



Managing Special Services during the all IP transformation

June 2022

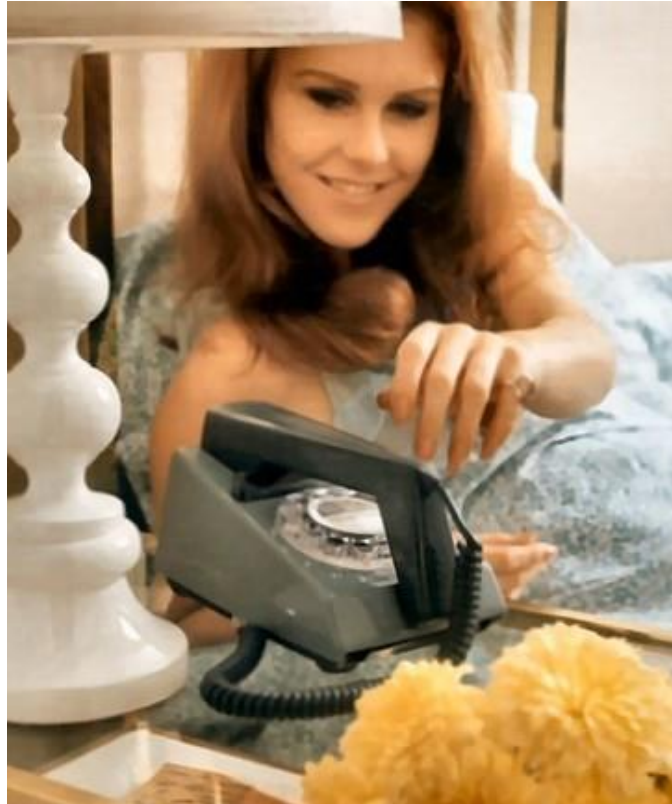
Why is the telephone network being transformed?

Ageing and not fit for purpose



PSTN kit over 35 years old
Support and spares limited
Point to point calling
Limited functionality

We're communicating differently



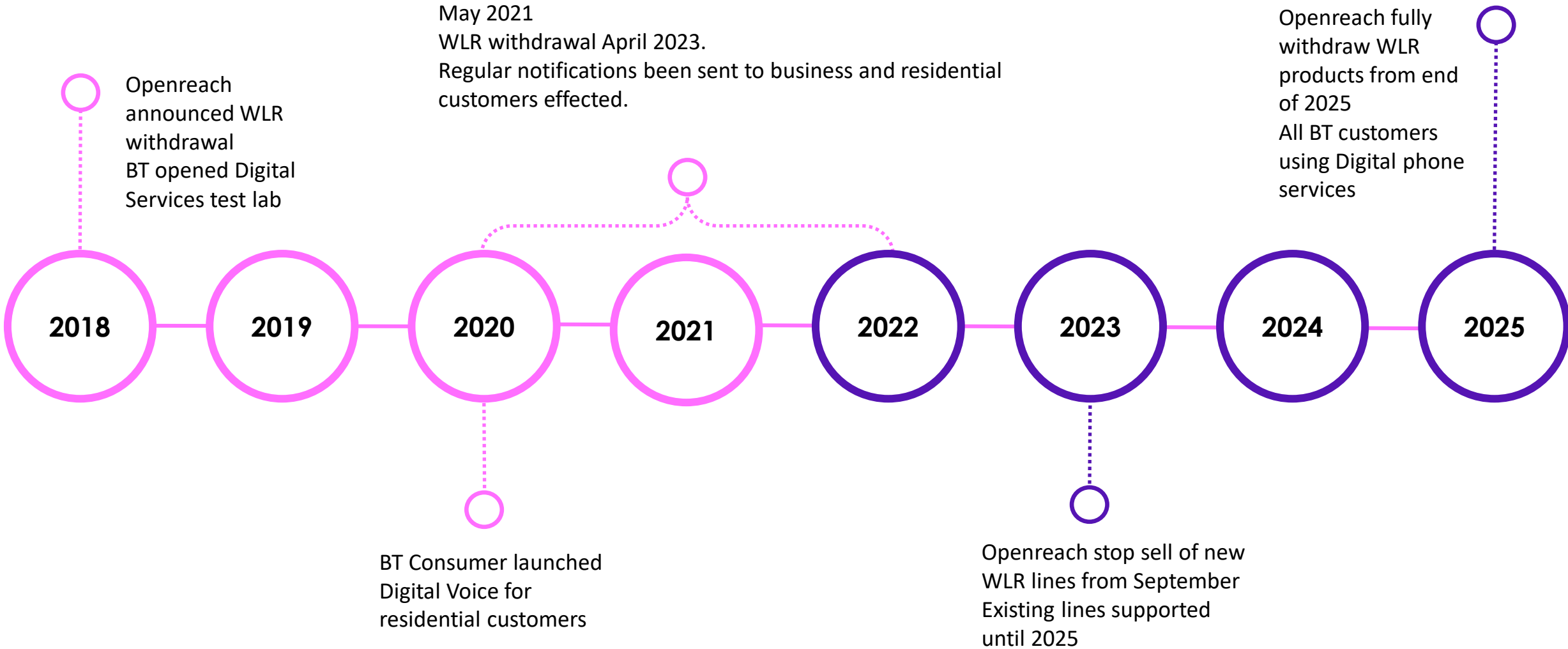
VoIP, SKYPE, WhatsApp
Converged telephony
Better quality, HD Voice
More features

Possibilities are endless



Internet of Things,
Ubiquitous experience
Seamless integration between devices
and networks

Key programme dates



Our all-IP strategy for BT Enterprise.

Since Openreach's announcement in 2018, BT has pledged to offer customers the best legacy to IP migration path using Professional Services and best-in-class customer support

An enterprise scale IP Portfolio

- **Simple Voice** – Plug and Play solutions to digital voice lines
- **Complex Voice** – building solutions for customers who want to retain their on-premise investments and those who want to fully embrace the Cloud
- **Specialist Services** – Building solutions for non-voice services using legacy networks



Specialist support

- Engaging special **service industries** and **CNI customers**.
- All-IP customer **technology testing facility** at **Adastral Park**.
- Dedicated sales specialists **supporting** customers through **migration projects**

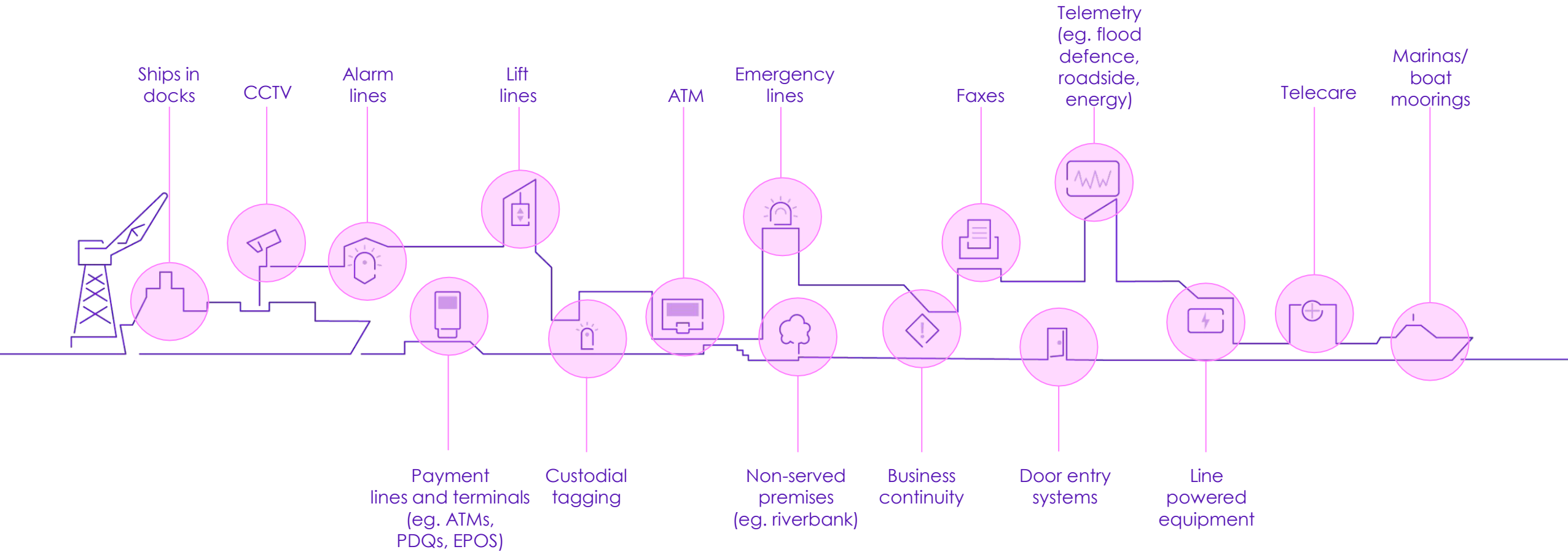


Professional Services

- Professional services delivery specialists, delivering migration audits, substitutional analysis, solution architecture, design, delivery, project management and decommissioning services.
- Customised projects, to shape your evolution from legacy service to an IP world.



PSTN lines are used for more than voice



Migrating customers to Digital Voice

Non-geographic rollout, commenced early 2020

Customers upgraded through elective or bulk migration journeys

Salisbury & Mildenhall trials

Opportunity to refine processes and test full switchover

Identifying and supporting customers with telecare equipment

ARC number process / data sharing proposal

Resilience solutions to ensure access to emergency services

Standardising battery back-up solutions (consumer)

Thank you