



# All-IP Briefing Timeline Key Messages

Securing connectivity for the nation

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# There is pressing urgency to migrate

## Ofcom Connected Nations UK Report 2023

Equipment is beyond its intended lifespan, leading to a skills shortage for legacy technology

Since 2020, the fault rate on the copper network was 50% higher than on FTTP

In 2023 the number of PSTN incidents increased by 20%

In 2023 there was a 60% increase in hours lost for customers on the PSTN

Copper access network (ADSL) and Openreach's copper access networks (ADSL / VDSL) have experienced a fault rate that is around 50% higher than the fault rate (per 1,000 connections) on their respective FTTP networks in the last three years.

Source: Connected Nations Page 64

The volume of fixed incidents, particularly relating to PSTN voice, has grown due to equipment being beyond its intended lifespan, leading to a skills shortage. This year has seen a **20% increase** in the number of PSTN incidents reported to us, with a 60% increase in the amount of service hours being lost for customers.

Source: Connected Nations Page 65

## And we need to balance that with securing the nation

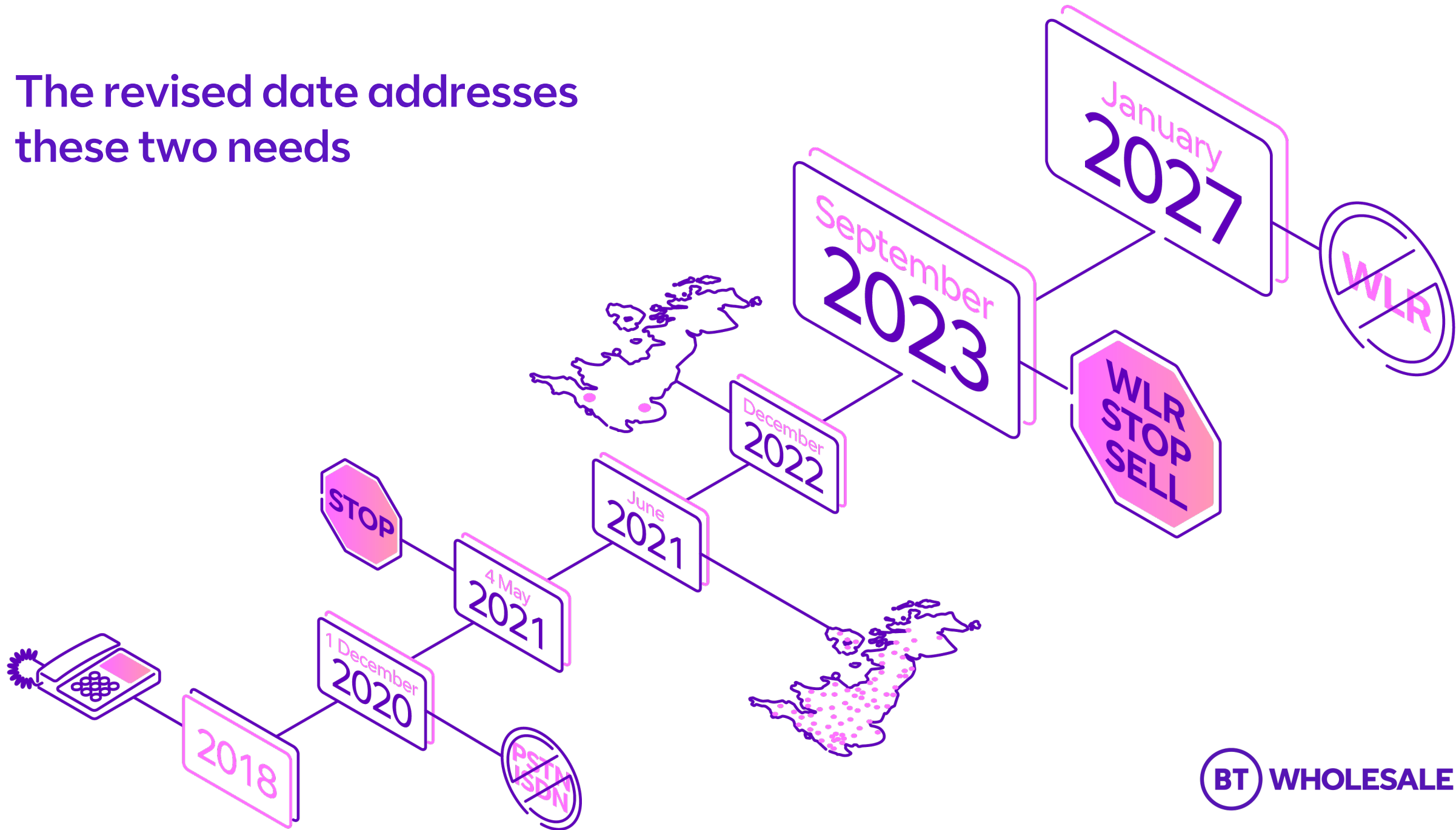
To meet the Charter of Obligations, telecoms companies will need to address specific measures for vulnerable, telecare, landline dependent and customer with care duties.

This includes new technology solutions, such as battery back-up, new process solutions such as Prove Telecare and new engagement processes in Sales and Service.

To develop and implement these takes time.



The revised date addresses these two needs





# Key Messages

BT Business has never stopped migrating customers to All-IP

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We still want to migrate customers to All-IP at the earliest opportunity.

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Don't take your foot off the gas

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Ask customers to review their estates

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Ask customers to test their devices with us

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Switch to All-IP or PDPL where appropriate



# Our obligations



# Who do we need to assure

## Telecare user customers

Customers who have a PSTN reliant telecare device on the phone line.

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## Vulnerable customers

Customers with one or two lines who identify as vulnerable. Vulnerable is defined as users with either cognitive, eyesight, hearing, physical or reasoning impairment.

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## Landline dependent

Customers who are landline dependent i.e. do not have sufficient mobile coverage to contact emergency services during a power cut.

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## Customers with vulnerable users

(e.g. Care Homes and Housing Associations). Often, these have multi-point telecare systems such as red pulley cords (schema based solutions)



# And how will BT Wholesale help Partners

## Telecare user customers

Customers who have a PSTN reliant telecare device on the phone line.

- BTW will enable Partners to invoke the Prove Telecare process for any order, from the moment it is launched by OR in our order management
- BTW will work with the telecare industry to identify and flag numbers related to Alarm Receiving Centres
- BTW will offer Pre-Digital Phone Line and work with vendors to compatibility test PSTN telecare devices in the labs

## Vulnerable customers

Customers with one or two lines who identify as vulnerable. Vulnerable is defined as users with either cognitive, eyesight, hearing, physical or reasoning impairment.

- BTW will offer a white label battery backup unit to support routers during electricity outages, launching in 24/25.
- BTW advise that Partners identify vulnerable customers, and Partners differentiate through offering additional support in installations and setup of Digital Services.

## Landline dependent

Customers who are landline dependent i.e. do not have sufficient mobile coverage to contact emergency services during a power cut.

- BTW advise that Partners determine if customers have mobile contingency when engaging.
- Where mobile is not available, BTW will offer a white label battery backup unit to support routers during electricity outages, launching in 24/25.

## Customers with vulnerable users

(e.g. Care Homes and Housing Associations). Often, these have multi-point telecare systems such as red pulley cords (schema based solutions)

- BTW are working with Openreach to ensure the Prove Telecare processes work with both Consumer (distributed) and Business (schema) based telecare solutions.
- BTW will enable Partners to invoke the Prove Telecare process for any order, from the moment it is launched by OR in our order management.



# Telecare - Our call to action for Partners

## 1. Sign up to the charter... let's assure the nation that All-IP is the future

Use the link in the chat to sign up now.

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## 2. Use the Prove telecare process when launched

Let's fulfil our duty of care to Telecare users and ensure their order journeys assure devices operate before and after migration.

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## 3. Identify and manage vulnerable and mobile restricted end users

Be prepared to offer further support, in both sales, order management and battery backup – let's offer the best customer experience.



## Poll

**Would your  
customers benefit  
from free All IP  
testing?**

- a. Yes, that would be brilliant.
- b. No, they have their own capabilities.
- c. I'm not sure and would like more information on this.



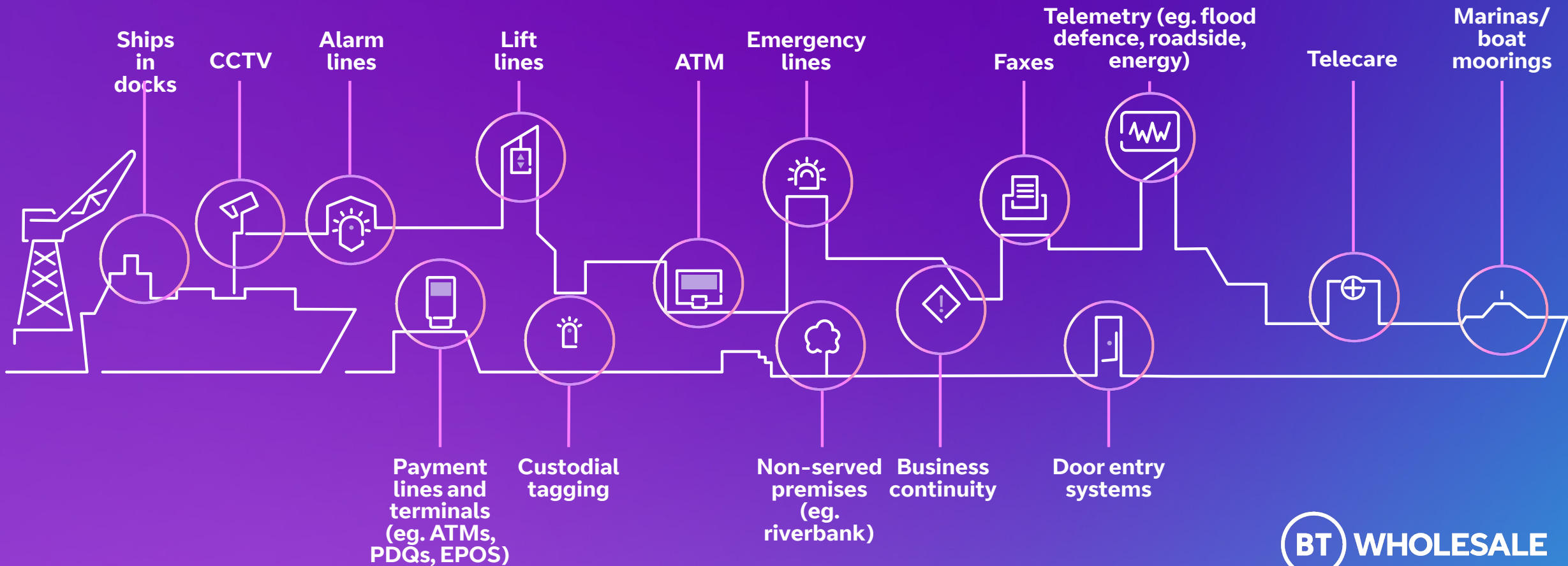
# Pre-Digital Phone Line

# Key challenges on the road to 2027

**1** Customer engagement and awareness

**2** The proliferation of non-telephony devices

**3** Unknown or legacy use cases





# Pre-digital Phone Line key features



## What it offers

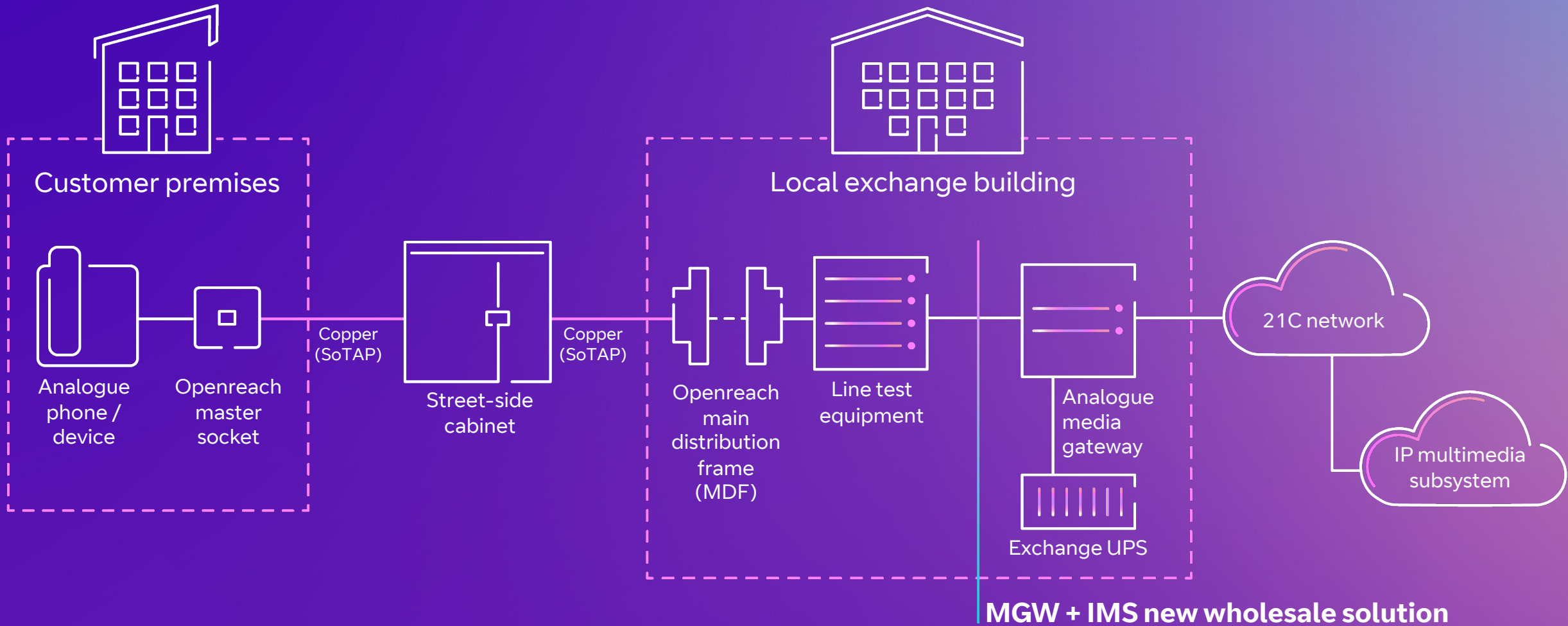
- An interim solution that bridges the gap between analogue and digital
- Allows customers to keep qualifying legacy equipment connected while moving them off the PSTN
- Works in locations where broadband can't support IP voice today
- No engineering site visit required
- No change required at the customer site
- Minimum downtime for port and service conversion
- Addresses edge use cases where IP solutions are not readily available today
- Provides a service profile backwards compatible with the majority of legacy PSTN devices



## What it doesn't offer

- Not a like-for-like replacement for PSTN – equipment should be tested to understand compatibility with different technology and use cases
- Not a long-term alternative to All-IP
- Doesn't emulate ISDN2 or ISDN30
- Doesn't offer broadband services over copper, so FTTC and ADSL aren't supported or emulated
- Doesn't support MPF

# How the Pre-digital Phone Line works





# What are the next steps?

Wholesale customers will still need to migrate away from PSTN and we need you to engage with your customers to confirm their migration plans.



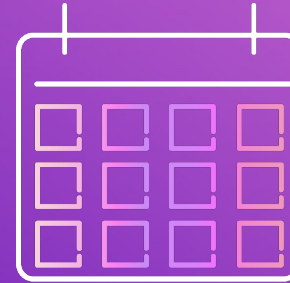
## Discuss the capability with your BT account team

A revised briefing pack with updated FAQ, list of supported features and technical information will be available from next week.



## Identify Edge Use Cases

Identify edge use cases and the attached equipment that requires testing.



## Register for Testing

Test labs are open now, and customers can register for testing. Scan the QR code.



# Q&A



# Share your thoughts

## All-IP Briefing

# We'll be back

Sign up now for our  
Product Deep Dives

Tuesday 22 October





