

What You Need to Know About the UK PSTN/WLR Withdrawal

Openreach is moving ahead with its rollout of fibre across the UK and the Public Switched Telephone Network (PSTN) is on target to reach the end of its life in December 2025. While this may seem like a while off, the process is already in full swing with over 200 Stop/Sell notices now in effect. This infographic highlights a range of key factors for businesses to be aware of.

Who is affected?



After December 2025, any services supported on Wholesale Line Rental (WLR), including Single Analogue Lines, Multi-Lines, ISDN2 and ISDN30, will need to have alternatives available for use.

The big switch off will also impact 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.

Demystifying the Stop/Sell Policy

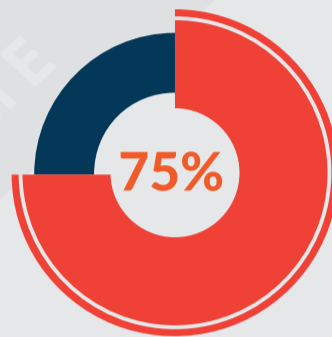
Stop/Sell notices are being issued since June 2020 based on tranches of exchanges across the UK. Each tranche is based on exchanges which have either met or are likely to meet the 75% fibre coverage threshold within the 12 months.

The implementation of a Stop/Sell notification on a local exchange does not mean the existing PSTN/ISDN service will be ceased. The notices specify that no new WLR or ISDN based products will be available for new orders at premises relating to the affected exchanges at expiry of the associated 12 month period.

The longevity of existing WLR services (relating to affected exchanges) is expected to cover a three-year period from the date of the Stop/Sell notice.

In locations where a fibre alternative to WLR/PSTN is available, service providers will seek to migrate customers to IP-based products (using fibre) which could impact any renewal of any existing service contracts.

The replacement fibre or IP services for WLR/PSTN access are based on SOGEA-FTTC (Single Order Generic Ethernet-Fibre to the Cabinet) or GEA-FTTP (Generic Ethernet Access-Fibre to the Premises).



What has happened so far?

1

Openreach identified Mildenhall and Salisbury exchanges as pilot locations to implement Stop/Sell and the ultimate withdrawal of WLR products.

2

Salisbury was given an effective Stop/Sell on all WLR products from the 1st December 2020 with WLR product withdrawal in December 2022.

3

Mildenhall will have a Stop/Sell on all WLR products from May 2021 with WLR product withdrawal in December 2022.

4

Further Stop/Sell notices have been issued in June 2020 (117 exchanges), October 2020 (51 exchanges) and January 2021 (51 exchanges)

What do I need to do now?



Confirm if you have been affected by the Stop/Sell notifications issued so far.



Explore which options are available in your location.

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.