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Get all-IP ready with Onecom Partners

Introduction

The national WLR Stop Sell initiative came into effect on 5th September 2023. To support you and your customers on the journey to the 2025 Switch-Off we've put together a handy tool kit with all the resources you need to get ready for the move to all-IP.

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Timeline to all-IP

November 2017
BT Group announced its intention to close the PSTN in 2025

May 2018
Openreach consultation on WLR withdrawal launched

December 2018
Openreach issued formal notification of WLR Stop Sell

May 2020
5 year reminder that WLR is being withdrawn Copper Stop Sell for the Salisbury trial

May 2021
WLR Stop Sell for the Mildenhall trial

January 2022
Contract termination notices served for trials in Mildenhall and Salisbury

April 2022
Trials managed migrations commence (12 months)

April 2023
Trials service degradation measures commence

September 2023
Stop selling new supply of WLR in the UK

October 2023
In-scope WLR assets ceased in Mildenhall and Salisbury, except where an exemption granted by Openreach

December 2025
WLR withdrawn in the UK PSTN closure

Future Milestones

March 2024
Product Switch-Off Deddington exchange

December 2025
UK WLR withdrawal PSTN closure

December 2028*
103 priority exchange exit Proposed Phase 2, 20 priority exchanges exited

December 2030*
103 priority exchange exit Proposed Phase 4, 43 priority exchanges exited

December 2023
103 priority exchange exit consultation Openreach response published

September 2024
Product switch off Kenton Road, Ballyclare, Carrickfergus, Glengormley exchanges

December 2027*
103 priority exchange exit Proposed Phase 1, 10 priority exchanges exited

December 2029*
103 priority exchange exit Proposed Phase 3, 10 priority exchanges exited

Preparing your customers for the Switch-Off

The UK-wide WLR Stop Sell is now in effect on new orders and purchases for services like single and ISDN lines. This is different from a product withdrawal, any customer who already has the product will be able to continue to use it right up until their local exchange is turned off by Openreach.

Prepare for the transition to all-IP before the Switch-Off takes full effect in December 2025 by following these **4 steps**:

1 Preparing your customers for the Switch-Off

When a contract is approaching its expiration date, it's a strategic opportunity for customers to consider upgrading to a comprehensive connectivity solution upon contract renewal. Identify any contracts set to conclude in the upcoming six months and proactively engage with these customers to provide valuable insights about the advantages of transitioning to all-IP technology.

2 Look at migration paths

Even if a customer isn't ready to transition to full fibre until the full Switch-Off in 2025, it's advisable to work with them to devise a migration strategy earlier. This will keep them informed about the impending changes and associated deadlines. Establishing a well-defined route towards a new connectivity solution will empower them to make informed choices and safeguard the future readiness of their business.

3 Engage your team

As with many business changes, training is fundamental, however encouraging your team to be excited and enthusiastic about your all IP solutions is also important. Make sure your team know everything there is to know about your solution from its benefits to basic troubleshooting. If you need support with product training for your team, please reach out to your Partner Business Manager.

4 Consider hardware

Preparing customers for an all-IP future involves more than just ensuring connectivity. It's crucial to assess their hardware infrastructure to ensure its readiness for the future. Is it current and adaptable? Can it efficiently accommodate IP-based services?

All-IP product alternatives

If your customers are still using connectivity services such as ADSL and FTTC or ISDN and PSTN telephony products, it's time to encourage them to transition to future proof solutions.

Fortunately, there are plenty of options available that offer superior performance and flexibility compared to older technologies. Here are some options to consider:
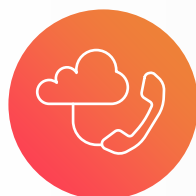
SIP Trunking

Session Initiation Protocol (SIP) trunking is a popular alternative to ISDN and PSTN products. This technology uses the internet to transmit voice and data, eliminating the need for traditional phone lines. SIP trunking offers several benefits, including lower costs, better call quality and greater scalability.

Cloud Phone Systems

Cloud phone systems use the internet to provide voice communication services. They offer a wide range of features, including call forwarding, voicemail and conferencing, and can be accessed from anywhere with an internet connection. Cloud phone systems are highly scalable and can easily accommodate changes for your customers needs.

All-IP product alternatives

Mobile Solutions

Mobile phones are now capable of handling many of the functions of traditional phone systems, including voice calls, messaging, and video conferencing. Mobile solutions offer great flexibility, enabling your customers to communicate from anywhere.

Unified Communications

Unified Communications (UC) is a technology that combines multiple communication channels into a single platform. This includes voice, messaging, video conferencing and more. UC offers improved productivity, streamlined communication and greater flexibility.

Connectivity

FTTP and SOGEA are two alternatives to older connectivity technologies that offer faster, more reliable, and cost-effective broadband access. These technologies are driving the digital transformation by providing the infrastructure needed for high-speed internet, online services, and future innovations, while also addressing some of the limitations associated with older systems. As they continue to expand, more people will be able to benefit from these advancements in connectivity technology.

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Social Media Graphics

Email Templates

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P A R T N E R S

We're here to help

It's the end of the line for traditional phone lines but just the start for all-IP.

Contact your Partner Business Manager for more information on how we can support you through the transition to all-IP, or email
switchoff@onecompartners.co.uk

switchoff@onecompartners.co.uk   0800 068 5939