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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 letters NSI 010 21, dated 08 March 2021 and NSI 024 21, dated 20 August 2021, the latest Openreach "Stop Sell" information is attached.

Four hundred and fifty five exchanges are included on the current 'stop sell' list, with two hundred and fifty six planned to be implemented during the remainder of this year. 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.





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**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,

A handwritten signature in black ink that reads "Matthew Holliday". The signature is fluid and cursive, with "Matthew" on the top line and "Holliday" on the bottom line.

Matthew Holliday  
Director of Approval Schemes

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