

Openreach withdrawal of WLR and move to All IP
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End of life for WLR is 2025

We've started the withdrawal process with industry in May 2018



Why are we withdrawing?

<p>Voice over broadband and mobile</p>	<p>Global trend</p>	<p>'40'</p> <p>PSTN is old and getting harder to maintain</p>	<p>Investing in broadband infrastructure</p>	<p>No voice product from Openreach after 2025</p>
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Big Challenges

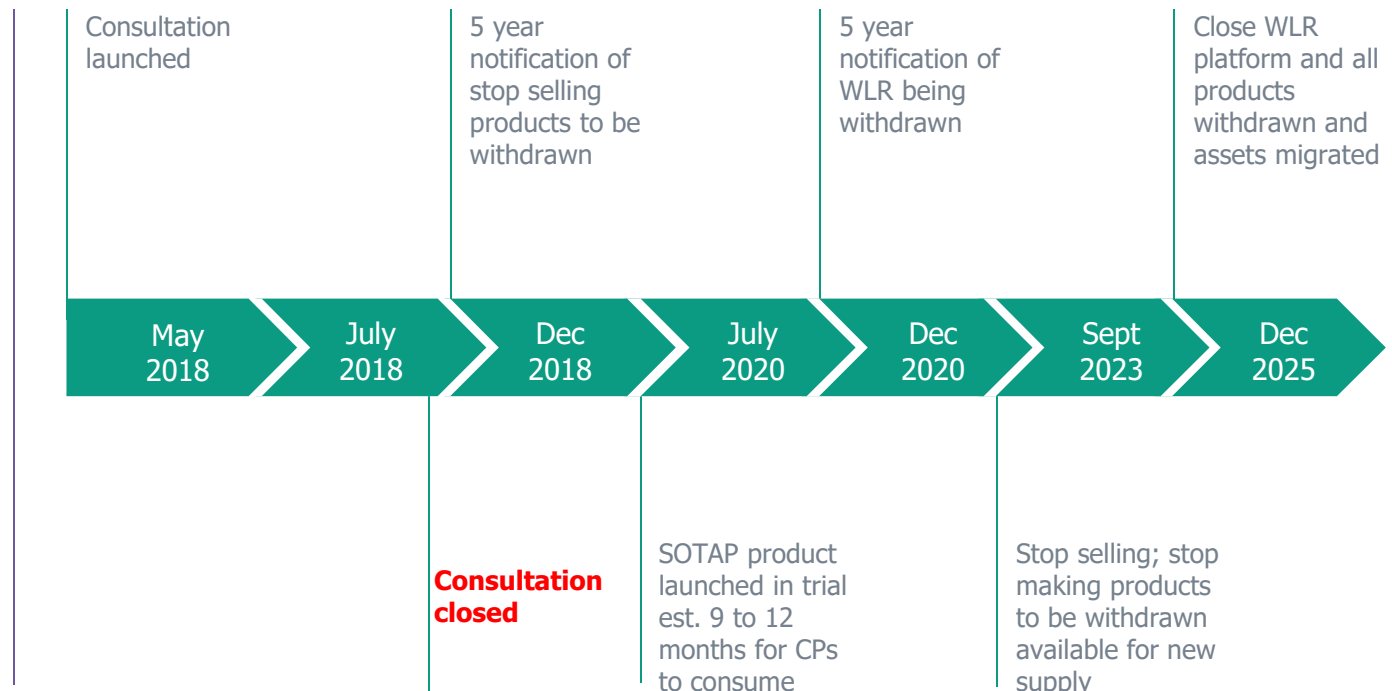
<p>7 Years</p> <p>Significant programme</p>	<p>16m lines</p> <p>migrate ~44k per week for 7 years</p>	<p>400+ CPs</p> <p>Residential, business and resellers</p>	<p>Special Services</p> <p>Lifts, alarms, traffic lights</p>	<p>We can't do this alone...</p>
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Timeline to WLR closure and the introduction of SOTAP

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Key Points

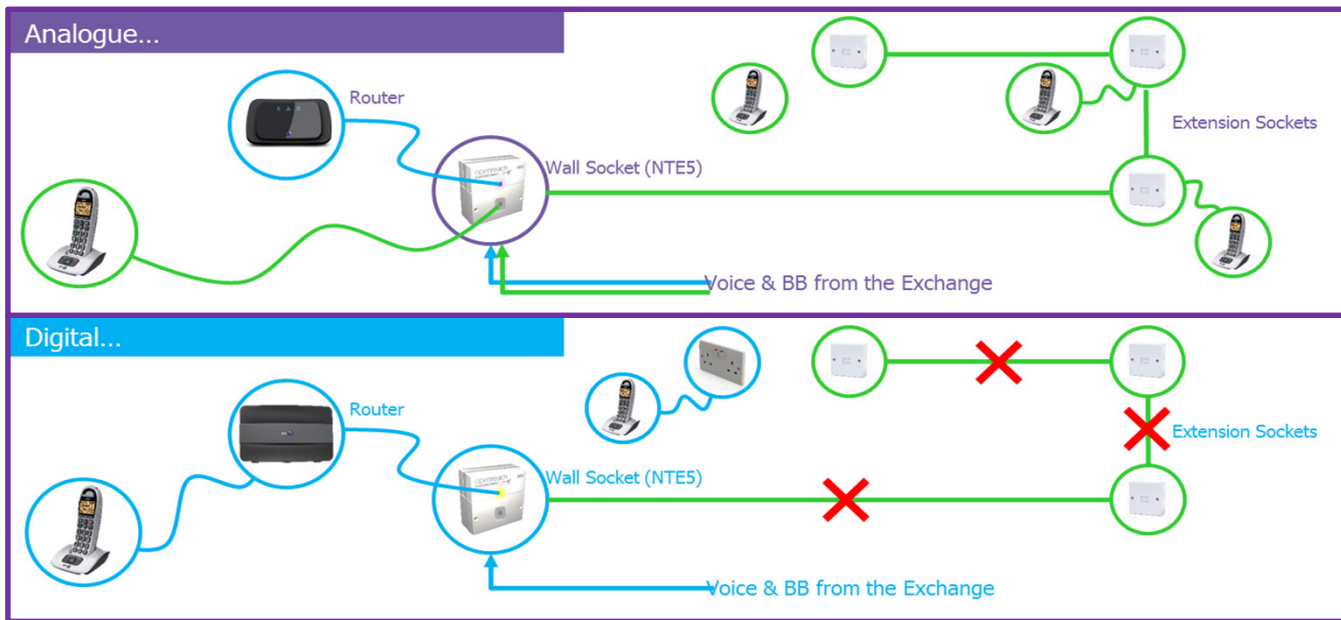
- Significant challenge to migrate 16m lines over the next 7 years
- Openreach does not propose to offer voice services post 2025
- Openreach is investing in future fibre products to support an All IP future
- Need to consider impacts on special services and different customer types



End customer impact of moving to a voice over broadband service openreach

Devices will need to connect to a router and not direct to the NTE

- End customers will no longer plug phones into the NTE on the wall, instead they will need to connect to a router
- They will need a broadband service if they are voice only customers today
- CPs can allow end customers to connect their existing analogue phone equipment to the router using an Analogue Telephony Adapter (ATA) or provide voice services that need an IP Phone

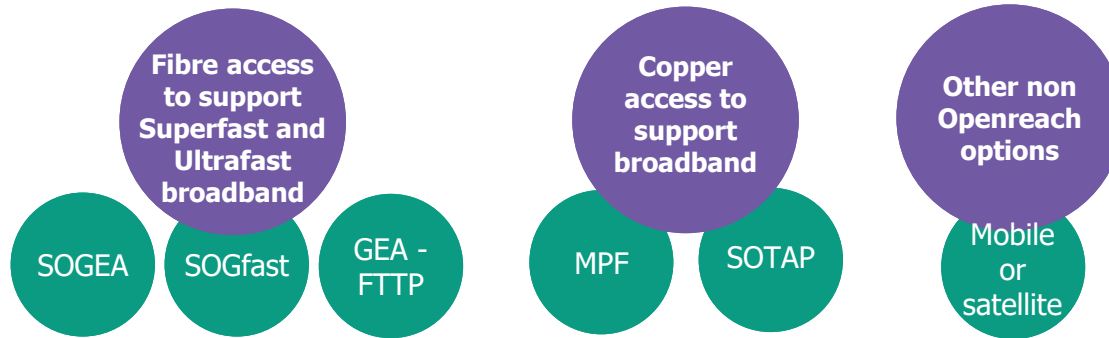


If required, CPs can enable analogue telephony equipment on extensions using a VRI faceplate



CP migration product options

SOTAP to support customers with no options to consume Fibre or MPF



	SOGEA	SOGfast	GEA - FTTP	MPF	SOTAP	Mobile or satellite	Engineering work required
In fibre footprint	✓	✓	✓				Requires a PCP visit only, no exchange work needed
Not in fibre footprint				✓			Requires exchange unbundling and / or exchange work (jumping) on provision
Not in fibre footprint and don't want MPF					✓		Migration from WLR+ ADSL has no break in Openreach service, Migration from voice only requires exchange work on provision
Not in fibre or MPF footprint					✓		
Can't get fibre or out of ADSL reach						✓	BT Group Universal Service Obligation for voice likely to drive a solution

MPF – Metallic Path Facility, SOTAP – Single Order Transitional Access Product, GEA FTTC – Generic Ethernet Access Fibre To The Cabinet, SOGEA – Single Order Generic Ethernet Access, GEA FTTP – Generic Ethernet Access Fibre To The Premise, SOGfast – Single Order Gfast

From the consultation industry told us.....

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Summary

- Generally supportive, there is an understanding of the size of the task and CPs are cautious about the time frame.
- General agreement with key principles, but there are concerns that the migrations may become back ended which could lead to a poor customer experience.
- Working groups will be required to help understand the proposed stop sell order journeys and timelines.

Key points from all responses

- 2025 is a good a time as any for closure but consideration needed in Openreach proposals to ensure migrations are spread across that period.
- Needs to be flexible leading up to 2025 as CP and Openreach plans may change, would like options to go beyond 2025 if required.
- Restricting WLR new supply requires careful consideration which will be discussed at the industry working groups.
- CPs in general are not supportive of geographical withdrawal of WLR.
- The need for an urgent process post stop sell to provide a WLR line to support things like Civil emergencies where lines are rapidly required after major events.
- Concern over special services and vulnerable customer groups and how these groups are defined and managed effectively
- A service restoration process that can be used during the migration phase to cover things like lines ceased in error, general mistakes, miss selling etc.
- More information needed about BT Group's overall plan for voice withdrawal and without this CPs are unable to fully endorse Openreach's plans to the withdrawal of WLR.
- Concern that the voice only customer segment will be hard to incentivise to migrate and there is price sensitivity that could limit CP migration product options
- To support voice only customers CPs would like a voice option in fibre areas that is priced the same as copper products today
- Some CPs challenged the decision not to offer an Openreach wholesale voice product post 2025

Listening to feedback we have made a number of new proposals

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Special services support

Support for setting up a test environment with CPs

SOTAP capability

Work with CPs to ensure a customer is not sold a line that cannot support a voice service.

Urgent service restoration

Support for temporary roll back of service to WLR up to closure in 2025.

Migration phases and timescales

There may need to be some flexibility in the timescales leading up to December 2025

UK wide communications campaign

Openreach will work closely with CPs, Ofcom and the government (DCMS) to ensure that appropriate end customer communications are supported

Migrations

Openreach will look to optimise the cost of connection on 'single order' products and will also explore development of a bulk migration capability to reduce cost

Support of voice only customers in fibre areas and SOTAP footprint

Low bandwidth fibre product for voice only customers in fibre areas and restriction of SOTAP to non fibre areas

Full Fibre initiatives

Openreach intend to consult soon on the impact that full fibre initiatives could have on our network and product strategy.

Industry working groups

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WLR Withdrawal Working Group
co chaired by Openreach and the OTA

Sub Groups – frequency as required

MIS Reporting

Managing Orphaned
End Customers

Number Portability

Special Services
Testing

Migrations
Management

White Label
Communications

WLR Withdrawal
Trials

SOTAP Product
Development

WLR, SMPF, SLU
SMPF Stop Sell

CP and Reseller
Relationships

Further info:

[Openreach WLR Withdrawal web page](#)

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