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To: All NSI NACOSS Gold, Systems Silver, Fire Gold and Fire Silver approved companies

Dear Colleague,

MIGRATION OF PSTN TELEPHONE LINES TO THE DIGITAL 'ALL IP' NETWORK

Keeping NSI approved companies updated on the development of the digital 'All IP' network is important to us. This reminder explains why the changes are taking place.

The change to 'All IP' is likely to have an impact on your remotely monitored alarm systems and your clients, both in terms of equipment compatibility and/or disruption to the alarm monitoring when migration to 'All IP' takes place.

Why is this happening?

In response to a growing demand for faster broadband and other digital communications services, telecommunications providers globally are migrating to new 'All IP' networks.

In the UK, the upgrade to 'All IP' means the existing predominantly copper-based PSTN telephony network, the foundation for the UK's telephony network for many decades, will be entirely replaced by a faster, 'All IP' fibre network and infrastructure.

2025 is the stated date for completion of the new digital communications network. Upgrade work has already started, meaning that some premises are being migrated to 'All IP' this year, others already have been.

What does this mean?

Signalling products that use the PSTN dialup function to establish a connection to an ARC or signalling products that use the copper infrastructure to send alarm messages to an ARC may not be compatible with the new 'All IP' telephony Network.

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Manufacturers and suppliers should be able to confirm whether their equipment is compatible with the new 'All IP' environment or not.

The new 'All IP' fibre-based communications network will be configured in two formats:

- as 'Fibre To The Premises' (FTTP); or
- as 'Fibre To The Cabinet' (FTTC), this format being phased out at some point as the FTTP format is extended.

Fibre connections do not provide power to connected devices at the premises

FTTP configurations rely on local power as a backup in the case of a mains power failure.

FTTC configurations will have limited backup power provided from the roadside cabinet. The duration of this backup is likely to be less than 4 hours.

Where a site has migrated to 'All IP', consideration should be given to the resilience of the signalling solution in the case of a mains failure where an alternative backup power source may be needed.

At the point when an 'All IP' modem/router is installed, any telephone extension wiring including alarm telephone connection points, is likely to be disconnected.

ATA ports in modems/routers are likely to be discontinued in due course.

You will want to give consideration to ensuring alarm monitoring remains operational at your customers' premises should wiring and connection points be removed and/or an ATA port no longer available to support your alarm installation.

Initially ATA ports (telephone sockets) may continue to be integrated in 'All IP' modem/routers. However, at some point in the future as premises' telephones are replaced by dedicated Voice Over Internet Protocol (VoIP) telephone devices, the integrated ATA port is likely to be considered obsolete and no longer fitted to new modem/routers.

When and where will this all happen?

Openreach, the largest telecommunications provider, who also provides the backbone connectivity for most other telecoms providers, are starting a project called 'stop sell' in June this year. It will take place in specific geographical areas where the copper infrastructure becomes entirely redundant (see attached document for areas currently planned for 'stop sell').

PSTN lines will no longer be available in 'stop sell' areas. This means not only new PSTN lines will no longer be available, but the re-connection of existing lines will also cease, for example, where there is a change of tenant or home owner or where the tenant or home owner changes the communications provider.

It is expected that new areas will be added to the 'stop sell' listings as the project continues toward the 2025 target completion date.

Where are Ofcom in all of this?

Although Ofcom, the telecommunications regulatory body, did not initiate the 'All IP' project, they are involved as a stakeholder to ensure the transition is carried out with the least possible impact on the general public and especially vulnerable groups and individuals.

Further information is available to the general public through the Ofcom website (see Appendix A).

What next?

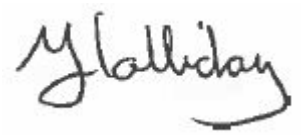
Keep abreast of the Openreach 'Stop Sell' project areas listing which will identify areas that will be affected as the project nears its completion in 2025.

See the Installer 'All IP Checklist' in Appendix A and consider distributing this to your engineers.

Decide when your customers should be informed about the change and possible impacts and how you can respond in each case.

We will continue to keep you updated as information becomes available.

Yours sincerely,



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Appendix A

Installer 'All IP' Checklist

- Alarm transmission equipment compatibility with the 'All IP' network:
  - Not all equipment will be compatible with an 'All IP' telephone connection. Compatibility can be confirmed by suppliers and you may wish to forewarn your customers.

- Time limitations for the Backup power where a premises is connected using either FTTP or FTTC:
  - Consideration should be given to the sustainability of an 'All IP' connection during a local mains power failure, and the provisions of alternative backup power sources.

- Alarm systems may be disconnected from the telephone line during a premises switch over to 'All IP':
  - Consideration should be given to informing customers of the potential impacts of switching over to 'All IP' and providing alternative future proof solutions.

- Openreach project 'Stop Sell', and is halting sales of PSTN lines (and reconnections) in listed geographical areas:
  - Customers should be made aware of the 'Stop Sell' project which starts in June this year - they may unwittingly be impacted should they change telephone communications provider and find, in the process, they are switched to 'All IP'. https://www.openreach.com/news/were-taking-the-next-steps-to-a-new-digital-world/

- OFCOM, the regulator for telecommunications providers:
  - Ofcom has a wealth of information available on their website to help users of telecommunications networks understand the consequences the 'All IP' migration. e.g. Alarm installers/maintainers, consumers, premises operators. https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/future-of-landline-calls