

Considerations When Moving from PSTN/WLR to IP Services

As the UK migrates to fibre and the clock ticks on the Public Switched Telephone Network (PSTN) shutdown, this infographic identifies the key factors for consideration as businesses seek to develop strategies to prepare for the withdrawal of critical Wholesale Line Rental services.

Strategies need to be devised now



After December 2025, any services supported on Wholesale Line Rental (WLR) will need to have alternatives available for use.

The big switch off will also impact Single Analogue Lines, Multi-Lines, ISDN2 and ISDN30, local loop unbundling SMPF, SLU metallic path facility, Narrowband Line Share and Classic Products.

Broadband customers are also affected as most broadband ADSL and FTTC services are supported by Single Analogue Lines, so will need to move to a Single Order variant.

Once a Stop/Sell notification has been issued relating to a local exchange, no new WLR or ISDN based products may be ordered relating to premises which are served by that exchange from the Stop/Sell date (which is applicable to that exchange).

If premises have GEA-FTTP service available to order, then such premises are immediately impacted and the only available option is a GEA-FTTP solution at those premises.

If premises do not have GEA-FTTP service available, the following alternative services will be available based on the following priority: SOGEA-FTTC, SOTAP (where no fibre is available) or SMPF & WLR (only available until September 2023).

Review the options matrix:

Migration Journeys - Existing premise - New premise	If the premise is ENABLED for GEA-FTTP	If the premise is NOT ENABLED for GEA-FTTP
WLR/ SMPF and SLU SMPF - provision including new supply, transfers and working line take over etc.	Restricted.	No Change – this will follow nationwide Stop/Sell in September 2023.
WLR/ SMPF and SLU SMPF - modifications that increase the asset base (including increase and decrease of channels).	Restricted.	If Single Order products such as SOGEA are available to order at the applicable premises, these Single Order products should be chosen solution over WLR.
LLU-SMPF, SLU-SMPF and FTTC - provision or modifications.	Restricted.	
SOTAP and SMPF - provision, speed upgrade or modifications.	Restricted.	
Non-Standard Lines (non-served premises, short duration lines and hot sites).	No change until available on FTTP.	

Considerations for TNS Dial in a retail environment

For merchants using TNS Dial for payment transactions, there are two potential options to connect via IP to the terminal

Option 1 – Where the terminal is already IP enabled

It can be connected to the new IP router via the ethernet port on the router using the ethernet cable provided with the terminal.

Consider this checklist

- ✓ Where will the new router be located within the premises?
- ✓ Are there enough power sockets available for the new router?
- ✓ Does the merchant have an ethernet cable to connect the terminal to the new router?
- ✓ Is the ethernet cable long enough?
- ✓ Once the terminal is connected to the router, the merchant must test the connection to see if the terminal automatically switches to the new IP connection and works. If not, additional work may need to be carried out on the terminal or the acquirers' host.
- ✓ Are there any back-office systems that may be affected by a change of technology to IP? This is mostly related to locations that use ISDN2 connectivity.

Option 2 – Where the terminal is not IP enabled or the terminal is IP enabled but for whatever reason it is not possible to connect to the router

There will be a port on the router to connect the old PSTN cable. This is known as the ATA (Analogue Telephone Adapter) port. This port 'spoofs' a PSTN connection from the router to the terminal, but all transactions are still sent over the IP network from the router into the carrier's network.

Considerations to take on board:

The IP router only has one ATA port, so will not support multiple PSTN/ISDN devices i.e. terminal and analogue phone, unless a splitter device is inserted in which case a maximum of three devices can be supported.

Supporting PSTN over an IP connection is not an optimum way to deliver POS transactions and as a result the merchant could possibly see a degradation of service.

Considerations for retail and ATM deployments of TNSLink

For those using TNSLink for payments transactions and ATM communications, it is useful to explore the following:

1

Review your installed base to identify those premises that are of strategic importance to your business.

2

Prioritize those premises in locations where the PSTN/WLR services will be withdrawn (as applicable exchange is subject to a Stop/Sell notice).

3

Consider other services that support your business which may also be impacted by the Stop/Sell notices.

4

Identify other essential services (such as POS terminals, CCTV, alarms etc) which may be attached to the applicable TNSLink lines.

5

Check if you have contracts for affected PSTN/WLR services with multiple providers.

TNS is here to support our customers in this migration. Please contact your account manager, visit tnsi.com/UK-WLR-Switch or email solutions@tnsi.com to learn more.