

# Migration to IP Telephony: The Regulatory Perspective

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**PSTN switch-off and the move to IP-based telephony is a decision made by telephone companies but Ofcom recognises it is necessary for the continued provision of reliable landline telephone services.**

**The move to fibre - in line with UK Government's target for "gigabit-capable broadband" nationwide by the end of 2025 – is also now increasingly driving the migration to IP telephony.**

### **Promoting a well-managed migration: Ofcom's expectations of telephone companies**

- Give adequate notice of service changes and ensure communications regarding the migration are clear and timely and include information about the potential impact on equipment using the PSTN.
- Assess customers' needs and offer help with migration (such as a home visit) if necessary.
- Offer advice and assistance for all migrating customers.
- Engage with downstream service providers so they understand and can prepare for the change.
- Make testing facilities available for downstream services.
- Identify customers who use downstream services, develop appropriate communications plans and put in extra protection measures.
- Provide a resilience solution for those customers dependent on landline to call 999 in a power cut.

## **February 2019 Statement: Future of Fixed Line Telephone Services**

- Set out expectations and roles of stakeholders

## **October 2018 Guidance: Ensuring uninterrupted access to 999 services in a power cut**

### **Monitoring how the telephone companies are meeting those expectations**

- Quarterly bilaterals and data reporting
- Rollout plans, take-up, consumer protections, complaints, trials

### **All-IP Steering Group**

### **Commissioned work by the Office of the Telecommunications Adjudicator (OTA)**

- OTA to establish a set of principles for managing the transition to IP with a particular focus on potentially vulnerable customers and Critical National Infrastructure sectors.
- Best practice guidance for trial areas by December 2020 then developed for nationwide migrations.

### **Government engagement**

- Meetings with NHS, DoH, Nations & Local Government; DCMS Whitehall roundtables; Cabinet Office resilience network

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