



All IP update Migration of Special Services

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Migration of Special Services

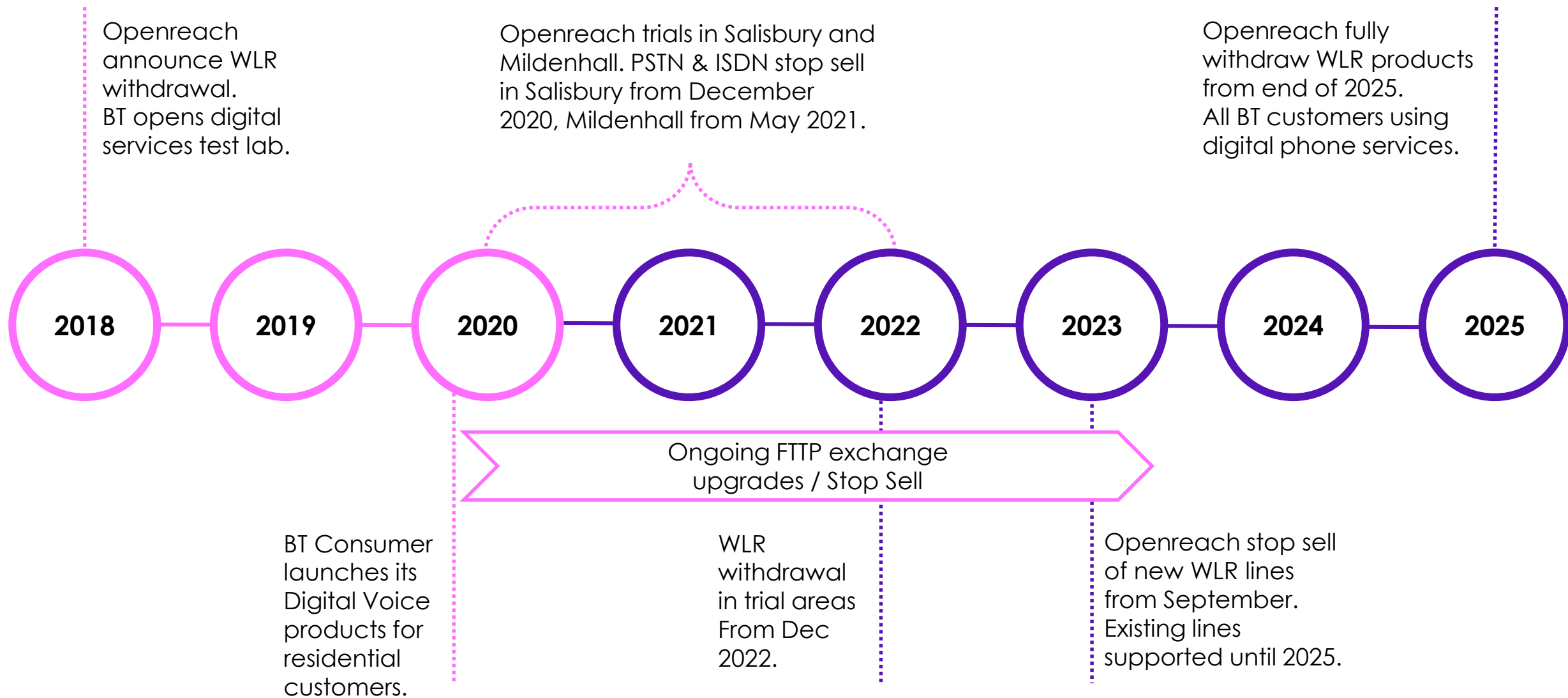
Background

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

Key updates

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

What's happening when?



Openreach all IP programme

Exchange upgrades

- Openreach announcing Stop Sell dates for a rolling programme of exchange upgrades
- Further exchanges added 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Legacy products withdrawn Dec 2022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



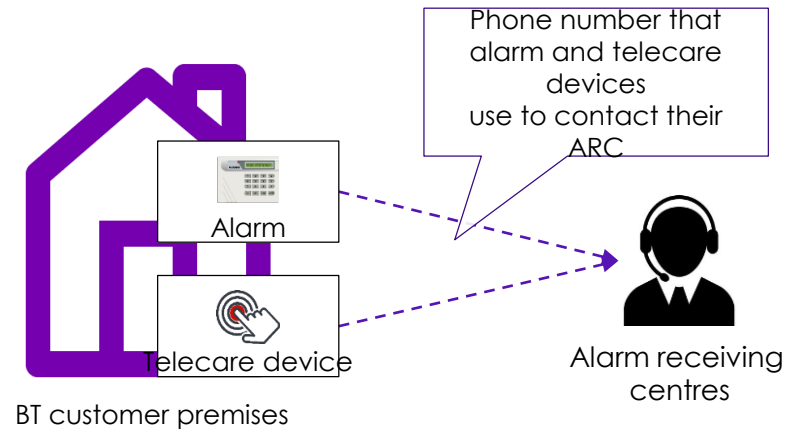
7.5k residential premises
750 business premises
GEA-FTTP, SOGEA/SOGFAST, Ethernet,
SOTAP/MPF outside fibre footprint
WLR Stop sell May 2021
Legacy products withdrawn Dec 2022

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

Trending topics

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 169 exchanges have a Stop Sell date that has been brought forward from Sep 2023.
- Dec 2025 is the end date.

Battery backup

- 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 (BBU) for our Smart Hub.
- BBU available to all customers and will be provided to eligible vulnerable customers free of charge.
- Established schemes for identifying vulnerable customers.

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
We'll continue to work with the leading trade organisations to share and refine our processes

Other things you need to consider

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

Help us to help you

Please complete our survey to help us further understand your awareness of the all IP programme and your readiness to the changes

Contact us

btdigitalvoice@bt.com

For more information and updates visit our webpage

bt.com/about/all-ip

Enterprise customers

Contact your BT Account Manager

or email enterprise.ip.transformation@bt.com

Broadband Stakeholder Group (BSG)

futureofvoice.co.uk



