

MH/KL/NSI 011 22

21 April 2022

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

Dear Colleague,

CLARIFICATION ON THE PROGRESS OF THE OPENREACH "ALL IP" PROGRAMME

There has been some confusion over a recent announcement by BT Consumer concerning the rollout of their "Digital Voice" programme. The announcement can be seen at:

<https://newsroom.bt.com/were-pausing-our-digital-voice-plans-for-consumers-while-we-work-on-a-more-resilient-rollout/>

Some people had understood this to mean that the Openreach "All IP" programme was being delayed or reviewed. However, this is not the case.

For clarity, Openreach is continuing to upgrade the UK with Full Fibre broadband which includes the controlled phasing out of analogue services in areas where Full Fibre becomes available and they are continuing to work towards the 2025 deadline, when BT Group and the wider industry plans to switch off the PSTN.

The BT Consumer announcement does not apply to the other 600+ Communications Providers operating in the UK who will have their own plans for migration of their customers to All IP from PSTN by the end of 2025.

Further information on the Openreach "All IP" programme can be found at:

<https://www.openreach.com/upgrading-the-UK-to-digital-phone-lines/industry>.

We have attached the latest Openreach "Stop Sell" list which now includes 594 exchanges with 3 exchanges removed from the list.

New PSTN lines will no longer be available in 'Stop Sell' areas and the reconnection 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.



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

Yours sincerely,

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