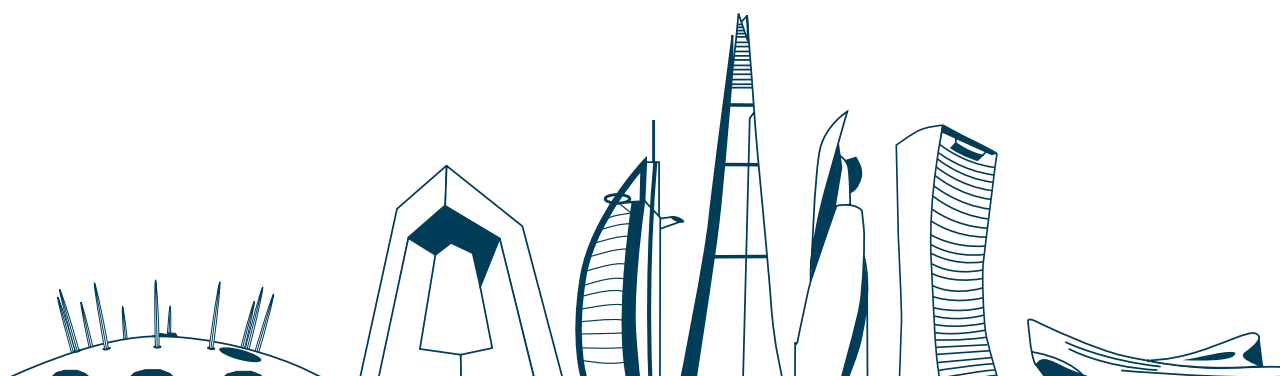


Guidance Note



Fire Industry Association

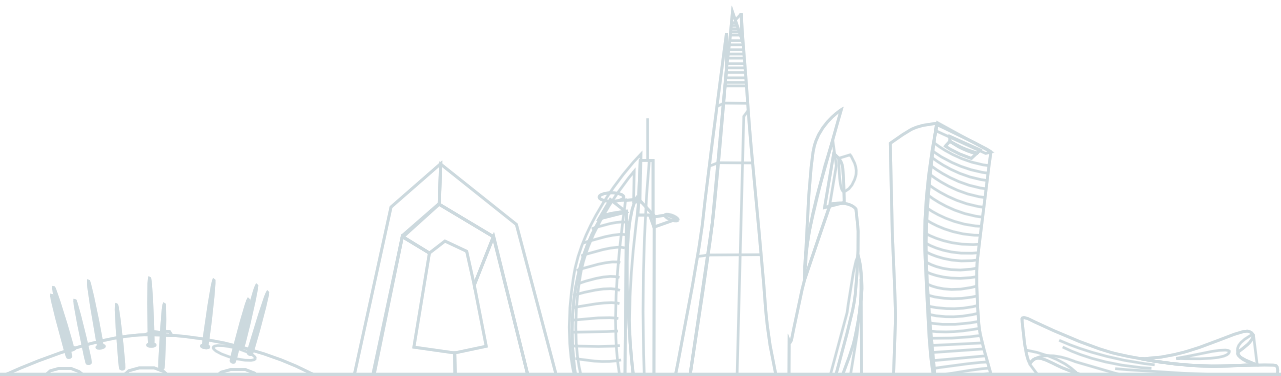
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FIA Guidance Document – Objective 5 Guidance on PSTN phase out (All IP)

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1. INTRODUCTION

Openreach is upgrading the existing analogue, public switched telephone network (PSTN) to an All IP (Internet Protocol) service. These changes are happening because the PSTN system is dated, difficult to maintain and because there is a global drive towards digital technology.

Ultimately, Openreach plan to migrate all the UK's exchanges to a full Voice over Internet Protocol (VoIP) digital platform by the end of 2025.

2. IMPACT

When a PSTN line is migrated to All IP, the old line is replaced by a broadband service. There is no longer a "line" to plug into, instead all connections are done through a broadband router.

VoIP services are designed to carry Voice, and are not designed to support other data, such as alarm messages. The frequencies and timings required for alarm messages are not fully supported by IP based voice services, and so correct transmission of data cannot be guaranteed.

If a critical fire event is unable to be transmitted to an ARC, the impact could be:

- . Loss of life
- . Loss of property
- . Reputational damage

Additionally, during a power loss, communicators using a single path will be unable to signal, as there will be no power to the broadband router.

As All IP progresses, its awareness is raised with the general public, and installers should expect enquiries from their end users about the impact of these changes.

3. FIA RECOMMENDATIONS

The FIA advises all installers to act swiftly:

- . Identify which products are currently installed in the existing customer base, and which products being installed by technician engineers.
- . Contact the product manufactures and alarm receiving centres. Find out what products and services are supported with ALL IP.
- . Stop installing any systems that use technology that is unsupported on an All IP network.
- . Plan to replace unsupported products as quickly as is possible. This may involve using new communication products that handle IP communication natively (i.e., ethernet, cellular).

4. ANNOUNCED ROLLOUT

All IP is well underway, with 135 exchanges now in stop sell. Openreach is now planning the migration of all exchanges. To reach a target of 2025, it will prevent the ordering of PSTN on a per exchange basis. First exchanges are set to “stop sell”, which means no PSTN line orders are accepted. Only All IP lines can be obtained by consumers. These are announced quarterly, with the stop sell taking effect 12 months later. A national stop sell date of September 2023 is given for all remaining exchanges.

Timelines for stop sell:

Date	Tranche	Exchanges into Stop Sell	Total exchanges into Stop Sell	Premises Impacted
December 2020	Salisbury Trial	1	1	22,000
May 2021	Mildenhall Trial	1	2	30,000
June 2021	Tranche 1a	13	15	170,000
Oct 2021	Tranche 1b & 2	94 & 26	135	1.8 million
Jan 2022	Tranche 3	62	197	2.2 million
April 2022	Tranche 4	92	289	3 million
August 2022	Tranche 5	88	377	3.5 million
November 2022	Tranche 6	77	454	4 million+

DISCLAIMER

The information set out in this document is believed to be correct in the light of information currently available but it is not guaranteed and neither the Fire Industry Association nor its officers can accept any responsibility in respect of the contents or any events arising from use of the information contained within this document.



Fire Industry Association

Tudor House, Kingsway Business Park, Oldfield Road, Hampton, Middlesex TW12 2HD

Tel: +44 (0)20 3166 5002 • www.fia.uk.com