



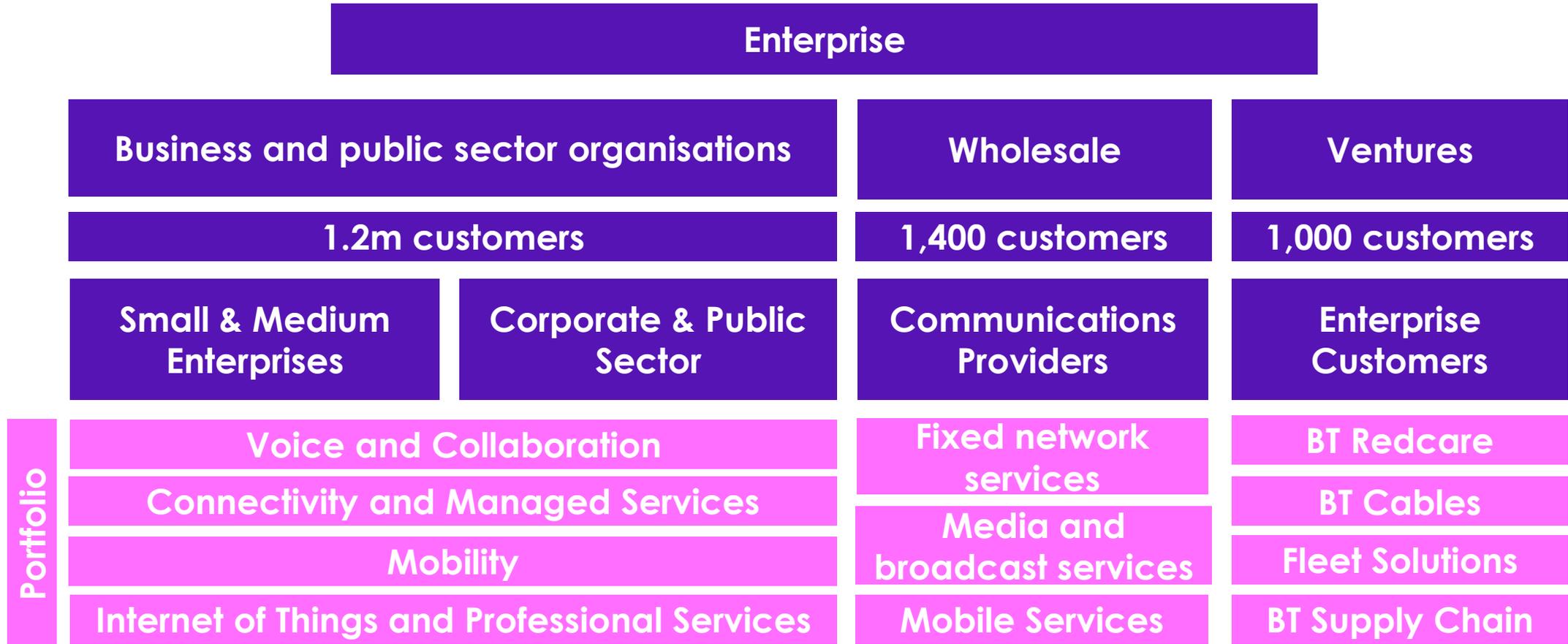
# Enterprise

## The future of voice lines – switching to an all IP Voice world

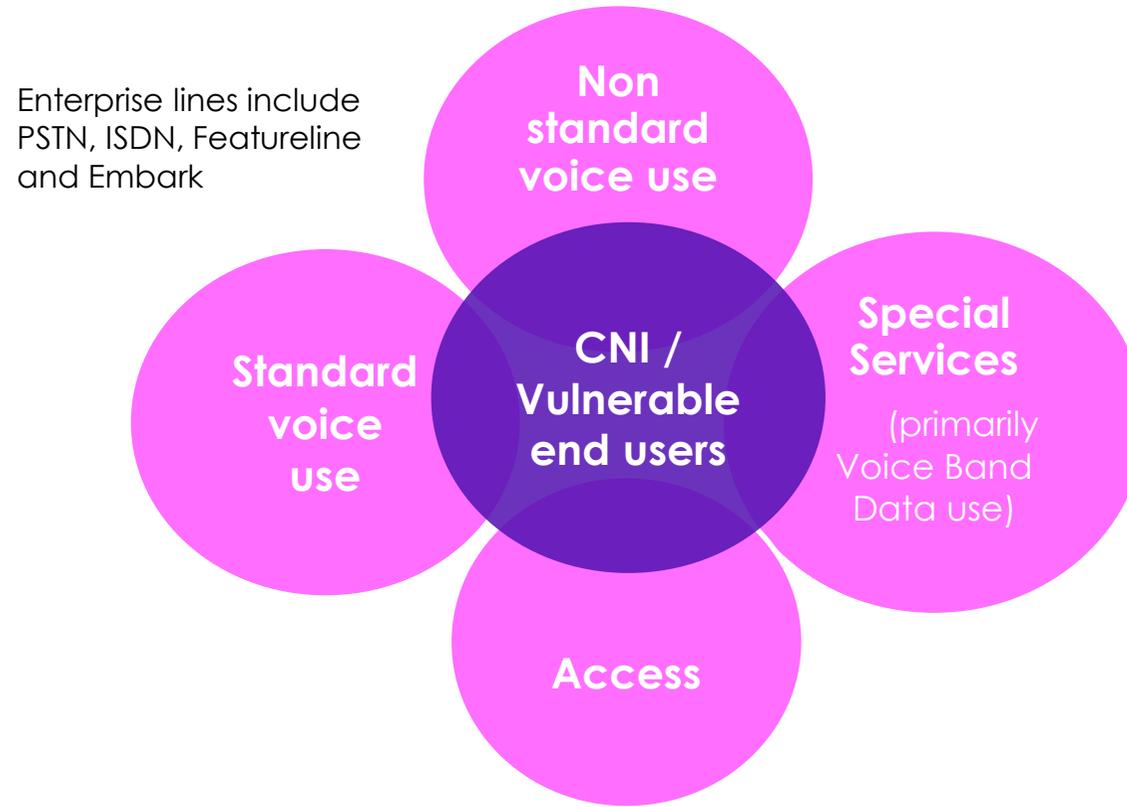
Presenter Name

Date

# Who are Enterprise?



# Telephone lines are used for more than just voice. Our lines are used in four main ways by different types of customers.



## Definitions

<b>Standard voice use</b>	WLR lines used to make calls using a standard phone.
<b>Non-standard voice use</b>	WLR lines used to make calls in non-standard scenarios or non-standard telephone equipment e.g. lift lines, emergency phones.
<b>Special Services</b>	There is a device connected to the line that is using Voice Band Data.
<b>Critical National Infrastructure (CNI)</b>	Suppliers of facilities, systems, sites, information, people, networks and processes necessary for a country to function and upon which daily life depends (full definition in appendix).
<b>Critical customers</b>	Customer groups not classed as CNI where there may be a risk to life or limb e.g. vulnerable customers in Consumer.

# Examples of Special Services



# Voice calls

# Devices

# Internal wiring

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This is an example set-up as the solution will vary depending on customer requirements.

### Power Sources:

- Power socket
- Power socket or line power
- Power socket or battery

### Connection type:

- Wired
- Mobile
- Wired or Wireless
- Wireless

# BT's test facility at our Digital Services Lab

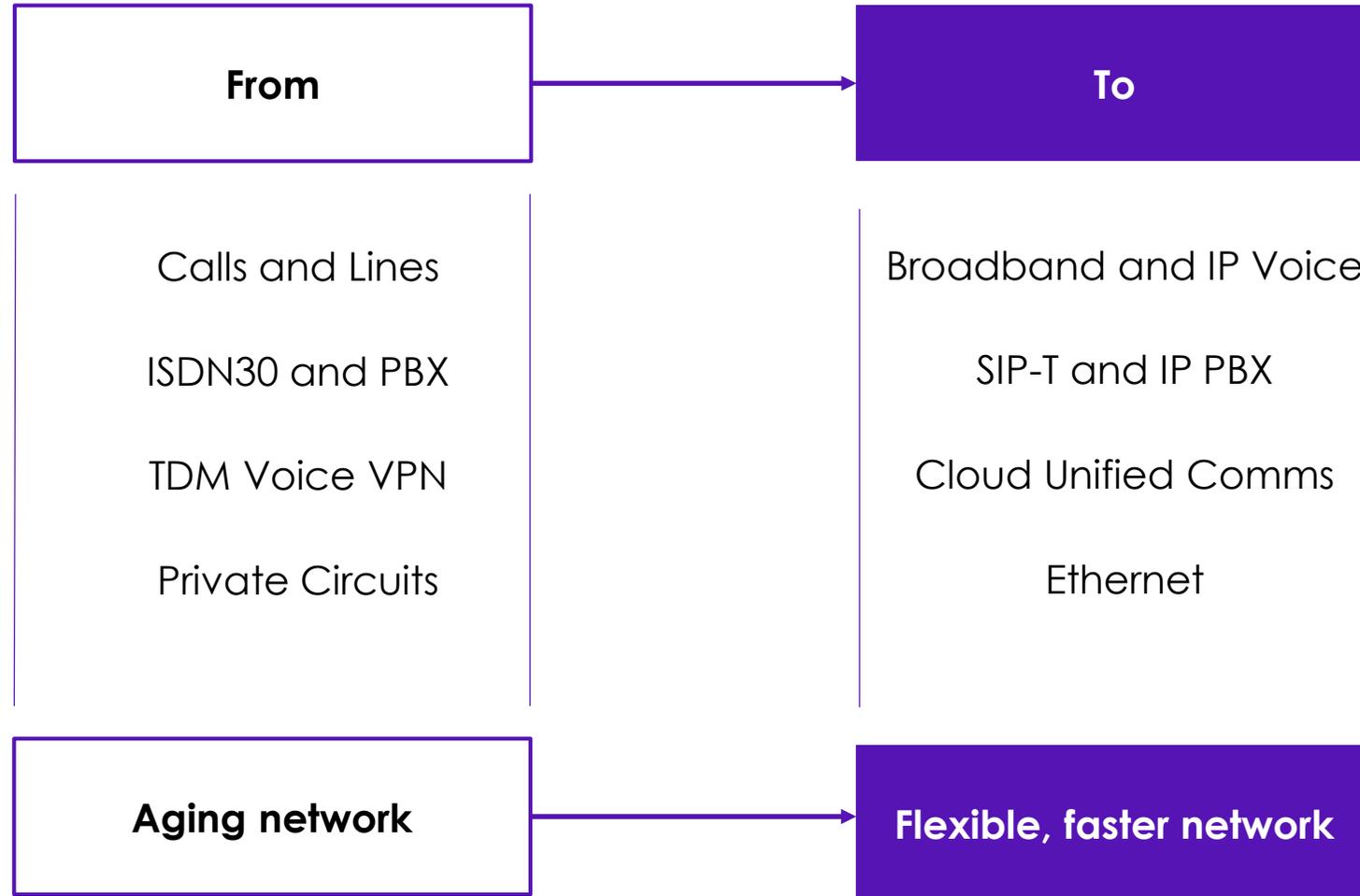
- BT has test facility for special services suppliers to test their equipment in BT's new all IP digital world. It's based at Adastral Park, BT's Research and Development headquarters near Ipswich.
- We've created an environment as close as possible to customers' premises that includes:
  - BT Consumer and Enterprise lines – more Enterprise product types have been added.
  - BT Consumer and Enterprise routers.
  - Ability to simulate different line performance levels and real world data usage.
- Most major security and telecare suppliers have visited the lab. We advise our customers to contact their supplier to make sure devices will still work in an all IP world.



[www.bt.com/about/special-services](http://www.bt.com/about/special-services)

**What does this mean for our customers?**

# The transformation to all IP has started



# How we're working with our customers in Enterprise

## We're growing our portfolio

We're continuing to extending and enhancing our range of IP Voice products that offer our customers exciting new benefits that take advantage of the efficiency and flexibility the latest technology brings whilst keeping the reliability, trust and familiarity of today's existing telephone services.

## We're give plenty of notice

The process of switching our customers to IP Voice Services will be gradual and based on our customers needs and timescales. In the meantime, we'll provide and maintain our traditional voice products and will give plenty of notice of any changes.

## It's not just BT

All communications providers (CPs) will have their own transformation programmes. We recommend that everyone speaks to their Communications Provider to find out more about the plans for their fixed voice network.

## Our customers needs are key

We'll work with our customers to understand how they use their fixed voice lines to find the IP Voice solution and migration path that best suits their needs.

# What does the switch to IP mean for you?

**This is an opportunity to look at the benefits IP can offer, by improving your operations, cost base and service. Analyse what you've got now and how you want to work in the future.**

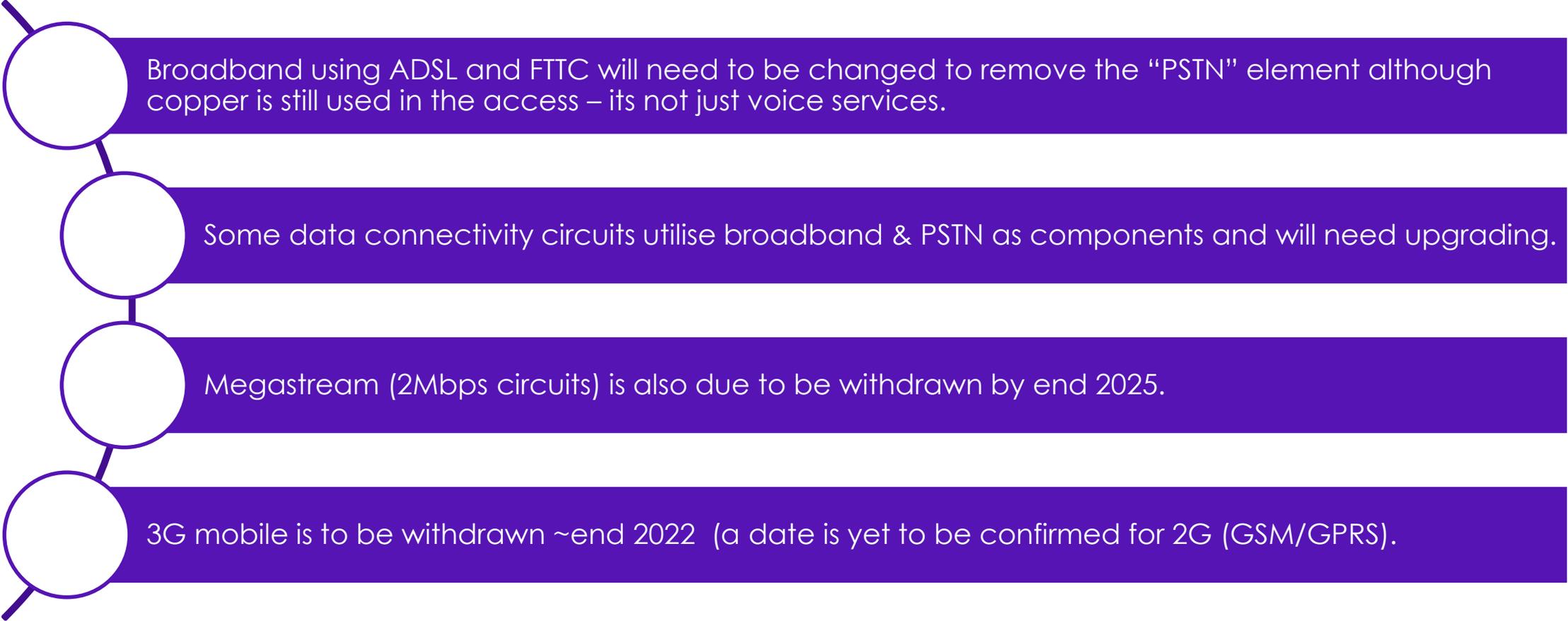
Connectivity is in most cases via the broadband router or WAN.  
The new IP Voice network does not supply line power.

Phone lines are used for more than just making voice calls and you may have devices connected to these lines. We call this Special Services.

You may need to change how you use devices or replace older devices with IP compatible models.

We advise using IP devices where possible. If this isn't possible, an Analogue Terminal Adaptor (ATA) could be used.

# Migrations – further points to consider



Broadband using ADSL and FTTC will need to be changed to remove the “PSTN” element although copper is still used in the access – its not just voice services.

Some data connectivity circuits utilise broadband & PSTN as components and will need upgrading.

Megastream (2Mbps circuits) is also due to be withdrawn by end 2025.

3G mobile is to be withdrawn ~end 2022 (a date is yet to be confirmed for 2G (GSM/GPRS)).

# What do you need to do?

## Review

What do you have, how do you use it, what devices are connected to lines?

## Plan

How do you want to work in the future? Do you need to replace devices? What are your budget cycles?

## Connect

Contact your CPs to talk about the next steps as different CPs will have different plan.

## Get in touch with us:

Contact your BT Account Manager

or email

[Enterprise.ip.transformation@bt.com](mailto:Enterprise.ip.transformation@bt.com)

**Interested in visiting the lab? Find out more at:**

[www.bt.com/about/special-services](http://www.bt.com/about/special-services)

