



Working Together on the Digital Switchover

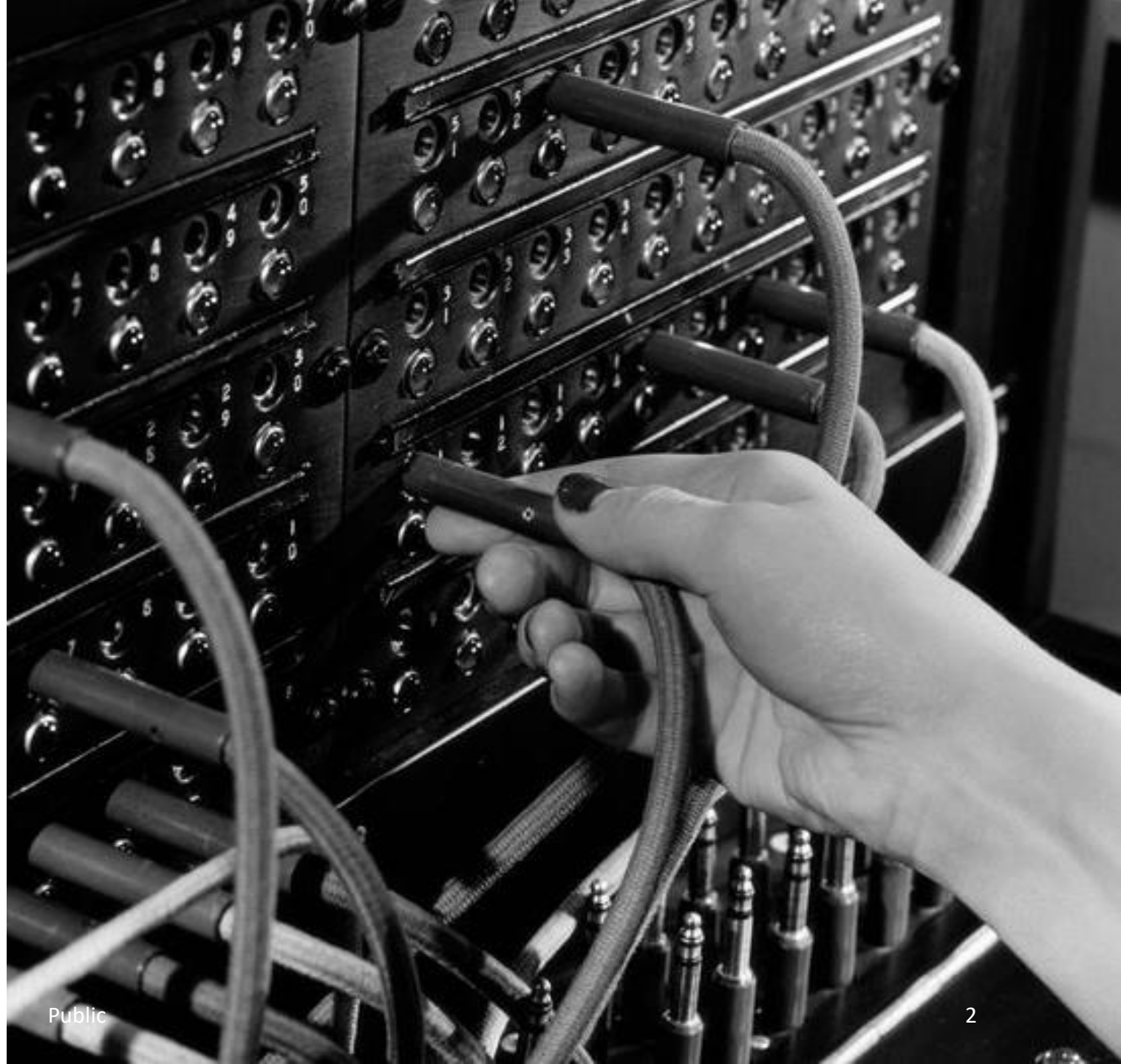
Managing the UK's Telephone system change to all IP

TSA – 9 June 2022

09/06/2022

What is happening and why?

- The Public-Switched Telephone Network (PSTN) is the equipment that supports the majority of phone calls in the UK and has been for decades
- Its technology is now becoming outdated and equipment support from manufacturers cannot be guaranteed in the long term
- If we don't modernise, the systems will become unreliable and eventually will not be able to be repaired
- PSTN technology is also limited and will not support new and innovative services that will become increasingly relevant to modern society



The change isn't coming, it's already here

- Since 2014, the UK telecoms industry has been reviewing the replacement analogue phone services and, with a view to moving everyone to an IP (voice over internet protocol) system.
- Other countries like Germany, Switzerland, Sweden and the Netherlands have already gone fully IP in the past few years.
- By 2025 most analogue phone lines will have been withdrawn. Ofcom is monitoring the industry programme and it's already published some [helpful guidance](#) on the subject.
- We've already started turning these services off in line with Ofcom's guidelines and will continue to do over the next few years. Other CPs will be planning for their own programmes and may be on different timescales.

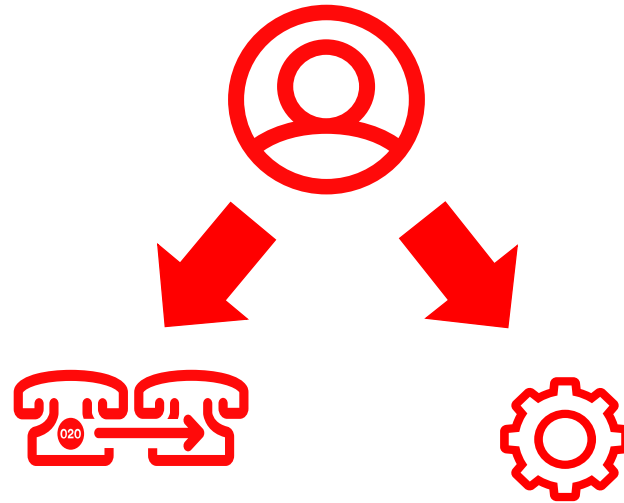


Migration of Customers

- Most residential customers will only need a like-for-like line swap, which simply requires plugging in their current phone to an adaptor that fits into their current broadband router
- Business customers may have more complex needs and require different (data based) solutions
- This migration will occur in different ways:

Organic Migration, through

- New Customer Sales
- Single Customer Interactions
- Occurs anywhere across VMO2's network footprint



Managed Migration, through

- Replacement of network equipment
- Affects customers served by that equipment
- Occurs on geographical basis

Working Together with the TSA



Why ?

- **Telehealth Devices use the PSTN to connect to ARCs**
- **Current technology is based on :**
 - Exchange side power
 - Analogue technology
- **IP Voice is locally powered**
- **IP Voice uses different signaling technology**

RISK : Will existing Devices work over IP Voice

Challenges and Solutions

- **How to identify Telecare Users**
 - Self Identification in Sales and Migration Journeys
 - ARC Sweep for Migration Areas
 - Number sharing with Local Authorities (and other stakeholders)
- **How to protect Telecare Users**
 - Ensure compatibility of device with IP Voice Line
 - IP Voice Test Lab
 - Best practice to rely on cellular back up to fixed line network
 - Early engagement with Stakeholders (eg Local Authorities / TSA) to identify migration areas
 - Dedicated Telecare journey / support



Continuing to Work Together

- VMO2 Test Lab in Winnersh, near Reading
 - Access to mains power sockets, patched lines/trunks off Virgin Media IP Voice and TDM voice networks etc.
 - Being co-located with our Voice labs, engineers are on hand to assist during setup or should there be need for assistance during testing
 - www.virginmedia.com/corporate/about-us/ip-voice-lab
- Dedicated Email address :
IPVoice@Virginmedia.co.uk
- Bilateral support
 - Events
 - Information on latest developments / migration areas

