KCOM wholesale Network Transformation Plans

As part of KCOM's network transformation we are now embarking on the migration of our Public Switched Telephone Network (PSTN) services provided over old copper wiring to an utilise KCOMs full fibre network.

This is in line with the plans of other providers across the UK and builds on the success of KCOM's full fibre rollout in Hull, which is the number one city for broadband speeds in the UK, and its surrounding areas.

KCOM has seen a gradual move to IP services over a number of years and we believe this migration to a fully fibre network will bring huge benefits to our customers and resellers. It allows us to replace our legacy infrastructure to ensure the best possible customer experience and supports our commitment to reducing the environmental impact of our business and achieving a net-zero carbon footprint.

This notice outlines KCOM wholesale's plans for the closure of the copper access network and the migration of voice (PSTN), integrated voice, digital data (ISDN2 and ISDN30) and Centrex services from legacy circuit-switched systems (System X) to our next generation IP-based infrastructure. This will also include the migration of ADSL and VDSL customers as well as voice-only customers to Fibre Broadband (FTTP) and Voice over Fibre services.

We will cease support for Copper Access based KCOM Line Rental (KLR) and Connect Business Voice (CBV) ISDN2, ISDN30 (DASS and DPNSS) and Centrex services from 31st March 2023. ISDN30e and Q931 ISDN protocols can be supported on KCOM's IP infrastructure.

ADSL and VDSL customers will have to migrate to Fibre Broadband. ADSL and VDSL services will no longer be available as of 31st March 2023 so customers will need to have been migrated by this point.

We will be migrating KLR Analogue Exchange Line services to our Voice over Fibre service, starting from September 2022. This service is already in use by around 7,000 homes and businesses in Hull and all of KCOM's customers in the KCOM Expansion Area.

We understand the impact this will have on you and your customers but we hope you appreciate the need to close support for these legacy services. We are giving you 10 months' notice of these changes so that you can manage the impact and ensure that customers are migrated to an appropriate service. KCOM is liaising with government agencies, industry groups and equipment manufacturers to consider the best approach to be taken for vulnerable/at risk customers and non-KCOM provided equipment connected to the network.

Single Line and Voice Only Customers:

Customers migrating to Voice over Fibre will receive the same voice service as they receive today. While for most end customers the change in technology will be invisible, with very few differences in retail service functionality, there will be some important minor differences in voice functionality. The upgrade to IP-based systems infrastructure may affect third party equipment (such as. care alarms and terminal equipment) used in both residential and business applications. It is therefore important that you communicate these changes to your

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customers. We will work with you to provide support for your end customers who have third party equipment, particularly those who are vulnerable. Where necessary, a battery back-up unit will be provided, to allow customers to make calls if there is a power failure at their property. We have also created a Digital Test Facility (DTF) that can be used by third parties to assess the performance of their equipment on our network. Please contact us by email at TSOFrontDoor@kcom.com to find out more about how our DTF can be accessed.

End customers who already have fibre broadband services will be able to migrate without a visit from one of our engineers. This can be covered with a simple self-install procedure.

End customers who cannot complete the self-install process, can request a visit to support the migration.

End customers who utilise a voice only service will require an engineer visit to migrate the copper voice service to Voice over Fibre.

ADSL and VDSL Customers

Customers using these products will need to migrate to Full Fibre products. We have seen a gradual migration of ADSL/VDSL customers to fibre broadband and we want CPs to accelerate the migration of end customers.

ISDN2/30 (DASS/DPNSS)/Centrex:

The cease of support for ISDN2/30(DASS/DPNSS)/Centrex and migration to IP-based systems infrastructure will affect your end customers. KCOM has alternative IP products for the majority of the products being ceased and we will work with you to identify the appropriate solutions for your customers to replace the products that we will be ceasing.

As with the Single Line migrations, you can utilise our Digital Test Facility (DTF) that can also be used by third parties to assess the performance of their equipment on our network. Please contact us by email at TSOFrontDoor@kcom.com to find out more about how our DTF can be accessed.

Notices

All Communications Providers that provide services over our network are being sent notices about this migration.

We will keep you informed of progress through the migrations and are happy to have discussions with CPs about the implications for you and your end customers, This will allow our wholesale customers time to contact their end customers to inform them about the changes taking place, so they know what to expect. It will also allow your end customers to act early so that they can prepare for any potential impact. While our risk management of the migration ensures we have emergency roll-back facilities in place, these measures should not be used as a basis for ongoing support for legacy services. Your contact with your end customers about the migration is therefore important.

We'll contact you well in advance of moving your end customer's services to the new network to update expectations for individual service move dates and any associated downtime.

Any questions please contact networktransformation@kcom.com