

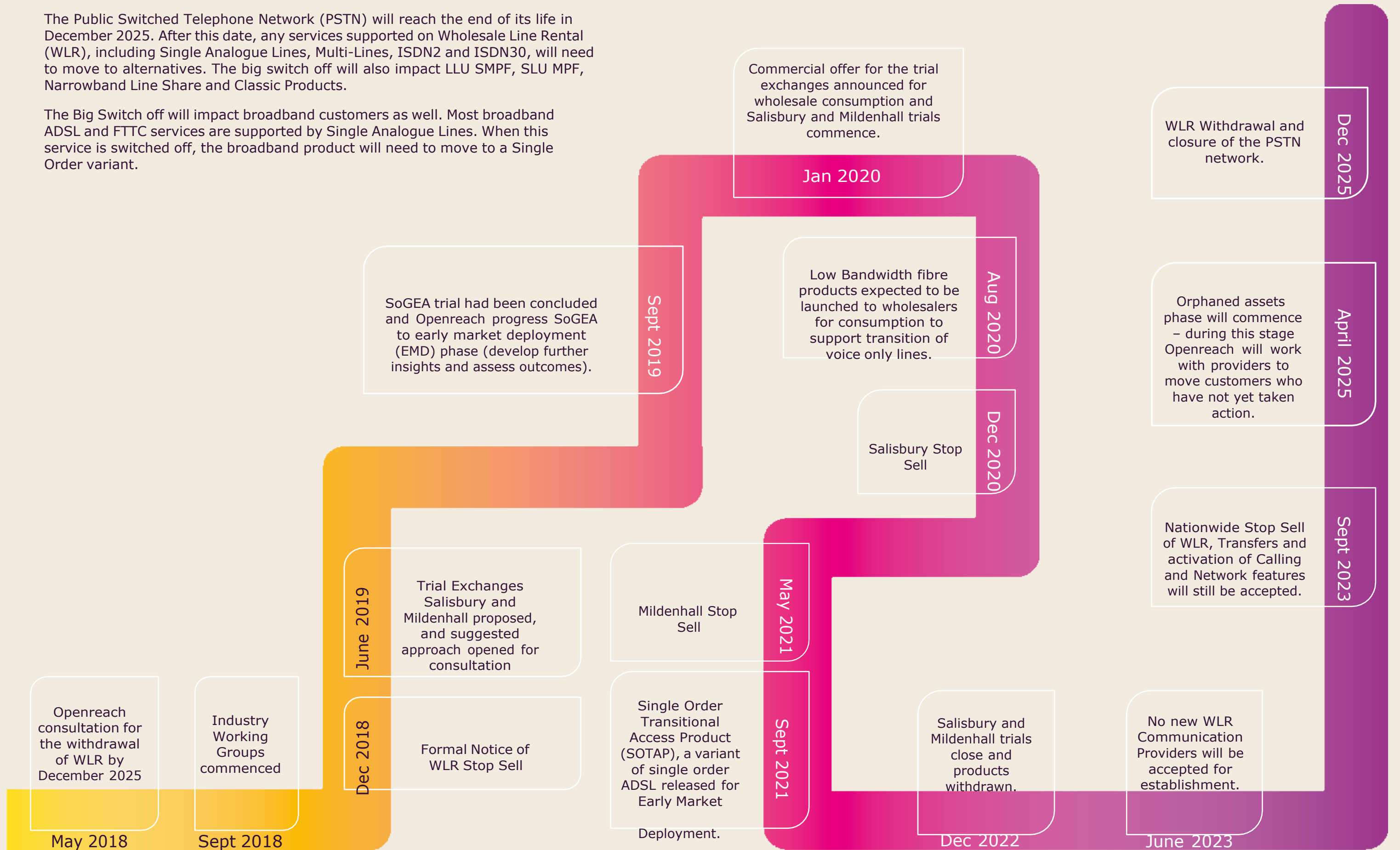
PSTN WITHDRAWAL GUIDE



THE BIG 2025 SWITCH OFF

The Public Switched Telephone Network (PSTN) will reach the end of its life in December 2025. After this date, any services supported on Wholesale Line Rental (WLR), including Single Analogue Lines, Multi-Lines, ISDN2 and ISDN30, will need to move to alternatives. The big switch off will also impact LLU SMPF, SLU MPF, Narrowband Line Share and Classic Products.

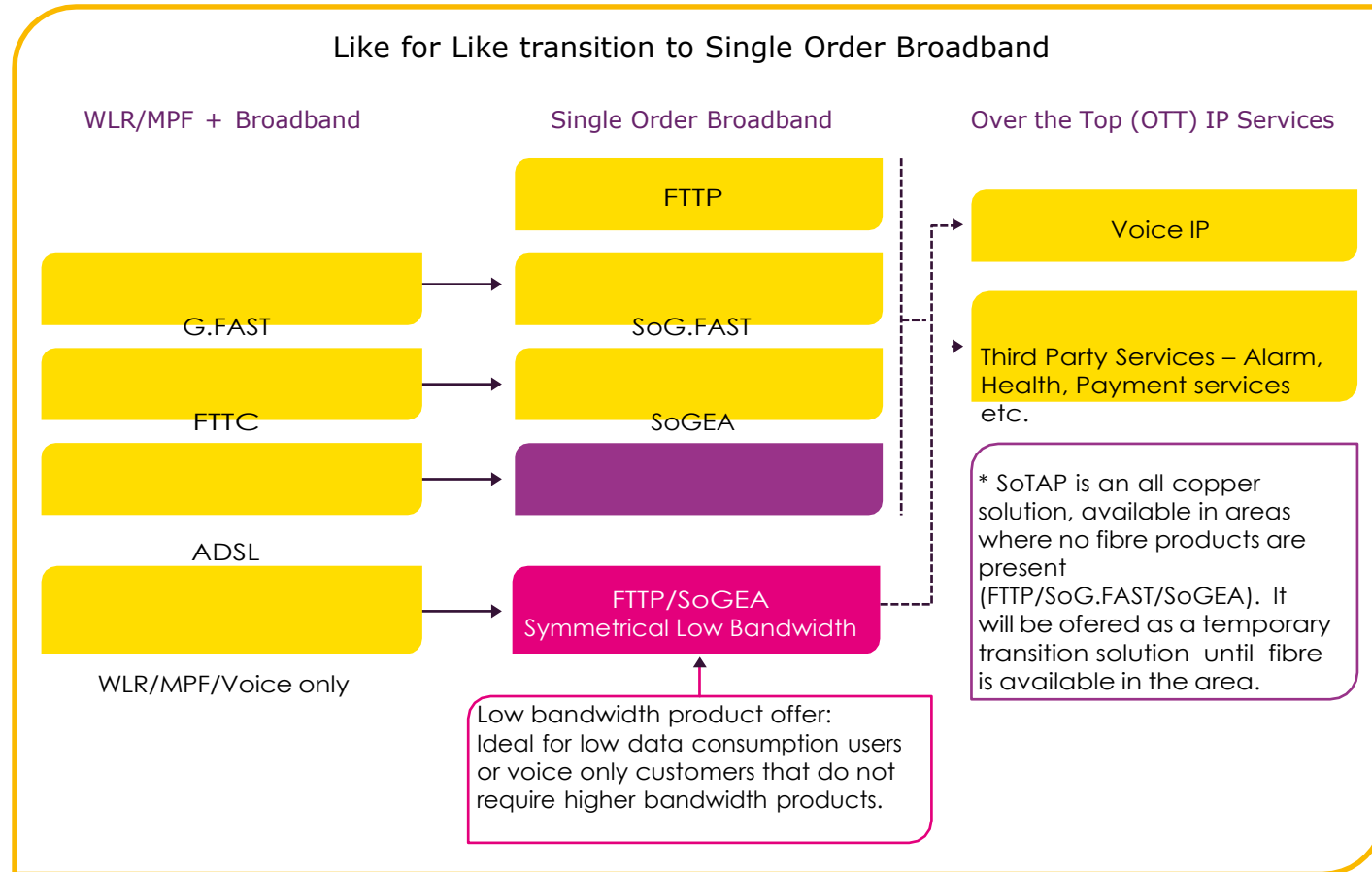
The Big Switch off will impact broadband customers as well. Most broadband ADSL and FTTC services are supported by Single Analogue Lines. When this service is switched off, the broadband product will need to move to a Single Order variant.



NEW SINGLE ORDER BROADBAND SOLUTIONS

GUIDE TO THE NEW TECHNOLOGY

The below diagram shows the like-for-like technology transitions from WLR/MPF + broadband to the new Single Order broadband.



IMPORTANT - OTT IP SERVICES

OTT IP services are standalone products. They are not included with a single order broadband and require a separate order. For Voice only single lines or low data consumption services (e.g. payment card services), a single order low bandwidth product will be available. The Communication Provider should then offer an over the top Voice service and should be aware of any other required services on the line, though these might be supported by a third party.

SINGLE ORDER BROADBAND - COMPATIBLE ROUTERS

CALLIDUS COMMUNICATIONS currently offer routers which are compatible with the Single Order broadband products. See list below:

Single Order Product	Technicolor Routers		
	TG588v2	DWA 0120	DGA 2231
FFTP	No	Yes - TBS	Yes – TBS
SoG.FAST	No	No	Yes – TBS*
SoGEA	Yes	Yes	Yes
SoTAP	Yes	Yes	Yes
ATA port	No	No	x2 ports

TBS: Two Box Solution, whereby the Technicolor router will connect to the Openreach provided ONT, via the Ethernet WAN port.

*DGA 2231 has a SoG.FAST MCT Openreach approved modem and, in the future, can be used as a one box solution (without the Openreach ONT).



IMPROVE CUSTOMER EXPERIENCE WITH NEW INSTALLATIONS:

New installation options, also known as site visit reasons, are available to Single Order products to improve the experience:

Engineer Activity	No Site Visit	Standard	Standard + Prove IP Voice	Premium	Premium + Prove IP Voice
Enables the network to provide service without visiting EU site	✓				
Enables the network and attends EU site to install/setup the service		✓	✓	✓	✓
Carries out installation of Wi-Fi enhancements and tests/optimises the service, along with a demo to the EU				✓	✓
Tests the IP voice service			✓		✓

EU = End User

An additional module that Openreach plan to introduce will be the 'Install UPS'. This will allow the Openreach engineer to install your third-party battery backup solution. To note, Openreach will not source or provide the battery backup unit.

OVER THE TOP VOICE

The VoIP world provides you with more options to fulfil your customers' voice needs. You are no longer bound to the limitations of fixed lines, with increased flexibility not meaning just the ability to move your customer's number to another area.

Taking our market-leading HV.Select IP voice solution as an example, you can use one service to provide your customers with everything they could ever want, and get creative with the extras you get included for free. Below are a just a few examples of how you can package this product for different customers.

Customer Type:



Residential

Example Proposition: Simple Voice

Function: Use the hosted user licence to overlay the broadband services with Voice, providing an ATA router so that your customer can still use their old telephone equipment. Opt to offer free minutes, or reduce the rental price and charge for minutes. You could also charge for some inclusive features that customers expect to pay for, e.g. voicemail and call barring.

Features: Call forwarding, selective call barring, caller display, voicemail.

Customer Type:



Sole trader

Example Proposition: Pocket Landline

Function: Use the HV.Select hosted user license to "liberate your landline" and provide your customer with their number direct to mobile via the UC Application.

Features: Mobile application, online auto attendants, call logging and voicemail.

Customer Type:



Small/medium business

Example Proposition: Total Business VoIP Telephone System

Function: Combine your new Single Order broadband services with a package deal and offer new IP handsets and business-grade Voice licenses.

Features: Auto attendants, hunt groups, call forwards and free desktop UC clients - all on an easy to use online management portal.

Customer Type:



Small to medium business with an IP incompatible telephone system

Example Proposition: Business VoIP Lines Only.

Function: Use the ISDN to SIP Converter device to enable use of the existing telephone equipment with HV.Select SIP. An easy online management portal means you don't need to re-programme your customer's PBX, just the ISDN to SIP, making the switch simple.

Features: All the features of HV.Select SIP without the need to replace all the customer's wiring and equipment.

Customer Type:



Large multi-site business

Example Proposition: Enterprise VoIP

Function: Make use of the HV.Select and SIP services hybrid technology, utilising mixed PBX sites as well as sites ready for fully hosted VoIP and new IP phones.

Features: Hybrid sites and on-net calls, channels sharing SIP Trunking and access to additional upsell features, such as call queues and call recording.

For more information and pricing on HV.Select and our IP Phones, call Callidus Communications Ltd - **03303653050**



What should I do in preparation?

INFORMATION FOR CUSTOMERS...

In December 2018, Openreach, the company that maintain the UK's telephone network and infrastructure, formally announced the withdrawal of their fixed telephone line products, with the vision to upgrade their network to more robust fibre products. Openreach now have a five-year programme in place, whereby a complete withdrawal of their fixed line services will be completed by December 2025. If you do not use your telephone line, you might still be impacted. Please take time to read the below information carefully.

Why is this important to me?

This is a national change that involves one of the biggest infrastructure modifications, whereby broadband services that currently rely on the analogue phone line and voice services will be withdrawn. These will be replaced with future-proof broadband services, including Ultrafast and Superfast Fibre.

Why do this now?

Analogue and other lines, such as business ISDN lines, have been used for many years to serve the UK for both its voice and broadband needs. The underlying technology is dated, becoming harder to maintain to support the future of broadband and the UK's transition to better digital services. Thanks to the advancements in fibre technology, which offer faster speeds and reliability, the focus is now to expand the fibre network, making it a better solution to today's online demands.

How will this impact me?

If you use your telephone line for making and receiving calls, your service will need to be updated. Any additional services, such as alarms, healthcare pendants or CCTV features that use your telephone line will also need to be considered. You need to advise your provider that your line supports these additional services, as they may not be aware.

If you are using a broadband which relies on telephone line, you can migrate to a single order broadband product.

How do I find out what broadband service and speeds I can have in my area?

Before you move, we can check what is available for your area and address, in some cases we may be able to check if there is any faster technology planned. When you buy a new broadband service, we will provide you with the speed that you will currently be able to obtain.

What happens to my voice service when I move?

Your voice services will stop working and instead you can migrate to a VoIP service, whereby you continue to make/receive calls, keep your existing telephone number and enjoy high quality voice and a range of call features. You may choose to use your existing phone (if compatible) or take advantage of new handsets designed for VoIP.

What is VoIP?

Voice over Internet Protocol (VoIP) offers higher quality voice and features which rely on a working broadband service.

If I move to the new Single Order broadband, can I move my telephone number to the new VoIP service all at once?

Yes, we can migrate your line to a Single Order broadband product and provide you with voice all at the same time. There might be a small period of downtime whilst your new service is activated, and your telephone number migrates from existing phone line to voice service. **I only use broadband, therefore, do I still need a voice service?**

No, one of the benefits of single order broadband products means that you do not require a voice service. Rather, the voice service is an optional add-on to your broadband service.

What should I do with my old telephone(s)/device(s) once I move to Single Order broadband?

Simply disconnect it from the telephone socket, as it may cause interference with your Single Order broadband.

When I have signed my new contract, how long will it take to move?

If you just have a single line and number to move, we will work to a minimum of 10 working days. This gives you time to check with any other equipment provider you might be using (i.e. your health pendant provider or alarm provider) that your service will continue to work. It also gives us time to book in the required migration and move your telephone number.

I only use the voice service; do I have to order broadband too?

As the analogue line is being withdrawn, the replacement product will be Single Order Broadband only. However, a lower voice bandwidth product is available to enable you to use VoIP so that you can continue using voice only service.

I am a business that relies on devices such as alarm systems, lift lines, card payment machines and FAXs - will these work with the new Single Order products?

It is important that you contact the vendor of these devices to confirm whether they are IP compatible. If not, then you will need to source new devices which are IP compatible, to allow you to continue running your business. Otherwise, these devices will stop working when moving to a Single Order product.

My broadband/data usage is very low, do I still need to move to the high-speed packages?

We recognise that not all broadband users are the same in terms of their usage, for instance, your business may rely on processing transaction payments only and does not stream online media content or that of a typical residential user. In these circumstances, a low bandwidth, symmetrical 500 Kbps (0.5 Mbps) package is available.

Due to my health, I rely on critical services or I am classed as a vulnerable customer, what should I do and how will this impact me?

If you have services such as Redcare or rely on life pendant services, then we strongly recommend that you contact the vendor for further assistance. It is highly likely that these critical services rely on the analogue line service to work, hence that there is an exception whereby Openreach will not withdraw the service until a compatible solution is in place to continue support for such customers and their reliance on these services until the December 2025 deadline.

Are vendors of these services aware?

Openreach are engaging with vendors of such services, via consultations/workshops, and are setting up a test lab (as mentioned in this guide) to help enable vendors to transition their products so that they become compatible with Single Order broadband. This ultimately ensures that a complete withdrawal can be achieved by December 2025.