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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 UPDATE

Keeping NSI approved companies updated on the development of the digital 'All IP' network is important to us.

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.

Further to our circular letter NSI 010 21, dated 08 March 2021, the latest Openreach "Stop Sell" information is attached.

Eighty-six exchanges have been added to the list from this month and there have been some changes to the previous list, with some due to move to stop sell in October this year, moving into 2022. Four have moved to January 2022 and seven to April 2022. A further four have also been removed from the list.

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.

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.

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

More information regarding the migration of PSTN lines to the digital "ALL IP" network can be found at https://www.openreach.com/upgrading-the-UK-to-digital-phone-lines/industry

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

Yours sincerely,

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Appendix A

Installer 'All IP' Checklist

- <u>Alarm transmission equipment compatibility with the 'All IP' network:</u>
    - 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.

- <u>Time limitations for the Backup power where a premises is connected using either FTTP or FTTC:</u>
    - 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.

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

- <u>Openreach project 'Stop Sell', and is halting sales of PSTN lines (and reconnections) in listed geographical areas:</u>
    - 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/

- <u>OFCOM, the regulator for telecommunications providers:</u>
    - 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