KCOM Copper Voice Services Migrations

Contents

1. Introduction/Scope

This information follows on from the earlier communication related to KCOM's plans for the migration of PSTN services (see kcom-wholesale-voice-portfolio.pdf). Following the success of the KCOM full fibre roll-out in the Original Licensed Area (OLA), KCOM can now continue the migration of legacy copper voice lines to All IP. Following the issue of End of Life notifications which can be found https://www.kcom.com/wholesale/media/3r0lgdvi/end-of-life-notice-for-isdn2-isdn30-and-centrex.pdf , this communication outlines the process to migrate voice services currently delivered via the copper access network to the full fibre network.

It must be noted that the copper services outlined in the end of life notices and in this document will be ceased and customers will no longer be able to receive service after the exchange closure dates specified, if not migrated.

2. Background

During the past five years KCOM has been delivering voice services over its fibre infrastructure , primarily in new build areas and around 10K customers already have their voice service delivered using fibre. We are now at the point where the migration of the rest of the customer base can be completed.

Exchange Name	Migration Completion
Beverley	29/06/2023
West	29/09/2023
East	29/12/2023
Civic	29/03/2024
Newland	30/06/2024

3. Products Impacted:

KCOM Line Rental – ISDN2, ISDN2e, ISDN30 (DASS/DPNSS)

Connect Business Voice – ISDN2, ISDN2e, ISDN30 (DASS/DPNSS)

Business Superway

Kingston Superway

ISDN2 – Basic/Basic Plus/Essential

Wholesale-voice reseller ISDN2

Supplementary Services Impacted

Multiple Service Numbers (MSN)

Out Of Exchange Area Removal Keep Same Number (RKSN)

Centrex Number Break Out

Centrex Host Network Address

DDI (ISDN2) Rental 10 numbers

Extension Bell – small

Extension Bell – large

Bells

Services to be Migrated to Fibre Voice

KCOM Line Rental – Analogue Exchange Lines

Connect Business Voice - Analogue Exchange Lines

4. Migration Options

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:

ISDN2 – The product cannot be supported on KCOM's full fibre network and will need to be transferred to other products. Your contact with your end customers about the migration is therefore important.

ISDN30 – The majority of PBXs can be migrated to the KCOM IP voice switch and we have an ongoing programme to migrate these where you have requested that your customer be migrated. The PBX must support Enbloc signalling or it cannot be migrated. For DASS/DPNSS protocols we have provided a list of end locations where these protocols are used and you need to provide an alternative solution.

Centrex – The service cannot be supported on the full fibre network and will need to be migrated to other IP voice products. KCOM can fibre the fibre connectivity to support the CP provided voice service.

Supplementary Services:

Multiple Service Numbers

Can transferred to another KCOM voice product (eg SIP Trunking or KCOM Line Rental) or be ported to another service provider.

Out Of Exchange Area Removal Keep Same Number (RKSN)

These will cease when KCOM has migrated the last exchange, as all the KCOM number ranges will be hosted on the KCOM IP voice switch.

Centrex Number Break Out

The number will be migrated, as part of the ISDN30 supported protocols, or migrated to a CP provided solution.

Centrex Host Network Address

These will be ceased when the Centrex services are migrated.

DDI (ISDN2) Rental 10 numbers

When the ISDN2 service is ceased, the numbers can be transferred to another KCOM product or numbers ported to other providers' services.

Extension Bells

These will not supported when the copper lines are migrated.

Migration of Copper Single and Multiple Line Services

Single and multiple voice lines into one location services will be migrated to fibre. Instead of the customer connecting their analogue handset to the Master Socket (NTE5a/b), they will connect the handset(s) to the Optical Network Termination (ONT) point.
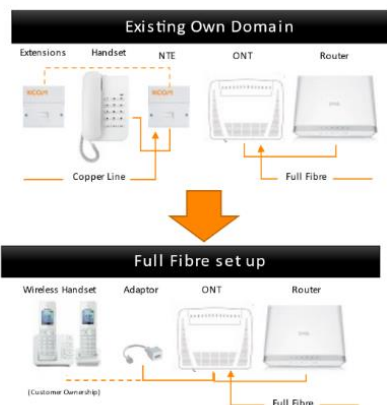
Single and Dual Lines

Where a customer has a single line or dual lines into a single location, the ONT can be used to connect two handsets. KCOM engineers will be able to install the ONT if a fibre connection is not already present in the location. Where the ONT is present, the end customer can self-migrate from copper to fibre. If a customer requires support, an engineer visit can be planned to migrate. There are two Telephone RJ11 ports on the underside of each ONT (Tel1 & Tel2). To enable standard handsets to be connected, an RJ11/BT Adapter will be provided by KCOM. To power the ONT, the customer will need to have a 240V power supply within 1m of the location of the ONT.

All voice features will remain the same but the customer will have to set-up voice mail features and any call diverts. Call barring features will be configured based upon the settings configuration on the SystemX voice switch but the customer will have to reconfigure certain services such as. voice mail settings.

If the customer has more than two Lines

Where a customer has more than two lines into a single location, we will not fit multiple ONTs. A Multiple Line Access Unit (MLAU) will be fitted by KCOM, as part of the migration. This will allow multiple handsets to be connected to a single ONT. To power the MLAU, the customer will need to have a 240V power supply within 1m of the MLAU. This unit will connect the customer's multiple lines to the KCOM IP voice switch, utilising Voice over Fibre.

If KCOM previously serviced the internal location cabling/master sockets, these will continue to be maintained. The service boundary (the point at which KCOM have responsibility to

repair any faults) will be at the socket where the handset is connected. For any new installations or installations where KCOM does not manage the internal location cabling/master sockets, the service boundary will be the RJ11/BT adapter connected to the MLAU.

All voice features will remain the same but the customer will have to set-up voice mail features and any call diverts. Call barring features will be configured based upon the settings configuration on the SystemX voice switch.

Above eight lines, KCOM will install a rack, to mount the MLAU.

Self-Install Single or Dual Line Migrations

Prior to the migration day you will be notified of the customer telephone numbers that will be migrated and the date of migration. We will provide you with the migration instructions to perform the migration and the adapters that need to be fitted, as part of the migration. You can request that KCOM delivers the adapters and migration instructions to your customers.

Your end customers will be migrated on the specified migration day. The migration will run over a 24 hour period.. While the migration takes place your end customers will experience an interruption to their service between two and 30 minutes. During this service interruption your end customers will be unable to make or receive any phone calls. We recommend that your customers keep a charged mobile phone to hand in case they need to make an emergency call for any reason during this period. The service interruption will also affect any equipment or services connected to the phone line(s).

In the event of any problems with end customers' services, we will be able to roll-back the migration of affected lines and continue to support an end customer on our System X switch on a temporary basis. This will be a time limited solution until a resolution is found. To report any issues experienced by your end customers please contact 0800 7022000 option 2.

Please note that we cannot take any responsibility for third party equipment or services connected to end customers' lines. Any issues reported will be investigated and lines regressed. In the event that an end customer reports any service issues or problems to you, you should assess whether you consider it is likely be a technical issue with our network, and if so to contact us immediately. However, if the issue is presenting itself with the end customer's third party equipment or associated service the end customer should contact the relevant third party provider. If your end customer is vulnerable you should contact us immediately and we will take the appropriate measures for special service restoration by rolling back the service. KCOM offer vulnerable customers an engineer visit, to assist migration. Alternatively, in all other instances you should advise your end customer to contact their third party supplier in the first instance.

If an end customer has a landline handset connected to the Master Socket, they will be able to determine if their line has been migrated by picking-up the handset. If the line has been migrated, they will hear a message confirming their line has been migrated to Voice over Fibre and instructing them to connect their handset to the Optical Network Termination Point (ONT) phone 1 socket on the underside of the ONT, using the KCOM provided adapter. The green Tel1 light on top of the ONT, will also be illuminated green. The instructions for how to complete the switchover will be provided with the information provided with the adapter. If they have not been migrated, they will hear a dial-tone and can make and receive calls. If

they have already connected their landline handset to the ONT, they will hear a dial-tone and can make and receive calls.

Summary of Voice Feature Changes

Voice Feature	Post-migration	Notes
Caller Display	No change	
Reject Withheld Number	No change	
Voicemail	Changes	Previous messages will be maintained and accessible for 6 months following migration. Menus will change. See notes below.
Call Diversion	No changes	
Outgoing Call Barring	Changes	See notes below:
Prearranged Call barring	Not available	
Call Waiting	No changes	
Conference Call (Three way Calling)	No changes	

Voicemail

What is Voicemail 1571?

This is a call answering service available on Connect Fibre Residential and KCOM Line Rental services only and allows CP end customers to take messages without having to buy an answering machine or new phones. There are no costs for calling Voicemail or retrieving your messages.

Old Voicemail Messages

To hear saved voicemail messages from the old messaging system, end customers can call 01482 606615 and use their old PIN to access previously saved messages. These messages will be accessible for six months following the migration. Please advise customers to pick up their messages.

Post Migration Voicemail

Each migrated customer who utilises voicemail will be provided with a new mailbox. They will be prompted to input a new PIN when they access the service for the first time.

Service features

Remote retrieval of messages   Secure access to your mailbox via PIN

Your end customer's' own personal greeting

Free retrieval of messages from home telephone	Records the time and date of each message
Voice control of mailbox functions	'Always on' call answering service
Skip forwards and backwards through your messages	Ring time settings
	Out dial message notification
	Empty call capture

Calling Voicemail from home

Your end customers can simply dial **1571** to access the service. They will then be given several options, as shown in the keypad instructions below. End customers who have previously chosen to withhold their phone number on a permanent basis must dial 1470 before dialling 1571.

Keypad instructions

1 - Review messages

> 1 - Listen to voicemails or view any video messages
>> 1 - Next message
>> 2 - Replay the message
>> 3 - Delete
>> * - Main Menu

2 - Send Message

3 – Greetings

> 1 - Manage personal greeting
>> 1 - To enable existing personal greeting
>> 2 - Record a new personal greeting
>>> 1 - accept the new greeting
>>> 2 - re-record it
>>> 3 - exit without saving

> 2 - Choose system generated greeting
>> 1 - Choose type of system greeting
>>> 1 - To select a system generated message that includes a spoken (recorded) name
>>> 2 - To select a system generated message that includes a phone number
>>> 3 - To select a system generated message that does not include a phone number or name
>>> 4 - To review or re-record spoken name
>> 2 - To view or re-record spoken name
>>> 1 - To make a new recording of name

4 - Switch Account

5 – Reminders

> An Alarm-call service, which allows your end customers to configure either one-off reminders for a specific date in the future, or a regular call at the same time each day.

6 - Voicemails

> 1 - Next message
> 2 - Replay the message
> 3 - Permanently delete
> 9 - Restore message
> * - Main Menu

7 – Mailbox Settings

> 1 - Manage Security options
> 2 - Change PIN
> 3 - Turn on/off PIN

Calling Voicemail from any other phone

For security reasons, your end customers need to enter their PIN if calling Voicemail from any other phone.

> Dial your home phone number and then interrupt personal greeting by pressing #
> Enter PIN when asked
> Press #

If the end customer has forgotten their PIN, they can change it or we can reset it.

Another method of accessing Voicemail remotely is to dial 01482 381571, enter MailBox ID, press # and enter the PIN. This will take the end customer to their Voicemail box.

What end customers need to know before using the service:

On their first call to Voicemail your end customers will be taken through a new customer introduction. As part of this, they'll be asked to record a personal greeting. This is what callers will hear when they reach the personal mailbox. Callers will be more likely to leave a message for them if they hear the end customer's voice.

They'll also be asked to record a new PIN. A PIN is a 'personal identification number'. End customers only need to use a PIN if they're calling Voicemail from anywhere but their home phone, though if they prefer they can change this so they also must use a PIN from their home phone.

They should set up a PIN they will remember easily immediately. Please advise not to use obvious number sequences such as 1111 or 1234 as these are easy for people to guess.

To request help, end customers can say 'Help' and the Voicemail service will explain what options are available.

Messages stored

The updated Voicemail platform can store up to 20 messages per mailbox with a limit of 120 seconds per Voicemail. Messages that have been listened to will be deleted automatically after 20 days. Messages not listened to are deleted after 60 days. It's recommended that end customers delete messages once listened to so they have enough space for any new messages from callers.

Call Barring

A CP can request either operator-controlled or subscriber controlled call barring on individual lines. If operator-controlled barring (known as Admin Controlled Call Barring) is requested, barring cannot be controlled by the subscriber. Modification of Admin Controlled Call Barring can be made by the CP calling KCOM Wholesale on 0800 7022 000 Option 1. If Subscriber Controlled Call Barring is enabled, the end customer can set the barring, using the commands below:

	Call Barring Options	Activate	Remove	Check
5A	All calls except emergency calls	*341#	#341*PIN#	*#34#
5B	National, mobile and international calls	*342#	#342*PIN#	*#34#
5C	International calls	*343#	#343*PIN#	*#34#
5D	Operator calls	*344#	#344*PIN#	*#34#
5E	Calls to access codes	*345#	#345*PIN#	*#34#
5F	National and international calls	*346#	#346*PIN#	*#34#
5G	Premium rate calls	*347#	#347*PIN#	*#34#

Pre-arranged Call Barring, where the end customer decides which categories of calls they wish to have restricted and this is fixed on service provision, will not be available after the migration. Existing customers of this service will be migrated to Subscriber Controlled Call Barring and will have the ability to change their Call Barring options.

5. Communication

What's expected from wholesale customers:

CPs (including wholesale resellers), special service suppliers and industry groups have a responsibility to proactively inform their customers of the migrations and what that means to them.

It is the responsibility of CPs and industry groups to contact their own end customers with clear messaging that covers the key points highlighted below.

Key message themes that need to be communicated at the appropriate time to all stakeholders are:

1. The impact of the migration

2. The migration timeline
3. What their end customers' options are
4. How the migrations journey will work
5. Deliver the adapters to the end customers
6. Any changes to existing features and facilities

6. Contacts

If you require further information, please contact your KCOM Wholesale Account Manager.

7. KCOM Digital Test Facility

KCOM have a 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 networktransformation@kcom.com to find out more about how our DTF can be accessed and testing executed.

8. Notices

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

Any questions please contact networktransformation@kcom.com

This document is subject to change and you will be notified via e-mail of any changes.