** that dial out via an analogue telephone line on the Public Switched Telephone Network (PSTN) **will either completely stop working, or lose significant functionality. You need to plan now.**

BT's decision to switch off the PSTN network affects everybody still using analogue communications equipment.

**If you are using analogue BT lines and/or ADSL broadband routers to remotely connect to and program proximity access control systems etc – these will also stop working. You need to plan now.**

The Equality Act 2010 onwards means that **GSM Audio Only systems are NOT compliant**, VIDEO of visitors must be provided to residents – see attached PDF.

We are here to make the upgrade easy and with clear benefits with BATICONNECT<sup>®</sup> CLOUD Service & IPGUARD 4G/IP/GSM Smart Visitor Panels.

Yours sincerely

**John Mathew**  
*Managing Director*



Secured by Design (SBD) is the official UK police crime prevention initiative that works to improve the security of buildings and their immediate surroundings and to thereby help people live more safely. Secured by Design is the only way for products to achieve police recognition in the UK. In order to achieve Secured by Design status, the IPGUARD and EVE196-X3-RS (access control, door controller unit) had to adhere to rigorous test standards to meet the Police Preferred Specification. The principles of Secured by Design have been proven to reduce the risk of crime and the fear of crime.

IPGUARD<sup>®</sup> smart visitor entry panels, and the EVE196-X3-RS (proximity access control door controller unit) have all been tested as a critical component within the British security standard LPS1175-SR2. The product it was tested in is a Premier doorset.

## GSM VISITOR DOOR ENTRY PANELS MUST BE **IP** WITH LIVE VIDEO TO BE EQUALITY ACT 2010 (DDA) COMPLIANT

The Equality Act 2010 (DDA) requires **live Video pictures** of the visitor to the flats. Audio-only systems would fail!

### GSM Audio Only (Analogue non-IP) Visitor Panels **X**

- X No visitor calls via the WIFI in the flat.** Poor GSM signal means no call from the visitor panel to the mobile because it cannot come through like Facetime or WhatsApp etc.
- X Not compatible with smart phones, iPads, tablets.**
- X No real-time CLOUD platform** so only very limited programming features via text messaging.
- X Limited system events**
- X No programming/management of proximity keys or radio transmitters**
- X Limited security features**
- X Already obsolete technology**

### **All AUDIO ONLY Visitor Panels are NON-COMPLIANT with SBD.**

Secured by Design Homes, Version 2, March 2019, page 44 section 27.20 (and later publications) requires: Live audio and visual communication between the occupant and the visitor.

### GSM Visitor Panels must also be Smart Technology **IP**



**IPGUARD**  
4G/IP/GSM SMART  
Visitor Door Entry



TOTAL 24/7/365 REAL-TIME  
REMOTE MANAGEMENT  
OF ALL YOUR SITES  
[www.baticonnect.com](http://www.baticonnect.com)

- ✓ Smart technology – App based – Live Video
- ✓ 4G + **IP** (via WIFI) + GSM so future-proof
- ✓ Cloud based platform for management and programming
- ✓ Integral proximity access control
- ✓ Security features
- ✓ Equality Act 2010 (DDA) & onwards compliant



# VISITOR DOOR ENTRY PANELS MUST PROVIDE LIVE VIDEO TO RESIDENTS TO BE EQUALITY ACT 2010 (DDA) COMPLIANT

## THE DISABILITIES THAT MUST BE ADDRESSED ARE:



Hearing problems



Visual problems



Wheelchair users



Elderly, mobility problems



Arthritic

### Equality Act 2010 compliance

Equality Act 2010 compliance means that the service provided must not discriminate against people with disabilities. The objective of the ACT is to make sure that disabled persons can access the services that have been provided as easily as able bodied persons.

It is, therefore, **reasonable** that a visitor door entry system must not be audio only – if it is to comply with the **Equality Act** because **a resident with a hearing disability** would clearly be disadvantaged and **would benefit from being able to view visual images**.

**Visuals from a visitor door entry system must be provided to flats.**

A resident with a visual, hearing or mobility disability needs to be able to view, hear, speak and open the door to the visitor as easily as an able bodied person.

It is **reasonable** to expect that the visitor door entry panel, resident access control proximity readers / keypads, exit buttons, emergency exit devices are designed with **reasonable features** to make actual usage as easy as possible for persons with disabilities. For example; buttons should be large, tactile, braille embossed, raised, illuminated as applicable. There should be bright colour display screens, voice and visual information output messages, visual icons, audible alarms and hearing aid loops.

Fireman switches, trades buttons, programming buttons and cameras are not used by visitors and so have marginal relevance to Equality Act 2010 compliance; for example, the camera providing the visual pictures (services) to residents is not a 'touch' device used by visitors.

**The Equality Act 2010, the "ACT"**, requires public bodies, landlords and other service providers to prevent and address disability discrimination. The Equality Act serves not only to ensure that these various bodies do not discriminate, but there can also be a positive legal requirement on these bodies to make **reasonable changes** to improve services for disabled people.

The Equality Act protects anyone with a **disability**, defined as "a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities". Blind, visually impaired, hearing impaired, speech impaired, arthritic and the mobility impaired (physically disabled and elderly) are all protected as **disabled**.

The requirement to make **reasonable changes** applies to landlords and service providers. A service provider is defined in the Equality Act as "a person concerned with the provision of a service to the public or a section of the public (for payment or not)". This is clearly a wide definition and includes all bodies that deal directly with members of the public, including Housing Associations and all other services provided by government departments. A builder would be a service provider to the extent that they provide services to the public. This duty requires service providers to take positive steps, and not simply to avoid discrimination. **Reasonable changes are required wherever disabled people would be at a substantial disadvantage compared with non-**

**disabled people. A substantial disadvantage is defined as a "disadvantage which is more than minor or trivial".**

Importantly, landlords and service providers are now obliged to think ahead and take steps to address barriers that impede disabled people and not wait until a disabled person experiences difficulties using a service.

Furthermore, the Equality Act also imposes a duty on public bodies (under section 149) to "advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it". The definition of public body includes councils, hospitals, police across the UK. Therefore, failure by a public body to approve of systems that can assist persons with disabilities may be in breach of disability discrimination legislation, and failure by a public body to use systems that can assist persons with disabilities may be in breach of disability discrimination legislation.

**The following may be considered as examples of disability discrimination:**

1. Failure by a public body, landlord or other service provider to approve or implement visitor door entry systems and/or resident access control systems which would assist disabled persons.
2. Approval (or failure to adjust) by a public body, landlord or other service provider of a visitor door entry system and/or resident access control system which places disabled people at a disadvantage which is more than minor or trivial.

# VISITOR PANELS, PROXIMITY READERS, KEYPADS, EXIT BUTTONS, EMERGENCY EXIT DEVICES MUST BE EQUALITY ACT 2010 (DDA) COMPLIANT

## THE DISABILITIES THAT MUST BE ADDRESSED ARE:



Hearing problems



Visual problems



Wheelchair users



Elderly, mobility problems



Arthritic

1

HD wide angle adjustable camera with white light emission for true colour video at night.

### IPGUARD PRO 3000 FLAT CAPACITY

2

Voice output information messages, to indicate call progress, door has been opened etc.



The door is open

3

Markings illuminated for the visually impaired.

Panels with a yellow ring only around each button are not compliant because the yellow rings are of no use at night, no use to the colour blind, and do not assist in identifying the markings on a button.



4

Large markings for day time usage when illumination does not assist.



5

Blind or severely visually impaired persons need braille embossing on the buttons so that if they know the flat number they are visiting, they can still call. Buttons must be illuminated for night time usage.



A resident with hearing impairment must be provided with video of the visitor. A resident with visual impairment must see a close up of the visitor. Remember, the camera in the panel is for the benefit of the resident only not the visitor.



6

Hearing impaired visitors need visual aids to help them call the correct flat, to know when a call has been answered, when to start speaking, when the door has been unlocked etc. The panel needs to have a clear display and visual indicators.



7

Proximity reader:

- Obvious (image of a key)
- Illuminated for night time
- Bright so stands out
- LEDs to indicate door open
- Buzzer to indicate door open



8

Hearing aid loop.



9

Tactile, raised and large buttons (15.6mm diameter) for the arthritic.



10

BS316 STAINLESS STEEL

Secured by Design



Police Preferred Specification

BRE/LPCD Certificate No. 1079A, dated 28/03/22

# VISITOR PANELS, PROXIMITY READERS, KEYPADS, EXIT BUTTONS, EMERGENCY EXIT DEVICES MUST BE EQUALITY ACT 2010 (DDA) COMPLIANT

## THE DISABILITIES THAT MUST BE ADDRESSED ARE:



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Arthritic

## IPGUARD MINI PLUS PRO-CAM

3000 FLAT CAPACITY



Secured by Design



BRE/LPCD Certificate No. 1079A, dated 28/03/22

# SECURITY COMPARISON

## IPGUARD® 4G/IP/GSM ← COMPARISON → GSM AUDIO ONLY

FEATURE	IPGUARD 4G/IP/GSM	GSM AUDIO ONLY
<b>1</b> Is a picture of every visitor (genuine/nuisance/opportunist/missed) using the visitor entry panel automatically recorded and sent to the flat/resident?	YES, picture always sent to smart device with date/time stamp. Resident can enlarge picture of nuisance caller(s), use "save screen" and immediately forward to management/police.	No picture of the visitor, no possibility of visual identification. No security.
<b>2</b> Comparison of the risk probability of genuine visual mis-identification of visitors?	The quality of iOS® / Android™ smart device displays are too good to be compared with anything else available.	
<b>3</b> Does the system allow the management company / police to identify which flat opened the communal entrance door into the building, and exactly when they did it?	Yes, the system will provide information with date/time on which flats were called, which specific device answered, the length of the conversation & whether the resident opened the door for the visitor.	Limited logs available and not in real-time. Check carefully with manufacturer.
<b>4</b> Does the system allow the management company to control who is allowed to open the communal entrance door?	Yes, via www.baticonnect.com Cloud, the management company can customise resident user profiles (rights, authorisations etc) as applicable.	No.
<b>5</b> Does the system allow the management company to easily and quickly disconnect problem flats from the visitor call panel: For example: illegal sublets, illicit trades (drugs/prostitution), anti-social behaviour letting in problem visitors etc.	Yes, management can 24/7/365 quickly and easily remotely connect to the system in order to disconnect, or limit the time zones when a problem flat/resident can receive calls from the visitor door panel.	Limited and requires installer programming intervention.
<b>6</b> Does the system allow residents' to open the communal entrance door even if they have not been called from the visitor door panel?	Yes. Management company authorises (or not) this feature and each opening is logged and recorded.	Yes, but limited logs for management. Check carefully with manufacturer.
<b>7</b> Equality Act (2010 onwards)... compliance for the hearing and visually impaired.	Yes, hearing and visually impaired persons can answer visitor calls on iPads / tablets (any iOS® / Android™ smart device) so can select the display size that best suits their needs.	Not providing live video means Non-Compliance for the visually and hearing impaired.
<b>8</b>  Police Preferred Specification	Yes complies. IPGUARD 4G/IP/GSM has achieved Secured by Design "Police Preferred Specification" status having been tested as a critical component in a Premier door set to meet British Security Standard LPS1175-SR2.	Audio only is non-compliant. See Secured by Design Homes, Version 2, March 2019, page 44 section 27.20 (and later publications) requires: <b>Live audio and visual communication between the occupant and the visitor.</b>