TalkTalk All IP Webinar TSA

Marie Fortune Head of Governance & Inclusion



Regulatory & Compliance

Existing Ofcom rules for voice services continue to apply

CPs must offer a 'resilience solution' to maintain access to the emergency services in the event of a power cut – free to 'voice dependent' customers

CPs must maintain Caller Location Information to support call handling by the emergency services

TalkTalk Approach



Minimise disruption for customers

Identify customers who are vulnerable, dependent on their landline, and/or use 3rd party devices

Inclusive by Design communications, processes and aftercare that take account of the needs of these customer groups

Assess risks if the service fails

Your Assistance



- ARC Numbers
- Real introductions & information sharing
- Test Labs



Brinell House, Irlam

Thank you

Marie Fortune Head of Governance & Inclusion

E: Marie.Fortune@talktalkplc.com

T: 07894665631