techUK
FOR WHAT COMES NEXT

Digital Phone Switchover - preparing local authorities

Tuesday 8 November 2022

Digital Upgrade – Openreach programme update

Phil Laws

Openreach

8 November 2022

Digital Upgrade

What's in a name?

- WLR withdrawal
- PSTN shutdown
- All IP

Programme Summary

- Do you know what's happening?
- Why we're doing it
- When did we start?
- How long to go?
  - > Key dates
  - > Trials feedback

Local government

- What we've we done?
- Salisbury and Mildenhall feedback
- What do we need?

Digital Upgrade

Trial learning

- Communications Providers are not in a rush
- Complex installations or non-standard use cases are being back ended
- Communications Provider feedback is that end customers are difficult to engage with about the change
- Some end customers don’t understand what the change is for and why

Digital Upgrade

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Digital Upgrade

What we've done

Country	Contacted	Total	% Success
England	**83**	**359**	**23%**
Wales	**22**	**22**	**100%**
Scotland	**5**	**32**	**16%**
Northern Ireland	**2**	**11**	**18%**
Total	**112**	**424**	**26%**

Salisbury and Mildenhall feedback

- Accountable person
- Project manager

What do we need?

- Who will your CPs providers contact in your organisations?
- Think of all your use cases
- You are trusted – think about the vulnerable and Scammers
- Are YOU the right contact? If not, can you find them?

Thank you

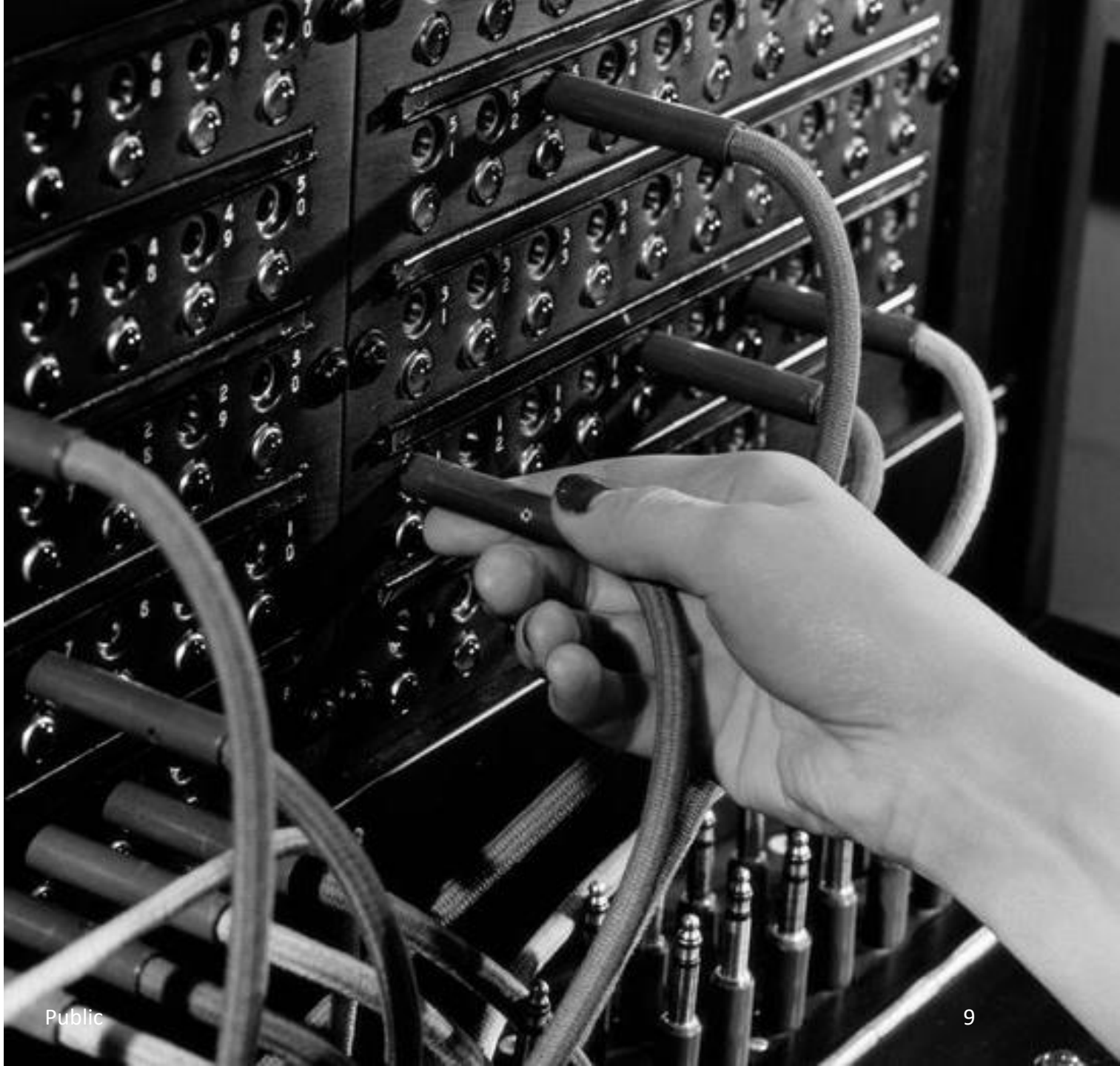
openreach

Digital Switchover – Preparing Local Authorities

TechUK – 8 November 2022

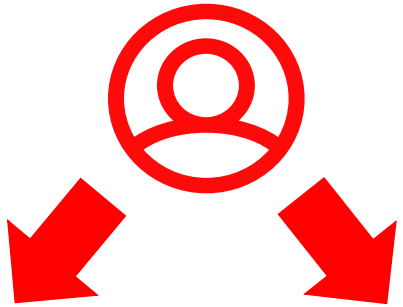
What is happening and why?

- If we don't modernise our phone systems, they 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
- This migration is happening now so it's vital everyone knows about it and takes action right away.
- The change affects everyone with an analogue line – so for Local Authorities, it will be not only your own services, but services provided by third parties to you, and residential lines relied on by service users.



Local Authority Impact

- Impact from both LA being a customer and also impact from LA service users / contractors being migrated



LA as Consumer of Analogue Services

- Telephony Services
- Monitoring Lines
- CCTV / Telemetery
- Point of Sale Terminals
- Fax Machines

Third Party Migrations affecting LA

- Service Users residential lines that support LA provided services
- Partner Services that rely on analogue services

Local Authority as Consumer

Local Authority will typically have multiple communication services

Some will be Analogue based and impacted by the Digital Switchover

Others will not, and will not need to be changed, but there may be benefit in updating overall solution.

3 Areas of Challenge:

Services

What services do you have ?
Who supplies your services (same CP / third party supply?)
Where are all your services ?
What services are directly impacted by the Digital Switchover ?

Timeline

When will your services be migrated ?
Do you have different dates driven by different suppliers ?
Are other planned upgrades happening ?

Communication

Proactive communication with CPs
Proactive communication with partners
Reactive to communications from CPs

Local Authority as Impacted 3rd Party

Service User Support

Local Authorities will support Service Users in their own homes / sheltered housing
What CP do they use ?
What happens if they migrate ?
Vulnerable segment – do they understand / will they contact LA ?
Direct Communication with LA
Data Sharing to work together

3rd Party Partner Service

Local Authorities will have services supplied by 3rd parties
Are 3rd parties aware of the migration
How will services impact LA ?
Discussion with 3rd parties essential
Tie into discussions with CP
Make sure 3rd parties aware of local migrations

Illustrative Example : Switch Closure July 2024

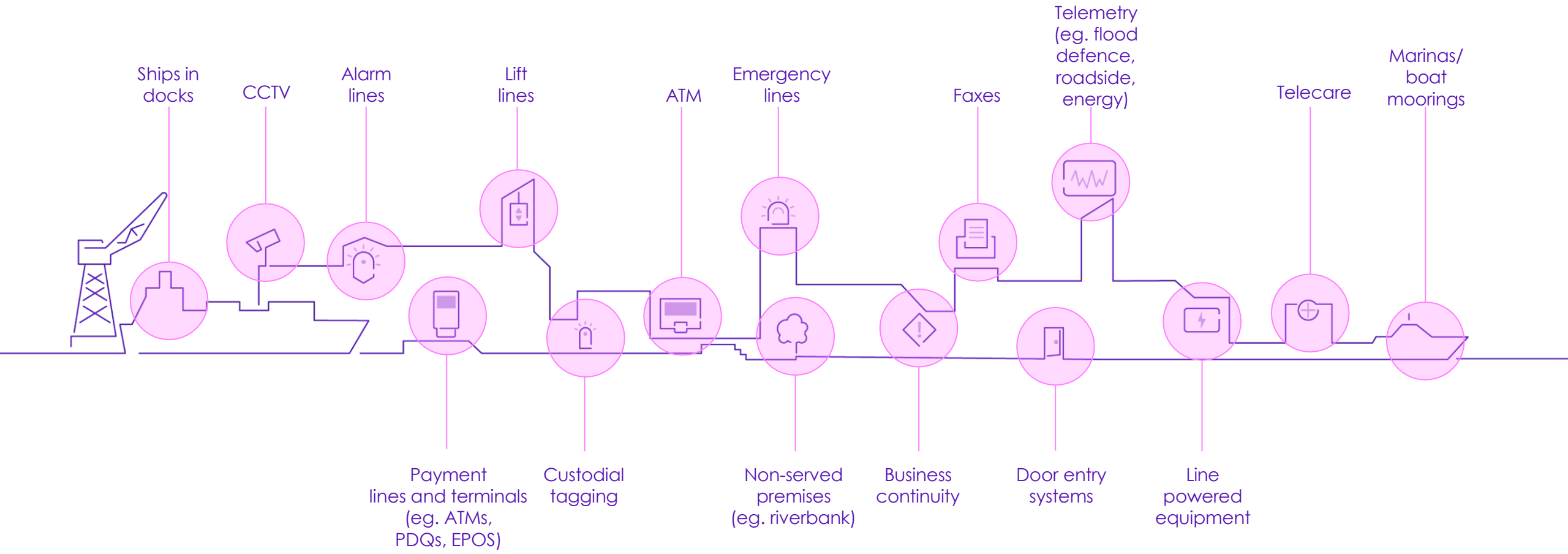
Date	Event
Now	On-going discussions with VMO2 through Account Contact for LA customers
June 2023	Letter to LA customers from VMO2 about migration date for switch of June 2024
Aug 2023	Letter to any LA in whose area a migration Postcode is, informing them of residential migrations by June 24
Jan 2024	Initial Comms to known Vulnerable Residential Customers (min 6 months before closure date)
Jan – Apr 2024 (indicative start date)	Initial Comms to standard Residential Customers (minimum 3 month notice period, switchover dates may be earlier than switch closure date)
June 2024	Notified Switch closure date
July 2024 (indicative period from notified date)	Final Switch closure (allowing period for individual case management of remaining customers)

Other Support

- IP Voice Test Lab at Winnersh
- Dedicated email for Local Authority / Stakeholder queries : IPVoice@Virginmediao2.co.uk
- Continued Support of cross-industry initiatives to increase inter-CP alignment and promote awareness of switchover
- Support at Local Authority and Stakeholder Events; bilateral calls and briefings

BT Enterprise & Local Authorities User case awareness

PSTN lines are used for more than voice



Customers have a wide range of devices connected to lines

Special services used inside

- Arcade machines
- ATMs (inc. Kiosks)
- CCTV
- CO2 detectors
- Custodial Tagging
- Door Entry Systems
- External bells (e.g. magneto bell)
- Fax machines
- Fire / smoke alarms
- Food delivery order machines e.g. Just Eat
- Franking machines
- Intelligent Tills / Electronic Point of Sale (EPOS)
- Logistics and shipping equipment
- Live scan finder printing
- Manufacture control / process monitoring / CAD
- Medical equipment / medical monitoring
- National lottery machines
- Oyster terminals
- Pay point machines
- PDQ (chip & pin) machines
- Printers
- Security alarms
- School dinner money payment systems
- School lockdown emergency buttons
- Staff safe alarm systems
- Stock Market Dealer boards
- Tannoy
- Telecare alarms
- Telehealth
- Train station help points
- Utilities Meters
- Vending machines
- Lifts
- Escalators
- Emergency phones
- Payphones

Special services used outside

- ANPR number plate recognition
- ATMs (inc. kiosks)
- Bus stops
- Car park payment machines
- CCTV
- Motorway signs
- Outside broadcasting apparatus
- Railway crossing
- Railway signals
- Traffic lights
- Train station help points
- Weather monitoring stations

Telemetry devices

- Monitoring boiler pressure
- Monitoring fridge / freezer temperatures
- Remote monitoring equipment
- River flow
- Flood / damn levels
- Roadside telemetry
- Street lights
- Sluice gate
- Environment monitors e.g. humidity and temperature

Case study for local authorities

Case study examples:

- Schools
- Care homes
- Car parks
- Traffic lights
- Payments (council tax, benefits, parking)
- Libraries
- Sheltered Housing
- Satellite offices

- Most councils have between 150 and 2000 analogue lines with a wide range of services attached

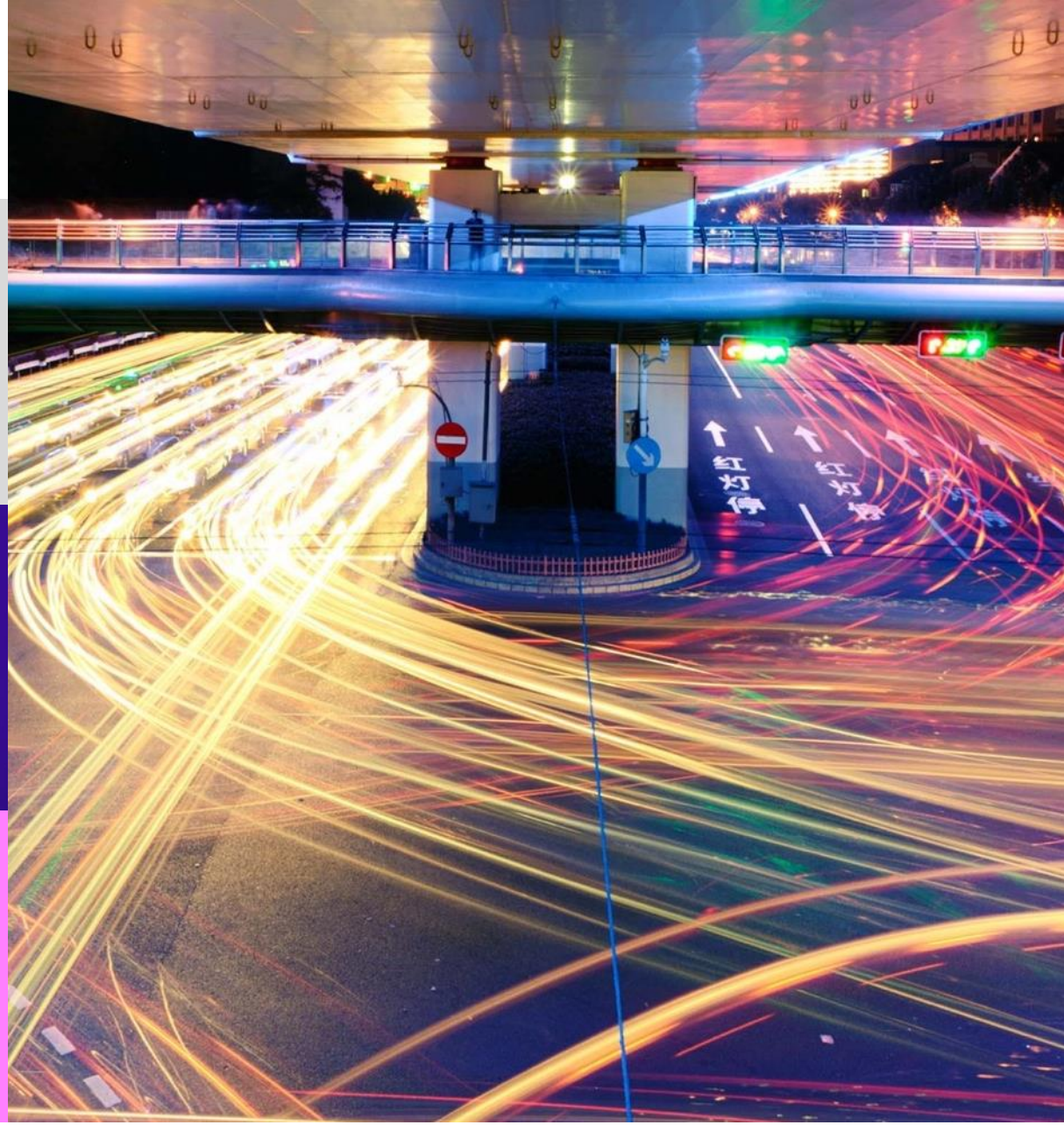
Case study example - Schools

Considerations:

- Legacy Analogue lines and ISDN servicing multiple devices
- Car Park barriers
- Intercom
- School dinner payment
- Legacy phone lines
- Fire Alarms
- Door entry system
- School lockdown emergency buttons
- Staff safe alarm systems
- Lifts

Key transformation challenges

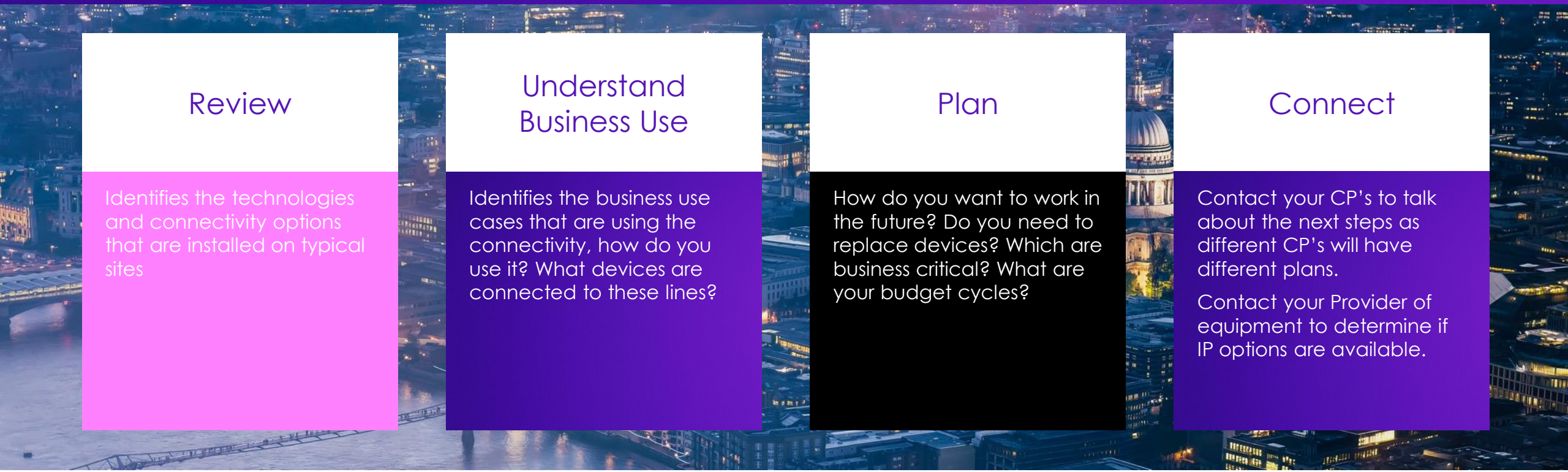
Circuit location and allocation - Security	Back up power supply
Integration with existing solutions	Retaining features and services – is the device IP ready?
Managing change	Safe removal of old equipment



How can we help?

Customer Discovery Summary

The discovery provides a great start in engaging on the IP journey.



Review

Identifies the technologies and connectivity options that are installed on typical sites

Understand Business Use

Identifies the business use cases that are using the connectivity, how do you use it? What devices are connected to these lines?

Plan

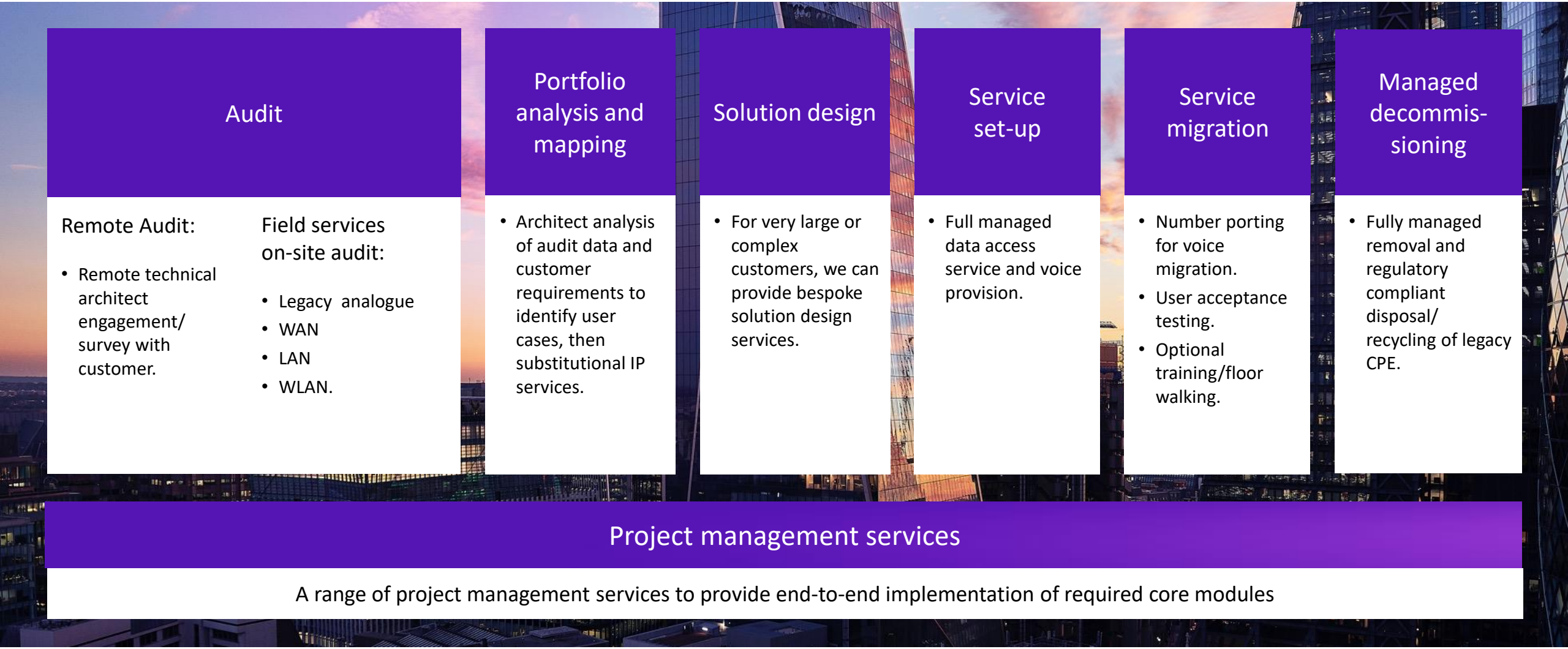
How do you want to work in the future? Do you need to replace devices? Which are business critical? What are your budget cycles?

Connect

Contact your CP's to talk about the next steps as different CP's will have different plans.

Contact your Provider of equipment to determine if IP options are available.

The core modules of IP Transformation Services



Audit

Remote Audit:

- Remote technical architect engagement/ survey with customer.

Field services on-site audit:

- Legacy analogue
- WAN
- LAN
- WLAN.

Portfolio analysis and mapping

- Architect analysis of audit data and customer requirements to identify user cases, then substitutional IP services.

Solution design

- For very large or complex customers, we can provide bespoke solution design services.

Service set-up

- Full managed data access service and voice provision.

Service migration

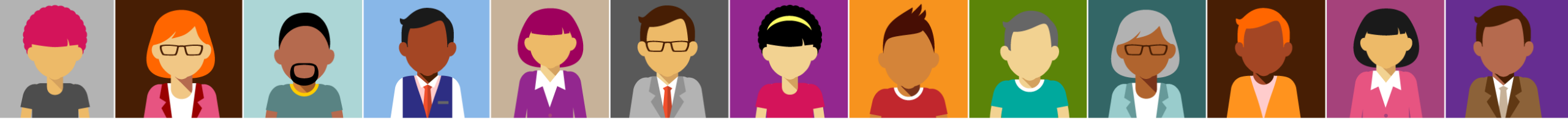
- Number porting for voice migration.
- User acceptance testing.
- Optional training/floor walking.

Managed decommis-sioning

- Fully managed removal and regulatory compliant disposal/ recycling of legacy CPE.

Project management services

A range of project management services to provide end-to-end implementation of required core modules



Liverpool City Council

Digital as a Disrupter

8th November Ann Williams

Ann.williams@liverpool.gov.uk

Liverpool City Council

Switch to Digital from Analogue by 2025

- Both a driver for positive change and huge challenge points
- Curved balls

Liverpool City Council

Challenges

- Actual switching process
- Cost to LA's for new digital equipment – SIM card costs –L5G
- Supply challenges of digital equipment
- Increased risk of power failure in VOIP systems
- Cyber security
- Analogue in care homes – lifts, fire alarms etc

Liverpool City Council

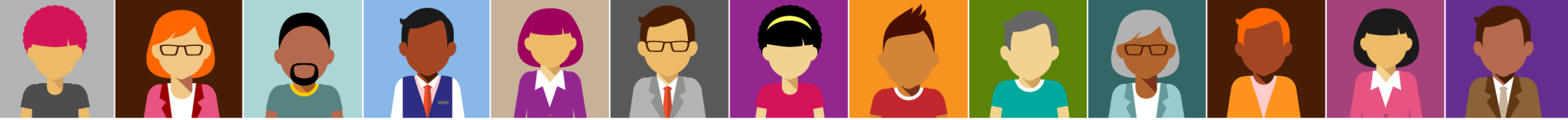
Positives

- Potential for high street equipment
- Use of AI and VR in care settings
- New digital systems collect data – potential to harness data to plan future services at personal and population level
- Potential higher acceptance of ambient digital equipment

Liverpool City Council

Curved balls

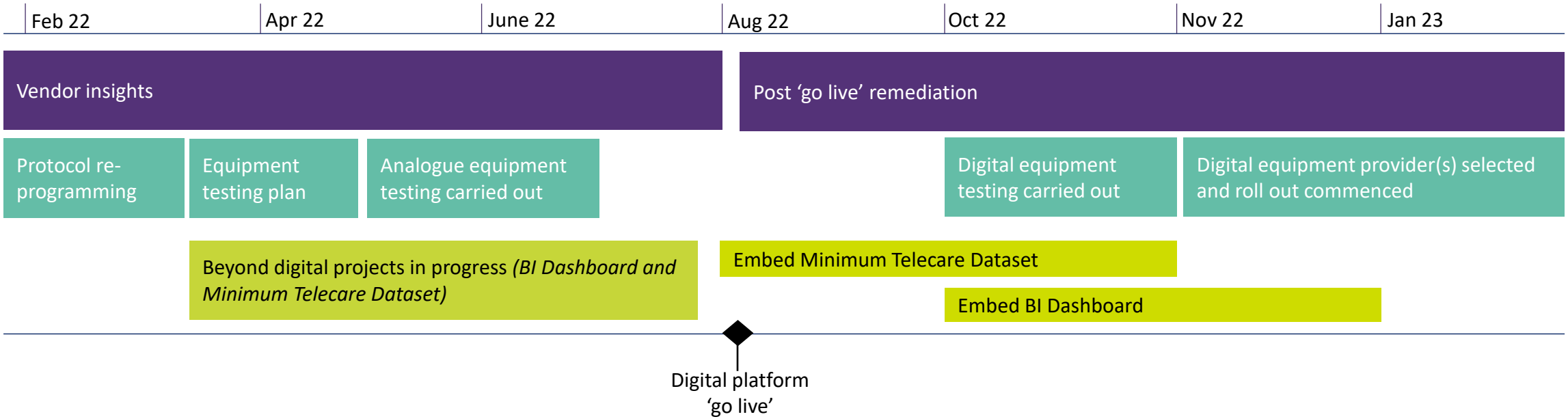
- Cost of living crisis – people afraid to leave electrical appliances on all night due to power costs
- Covid - World shortage of micro chips
- Data protocols
- Potential of plethora of monitoring centres as traditional ARC’s cant handle new technology



Liverpool City Council

Thank you

The Vale of Glamorgan Council Migration



Pre-migration plan

Planning

- Fact-finding meeting / questionnaire
- Landscape review
- Two days due diligence consultancy
- Protocol report
- Lessons Learned report
- A model pre-migration plan

Mobilisation

- Framework advice and support
- Overview of Cloud and Privacy Impact Assessments
- Data management guidance (aligning with the national programme data principles)
- Supplier insights / market intelligence
- Overview of Blueprint for alignment

Specification

- Resource discussion (Project Management support)
- Arranging vendor demo sessions
- Dedicated help and support with constructing the Request for Proposal (RFP) specification documentation pack

Procurement

- Ad-hoc support if required throughout the procurement process

[Pre-Digital Migration Support | Digital Health Wales]

Telecare ARC's in Wales

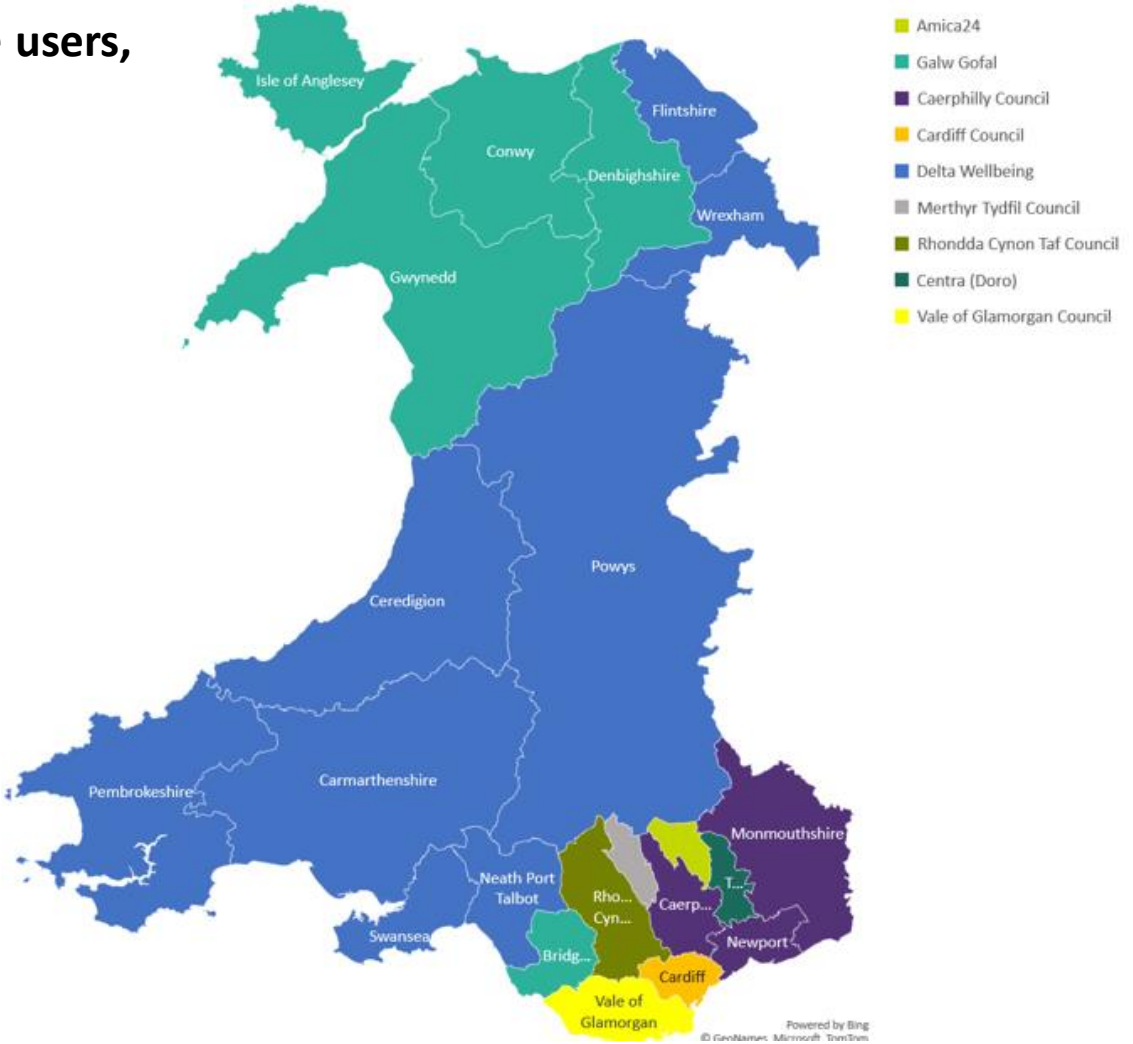
There are 7 ARC's based in Wales serving Welsh telecare service users, an additional 2 are sat within England

Local authority name	Number of connections	Current platform	Digitally enabled?
Vale of Glamorgan Council	2,738	Enovation UMO	Yes
Rhondda Cynon Taf County Borough Council	3,622	Tunstall PNC 8.2	No

Local authority name	Number of connections	Current platform	Digitally enabled?
Merthyr Tydfil County Borough Council	5,371	Tunstall PNC 8.2	No
Caerphilly County Borough Council	5,792	Tunstall PNC 8.2 (out to tender)	No
Cardiff Council	6,466	Tunstall PNC 8.2	No

Local authority name	Number of connections	Current platform	Digitally enabled?
Galw Gofal (North Wales partnership)*	16,111	Jontek Answerlink	Yes
Delta Wellbeing (local authority trading company)	34,511	Tunstall PNC 8.2 (out to tender)	No

**using an on-premise ARC, not SaaS*



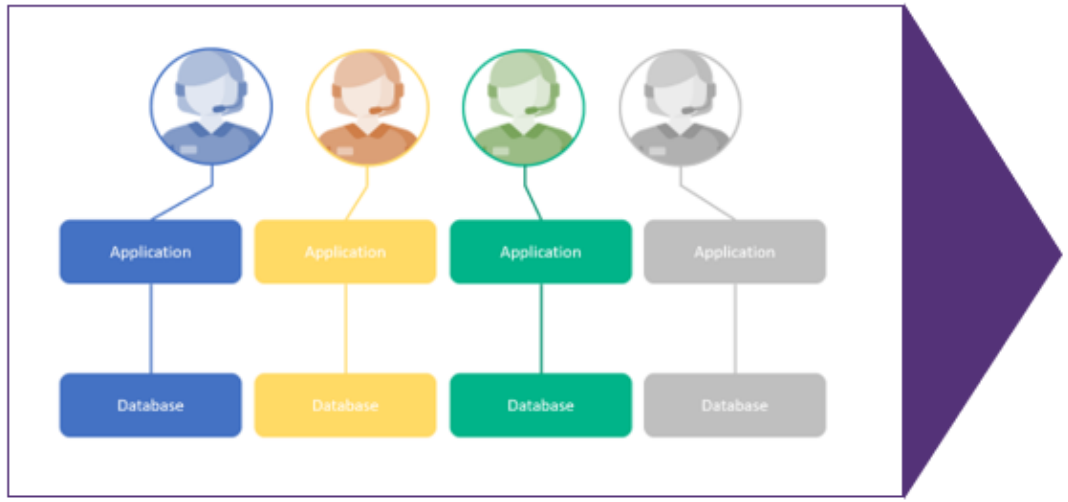
Shared Tenancy proposition

The Vale are upgrading to a digital ARC platform based on a SaaS (Software as a Service) model. A key feature of interest to TEC Cymru is that this model often goes hand in hand with a platform environment built on a ‘multi-tenanted’ architecture, whereby different providers can share the same platform whilst keeping their data discrete and maintaining operational independence.

This opens the door not only to partnerships and collaborations between telecare service providers but also has potential for vast cost savings and efficiency improvements.

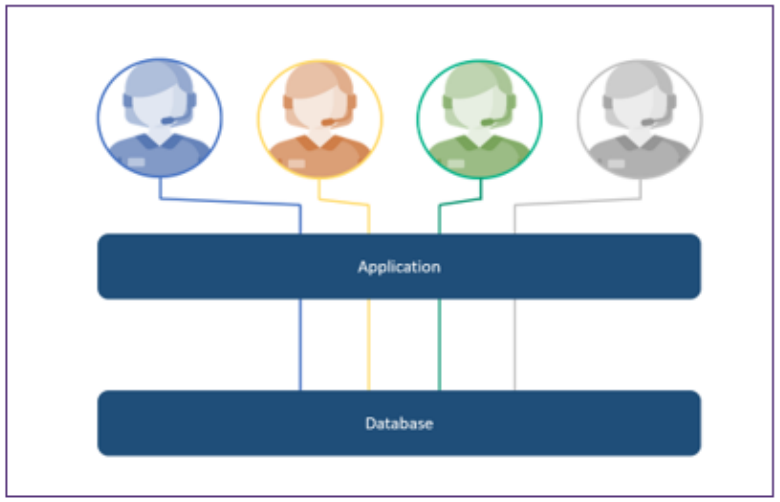
Single-Tenant

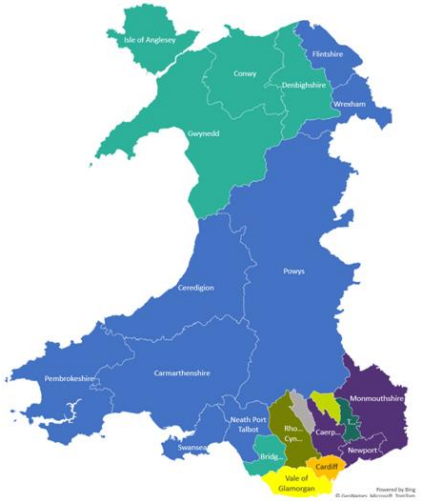
Separate application and separate database



Multi-Tenant

One shared application and one shared database





OVERVIEW OF THE ANALOGUE TO DIGITAL TELECARE PROGRAMME

DIGITAL TELECARE

Scottish Local Government

OVERVIEW OF THE DIGITAL TELECARE PROGRAMME

DIGITAL TELECARE
Scottish Local Government

Strategic background:

- Telephony providers advising shift to digital in 2017
- Providers are currently in the process of actively migrating to digital in Scotland
- Digital switchover is cross-cutting – impacting housing, local authority, HSCP and NHS service providers

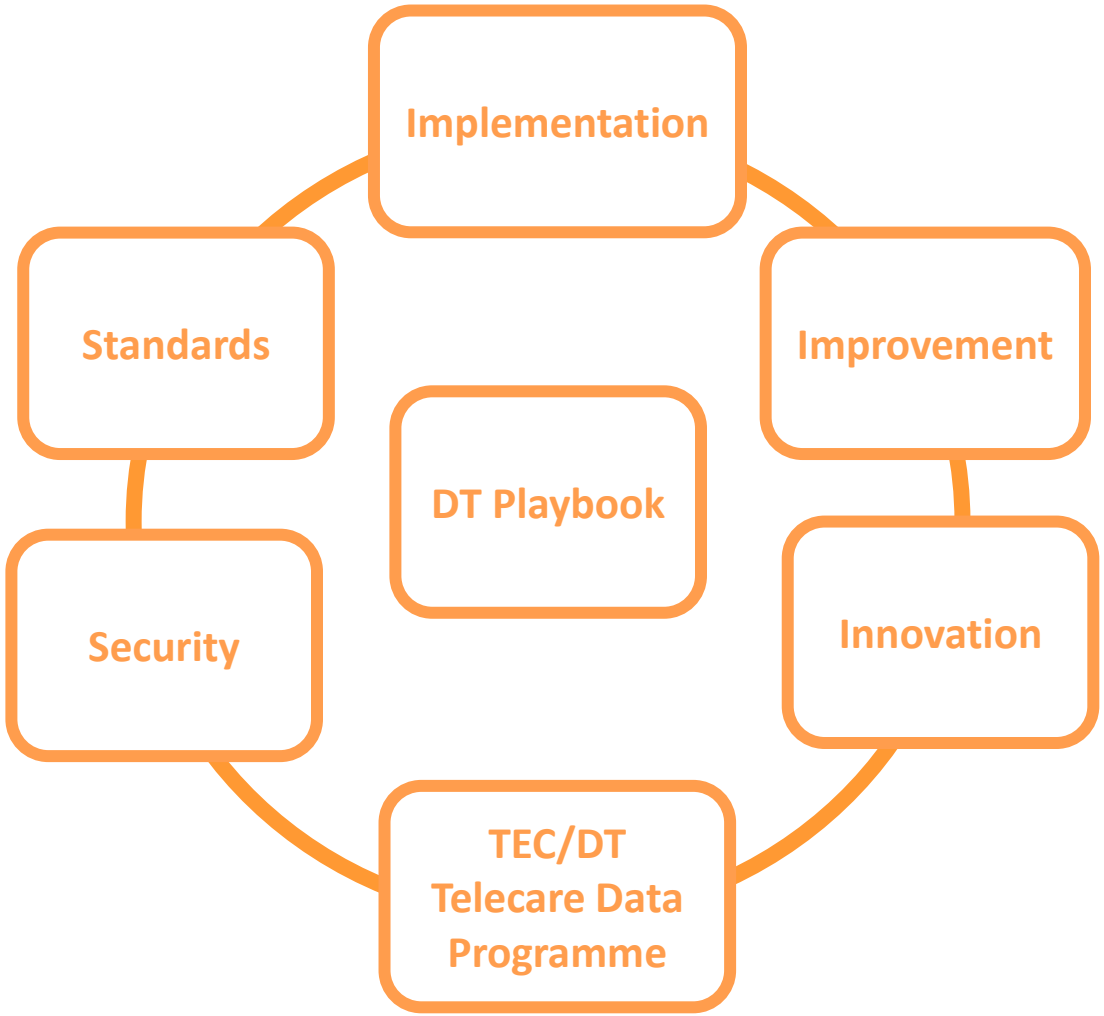
Scottish Government's Technology Enabled Care (TEC) Programme:

- Responds by setting a strategic direction to support analogue switch off by 2025
- Commissions the Digital Office to address the challenge through digital improvement, integration and innovation

THE DIGITAL TELECARE PROGRAMME

DIGITAL TELECARE

Scottish Local Government



Established by TEC to support the transition from analogue to digital telecare, through a portfolio of programmes providing:

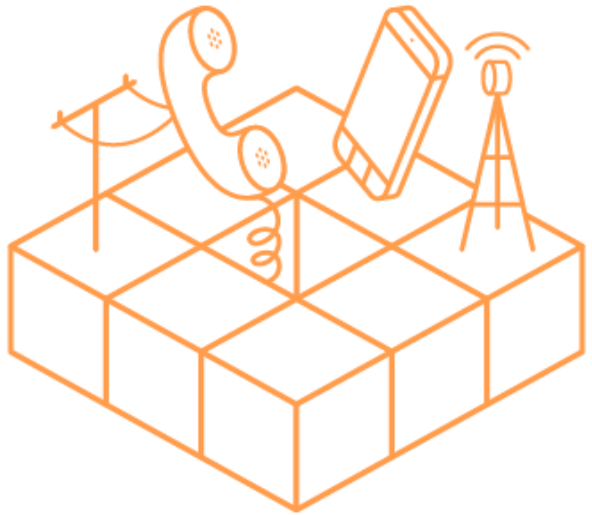
- Thought leadership
- Operational telecare management experience and knowledge
- Digital security expertise and guidance
- A ‘once for Scotland’ approach where:
  - the experiences of different stakeholders undertaking the transition are shared
  - standardised models and processes are implemented
  - Innovation and best practice is shared

Phase 1 2017-2020 → Phase 2 2020-2021 → Phase 3 2021-2023

PRIORITIES FOR NEXT 12 MONTHS

DIGITAL TELECARE
Scottish Local Government

- Digital Telecare Phase 3
- Digital Telecare Playbook Development
- Shared ARC
- Telecare Service Provider Technical Advisory Group (TAG) Meetings
- Scottish Telecare Service Provider Forum
- Digital Migration and Ofcom Liaison



@DigTelecareScot
#DigitalTelecare
telecare.digitaloffice.scot

THE SHARED ARC TECHNOLOGY SOLUTION

DIGITAL TELECARE

Scottish Local Government

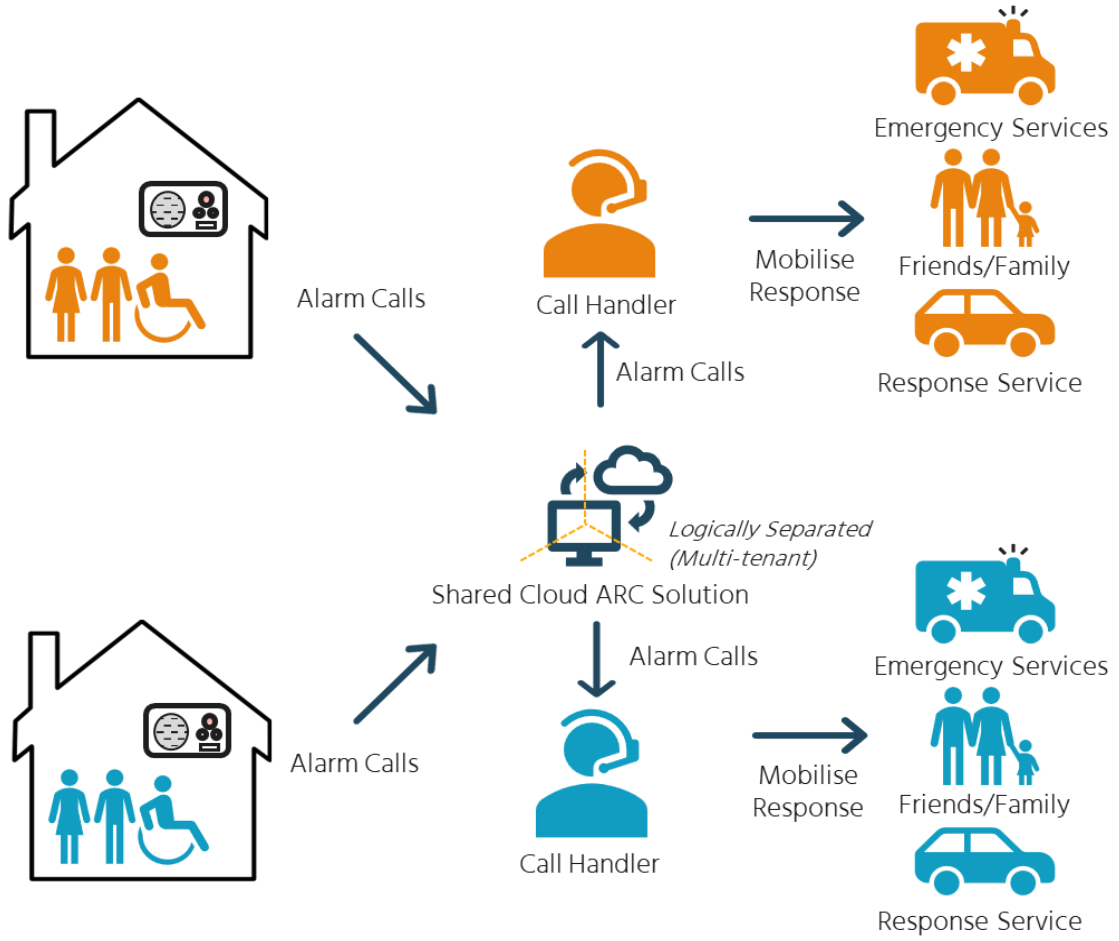
We are seeking to establish a shared cloud-based ARC technology solution for Scotland with the key aims of:

1. Simplifying and accelerating providers' transition to digital telecare

2. Establishing a platform through which to drive innovation

Key features:

- Specification co-created
- Cloud-based
- Multi-tenanted
- Off-the-shelf initially
- Use open protocols, data standards & APIs
- Support for future development



IMMEDIATE & LONG TERM BENEFITS

DIGITAL TELECARE
Scottish Local Government

- Simplified and accelerated procurement process
- Reduced technical burden
- Cost saving through collective approach to procurement and implementation
- Provides a scalable and resilient solution
- Greater influence over the solution supplier
- Lower carbon impact
- Greater support for remote working
- Enables collective approach to challenges

National approach to innovation

- Greater influence on supplier
- Developed by one – adopted by many

National approach to training

Enables better use of data

Supports better data sharing

Flexibility to explore call handling innovations

Simplifies future telecare development

The Digital Upgrade to All IP - comms

Scott Room

Openreach

8th November

Openreach

A bit about us

We build and maintain the UK's largest wholesale communications network which provides phone, broadband, TV and data services to millions of homes, businesses and other organisations.

We're owned by the BT Group but we're legally separate and heavily regulated.

We work on behalf of Communications Providers like Sky, Vodafone, BT, TalkTalk, Zen and hundreds of smaller players.

Our engineers work in every community in the UK, around the clock, and in all kinds of weather to install and maintain equipment that provides fast, reliable broadband to millions of people.

We provide around 24.5m voice and broadband lines to homes and businesses in the UK.

We are upgrading the UK's broadband infrastructure to pass 25m homes and business with Full Fibre connections by 2026.

We are committed to a balanced build including over six million premises in rural and semi-rural areas.

Openreach

Communications provider

End customer

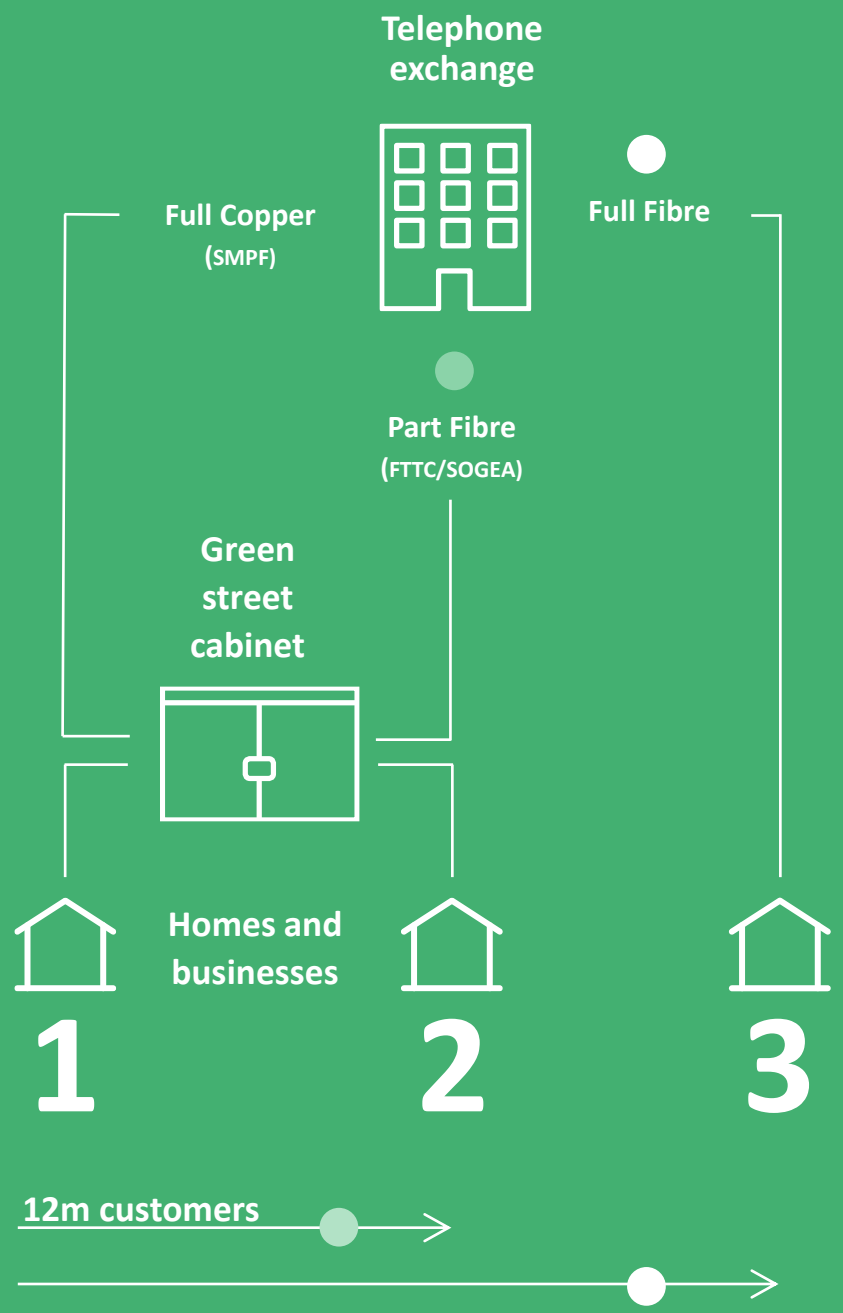
690+
Communications providers

35k+ employees

Building Full Fibre to
25m premises by Dec 2026

9m+ Full Fibre build complete
(2.5m rural), building 62k a week

2.5m end customers
connected to Full Fibre



How we're involved in the move to All IP

In 2017 BT Group announced their intention to close down the Public Switched Telephone Network (PSTN) in 2025.

The PSTN is the copper based telephone network used for decades in the UK. It is owned by BT Group and it's reaching the end of its life.

We currently provide the Wholesale Line Rental (WLR) product, over the PSTN, which enables voice calls to be made in the traditional way via copper wires to the telephone socket.

When the PSTN is closed down, voice calls will need to be over broadband: Voice over IP (VoIP).

We work closely with CPs to migrate their copper (WLR) lines to alternative fibre products before the PSTN switch off in December 2025.

We will stop selling new WLR across the UK from 5 September 2023 and withdraw copper (WLR) by December 2025.

We continue to engage with our Communications Providers (CPs). Ultimately it is the responsibility of the CP to migrate their customers from copper (WLR) to a fibre alternative.

Our plan

We've got lots planned between now and December 2025

Trials performed in Mildenhall and Salisbury

Digital Services Test Lab
Testing the compatibility of devices

Champions of awareness across our industry and beyond

Develop our approach to support vulnerable end customers

Collaborate with our CPs and facilitate shared learning

Evolve the support our Engineers provide during a migration

Key dates

Now
Running trials and encouraging activity

April 2023
Salisbury & Mildenhall trials end

Sept 2023
Stop selling new supply of WLR in the UK

Dec 2025
WLR withdrawn

PSTN closure

Our two trial areas

Salisbury

- Full Fibre available in over 95% of premises
  - 20.5k residential premises
  - 1.5k business premises
- All customers will need a visit from an Openreach engineer for a new Full Fibre line and new equipment in the home
- Great learnings and insights gained re our network build
- Engineering journeys tested to the max
- Work closely with Wiltshire council including collaboration on their raising awareness campaign amongst residents

Mildenhall

- Mainly part fibre, part copper coverage
  - 7.5k residential premises
  - 750 business premises
- Not all customers will need a visit from an Openreach engineer and some may need to change the equipment in the home
- Telecare devices: All updated by Mildenhall council and are now compatible with All IP

Key dates

Mildenhall test and learn campaign

21 February 2022 – 18 April 2022

What

A test and learn awareness campaign – The First of its kind for the All IP programme

Who

General public in Mildenhall

Where

Mildenhall - An Openreach All IP programme trial site - where we stopped selling copper services to our CPs in May 2021 and have notified contract termination of WLR will happen on 19 April 2023

Campaign Activity

- Posters
- Coffee Cart – Mildenhall Market
- Postcard door drop (4k over 5 days)
- Local media – advisory content
- Social media paid ads (FB & IG)

Call to action

- Openreach 0800 phone line
- Openreach.co.uk/Mildenhall
- Contact your service provider

Note: Charities Consulted in design phase for feedback on design, language and messaging (Age UK, RNIB, RNID, CCP, Leonard Cheshire)

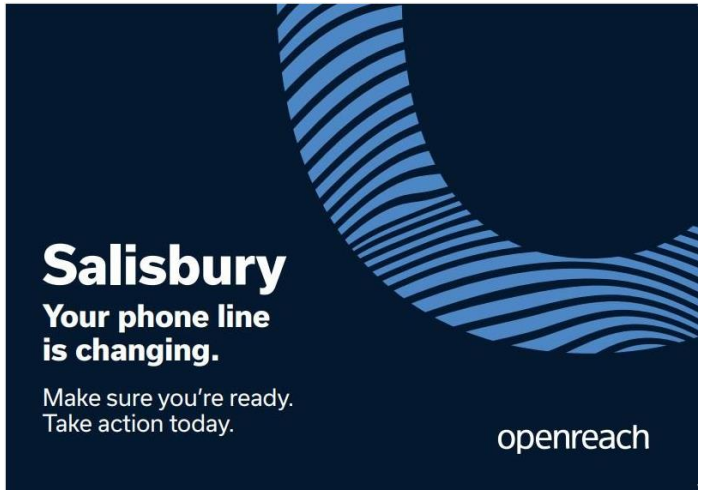
Campaign Learning

What did the results tell us?

There is still an awareness gap that needs to be plugged across the entire UK.

85% of people in the East of England had not heard about All-IP prior to the campaign. This reduced to 56% afterwards. **However, there are some key challenges and questions that only industry and CPs can solve and communicate to end users together**:

- Unlike the Digital TV Switchover, this doesn't impact everyone across the UK, so comms need to be targeted to those who need to take action, and not worry those that do not.
- People immediately turned understanding into requiring solutions and more information. Each CP implementation will be different when it comes to equipment that may be required and how All IP is being implemented.
- Vulnerable customers are the obvious and most critical group to ensure they are not left without service, but it's important to make sure that no-one gets left behind including businesses, non-tech savvy consumers and those with complex telephone line requirements.
- Some CP's may decide not to make the transition to All-IP – what is the end customer comms approach from these consumers?



Thank you

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