



TSA all IP Webinar

The burning platform of PSTN and ISDN

1 October 2020

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The burning platform of PSTN and ISDN

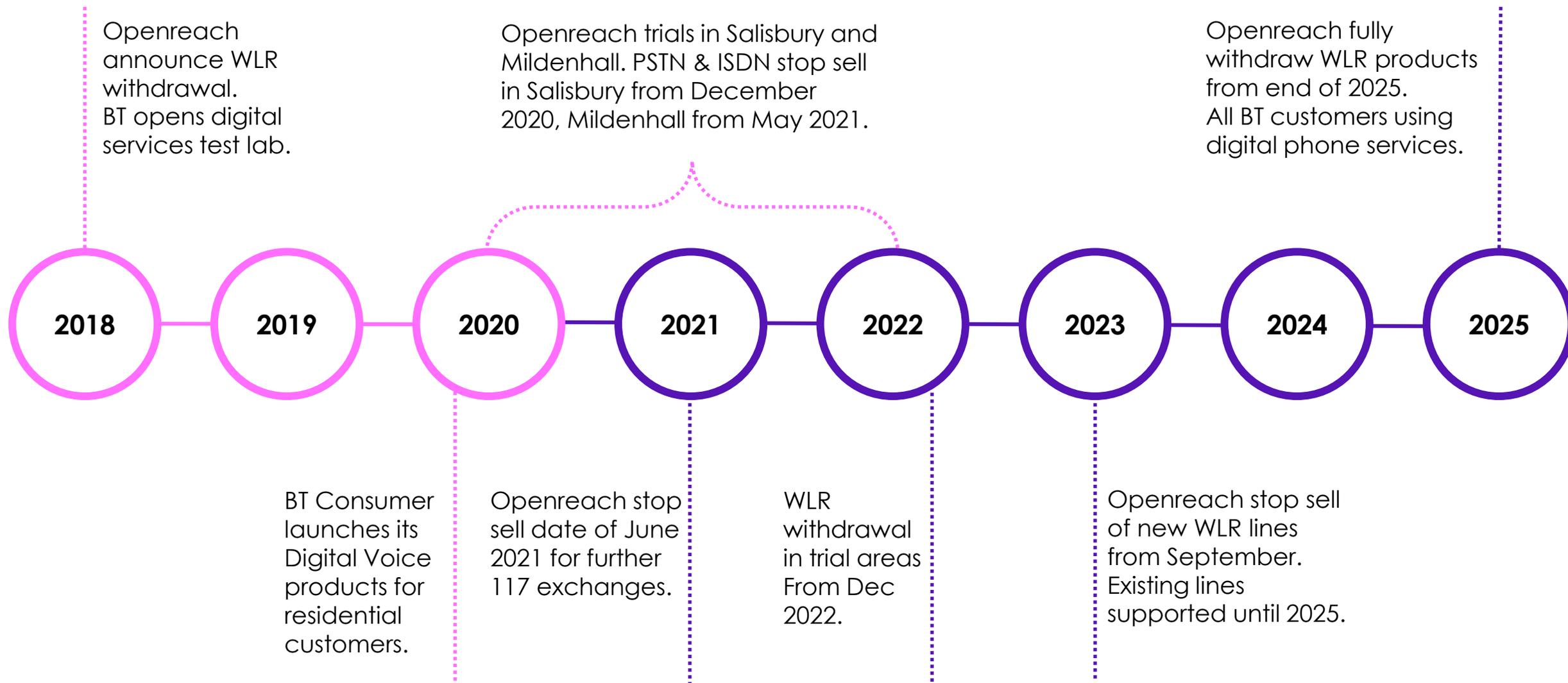
Background

- What is the all IP programme?
- What is BT Digital Voice?
- Why are Special Services impacted?

On this call

- Stop / Sell dates
- Openreach trials and exchange upgrades
- Migrating Special Services users
- Hot topics
- Opportunity for feedback

What's happening when?



Openreach

Exchange upgrades

- Openreach has announced Stop Sell dates for a further 117 UK exchanges
- Openreach are expected to add further exchanges on a quarterly basis

Openreach trials

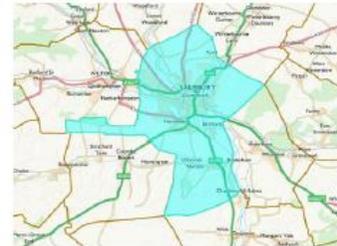
Openreach is running trials in two exchange areas:

Salisbury - FTTP exchange upgrade trial.

Mildenhall - Single Order exchange upgrade trial.

The trials will enable Openreach and Communication Providers to test the best approach to migrating end customers and to understand the supporting processes needed, especially for edge cases.

Salisbury, Wiltshire



20.5k residential premises

1.5k business premises

100% GEA- FTTP or Ethernet

WLR Stop sell Dec 2020

Legacy products withdrawn Dec 2022

Mildenhall, Suffolk



7.5k residential premises

750 business premises

GEA-FTTP, SOGEA/SOGFAST, Ethernet,
SOTAP/MPF outside fibre footprint

WLR Stop sell May 2021

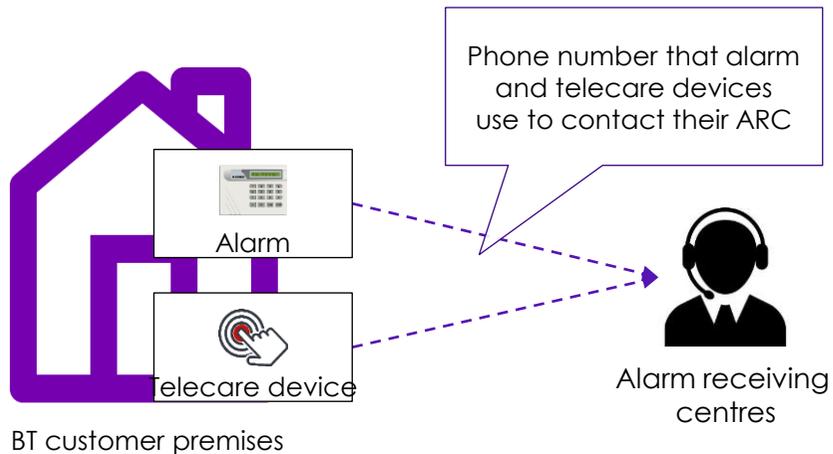
Legacy products withdrawn Dec 2022

Managing Special Services users

BT customers can already move to Digital Voice

- We're now allowing Special Services users to move too

Identifying Special Services users



For the last two years we've been working with alarm receiving centres to identify Special Services users and put a flag on their account.

This has allowed us to take extra care with these customers and to date we have prevented them from upgrading to digital voice services.

In addition we also identify Special Services users during the order journey by asking a series of questions.

We advise Special Services users to contact their service provider to tell them they are moving to Digital Voice.

Service Providers should increasingly expect calls from their customers advising that they are moving to BT's Digital Voice and be prepared to take appropriate action

Hot topics

Battery back up

- Line power - Industry recognises all IP networks cannot provide power
- OFCOM GC
“Providers should have at least one solution that enables access to emergency organisations for a minimum of one hour in the event of a power outage in the premises”
- Each CP will have their own solution, BT's launch solution is a Battery Backup Unit powering the BT Smart Hub 2
- BBU available to all customers and will be provided to eligible vulnerable customers free of charge
- Established schemes for identifying vulnerable customers

Exchange upgrades

- In addition to the national WLR withdrawal programme, Openreach are upgrading exchanges to full fibre - FTTP
- BT Digital Voice is available nationally, it is not being rolled out on a geographic basis
- For exchange upgrades Openreach are announcing Stop Sell dates on a quarterly basis, giving 12 months notice of when they expect to be at 75% FTTP availability
- Currently 118 exchanges have a Stop Sell date of June 2021, next batch will be announced shortly
- Dec 2025 is the end date

Reconnecting equipment

- In addition to existing flags, targeted questions are asked during the order journey to identify if any Telecare equipment is connected
- Where identified, customer advised to make their service provider aware of the planned change to Digital Voice by making an alarm call
- Where engineers attend, they are not responsible for reconnecting any customer equipment, this has always been the responsibility of the customer or their service provider
- On the rare occasion where it is clear that a customer could be left vulnerable and without service the engineer will abandon the install

To summarise

BT customers are already using Digital Voice

Programme on track – Because of trials and exchange upgrades stop sell dates are being brought forward in many exchanges on a rolling programme basis. National completion is still 2025

Be ready for increased contact from your customers

As more and more exchanges are upgraded and stop sell dates are brought forward more and more people will be looking to move to all IP services. Make sure you're ready to deal with these enquiries

Special Services users will be included in the Digital Voice programme

Customers will be contacting you to let you know they are moving to an IP voice service

Other things you need to consider

This is not a BT only programme. We're working with the industry to create joint messaging

Help us to help you

We continue to work closely with Industry bodies and key suppliers. **Please complete our survey** to help us further understand your awareness of the all IP programme and your readiness to move to an all IP solution

Contact us

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For more information and updates visit our webpages

bt.com/about/special-services

bt.com/about/all-ip

Enterprise customers

Contact your BT Account Manager

or email enterprise.ip.transformation@bt.com



