

1 March 2021

We'll soon be opening our Test Lab for testing of over the top communications equipment on our IP network.

It's now less than four years away from the switch of telephone communications from PSTN to IP. A move that will have implications on the alarm and telecare industries amongst others, as many existing devices may not work as they have done in the past.

As with many other communication providers we're well ahead with our plans for this transformation. Our test lab is ready to welcome suppliers once Covid-19 regulations are lifted and we're currently identifying vulnerable customers, those with accessibility needs as well as voice dependent users on our network.

Today we are opening our waiting list to visit our test lab.

Our lab, based at our headquarters in Salford are equipped with IP lines and TalkTalk routers ready for you to plug in your equipment via the ATA or ethernet ports to see if it works as expected.

We'll not get too involved with the testing other than offering some basic guidelines, and you'll need to agree to our terms and conditions. We do ask that you allow us to publicise the fact that you have tested your equipment, what the equipment was and if you want to any results. We'd publicise this on our website with your contact details

So for now you just need to register your interest and we'll get you in the system. We'll keep in touch with you and once the current Covid restrictions are lifted we'll contact you to arrange a visit. You can register on this [online form](#). If you have any queries you can email us at TalkTalkFullFibre@talktalkplc.com.

Finally, if you are interested in sharing best practice and exploring how we can work together to enhance our Inclusive by Design framework, please email Marie Fortune, Head of Governance & Inclusion, at talktalkfullfibre@talktalkplc.com.

Phil Cain

Industry and Vendor Liaison

07707 270863