

Update on Strawman On the Day 'Process'

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Scope of Work Group



DCMS: On the Day Processes – OTA Scope



OTA agreed to establish the work group to identify an improved on-the-day process that will seek to;

- migrate an analogue line to digital
- reconnect the required number of handsets
- prove the digital voice connection over the new line (or address failure)
- reconnect the vulnerable customers telecare equipment
- facilitate a test of the telecare equipment by the ARC

The 'ideal' process would aim to minimise, as far as possible, the need for a vulnerable customer to be actively involved

Types of Line Migration in scope



The scope is a single process that supports the multiplicity of 'journeys' and increasing availability of alternative Network Operators (infrastructure providers) that could migrate a telecare user on an analogue line to digital, so needs to address:

- PSTN lines being migrated by a customer's CP to copper based digital services
- PSTN lines being migrated by a customer's CP to 'fibre', with either the same infrastructure provider (such as Openreach) or a new alternative (such as City Fibre)
- PSTN being switched to a new CP who will provide digital services over copper or fibre (existing or new infrastructure provider)
- Digital services being switched to a new CP on either the same or an alternative infrastructure provider (safeguard for compatibility issues)

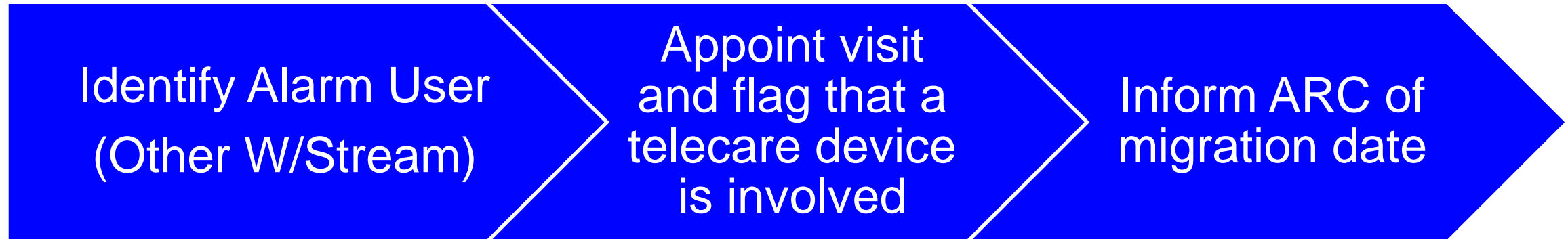
Potential strawman process

Best Practice rather than an agreed Process



- ‘00s of participants in both Telecare and Telecoms, so an “agreed” process is unrealistic and unenforceable
- Aim is, therefore, be to create a Best Practice approach recognising that;
 - Not everyone will adopt due to differing costs, complexity and views of risk
 - Not everyone will adopt in the same timescales
- The aim is to produce a set of Best Practice principles that are achievable across the two industries with clear points of handover between parties
 - **but also to identify the key issues that need to be addressed to implement these i.e. addressing personal liability issues etc**

Prior to Appointment



Engineer - On arrival



Engineer aware that a telecare device is present at a premises

Engineer locates alarm and ARC informed migration underway

Line Migration



Engineer migrates the line and
proves digital voice

Telecare equipment
reconnected

Line Migration

Engineer asks the user to test the reinstalled Telecare device

Telecare equipment reconnected and test OK

Telecare equipment fails to reconnect

Status of Work Stream

Best Practice status



- Kick off for work group – 20th April
- Sub-group established
 - Initial discussion – 10th May
 - Further Review - 23rd May
- Draft strawman issued
 - Circulated to full work group on 23rd May
 - Requests for responses by COP on 8th June
 - Responses to date 3, further comments promised
- Next steps
 - Collate responses for a review call wc. 20th June
 - Distribute for wider review wc. 27th June