



Make the move to a digital world

Now's the time for everyone to start their digital transformation journey. Explore our interactive guide to see how you can help make that happen.

Issue 1

btwholesale.com

Make the move to a digital world

Communications matter.

So when it starts to change, we need to keep pace.

We all know about the PSTN switch off in 2025. We've been talking about it for years now, but the move to an all-IP world is now a lot closer. Other communications providers across the country are already beginning the transition. And it's continuing over the globe with nations in different stages of the process.

We're moving to an
online world – the facts
are in the figures



Roll over icons to reveal more

Explore our guide to learn
all about what to expect
with the move to all-IP.

When's it happening?
What does it mean for
your customers? >

What are the benefits
of IP transformation? >

Which products would
be best for you and
your customers? >

How can we help you
to make the transition? >



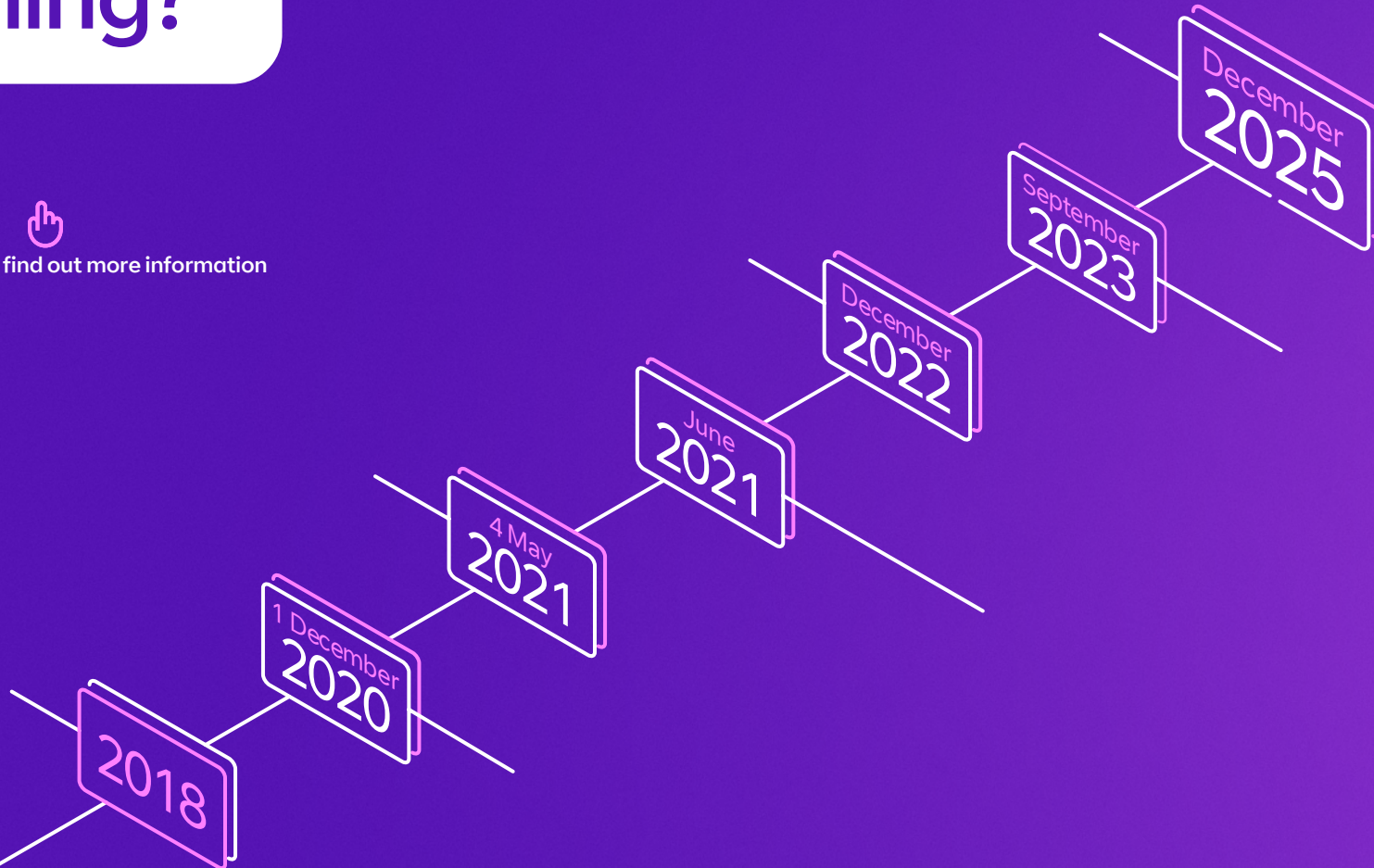
When's it happening?
**What does it mean for
your customers?**

Make the move to a digital world

When's it happening?



Roll over icons to find out more information



Further tranches of exchanges will be upgraded ahead of December 2025. More information can be found [here](#).

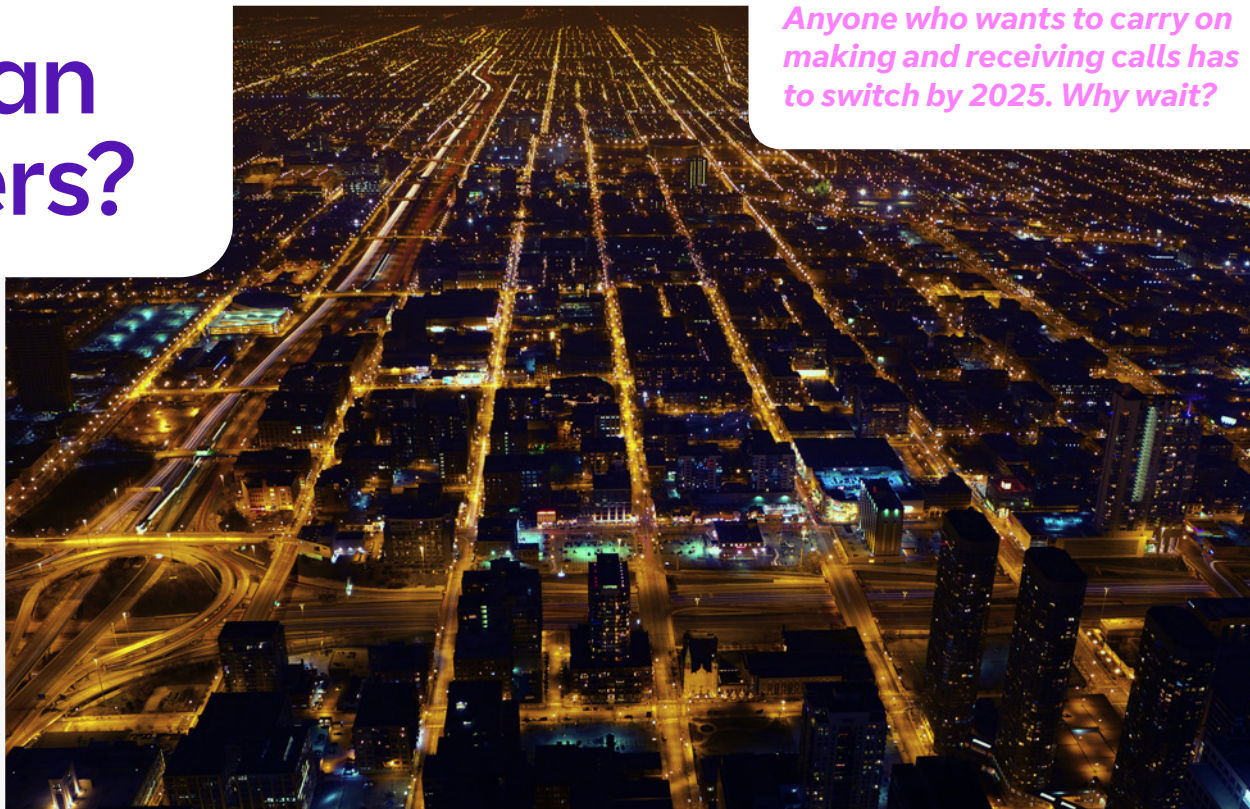
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What does it mean for your customers?

Although some customers are hesitant to move from their legacy systems at the moment, they need to understand that it will have great benefits. And the sooner they move the better for them in the long term. We've been developing our Wholesale IP Access and IP Voice portfolio, and bringing together digital products and solutions to help your customers with the move.

Some of your customers may need help understanding the change. They might want more understanding on PSTN and ISDN and the closure of it. And maybe you want to know what will happen if your customers are not ready to move yet. That's why we've put together some FAQs which should answer your questions as well as help in customer conversations.

Anyone who wants to carry on making and receiving calls has to switch by 2025. Why wait?



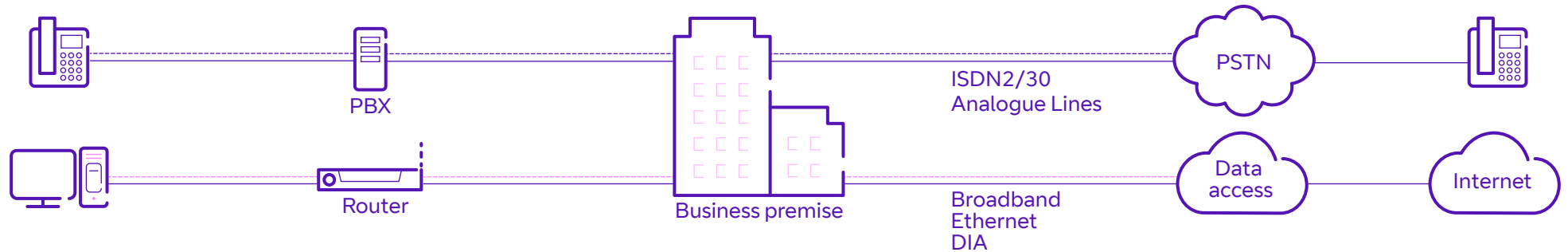
Head to the next page to see what delivering voice over the digital data network will look like.

Make the move to a digital world

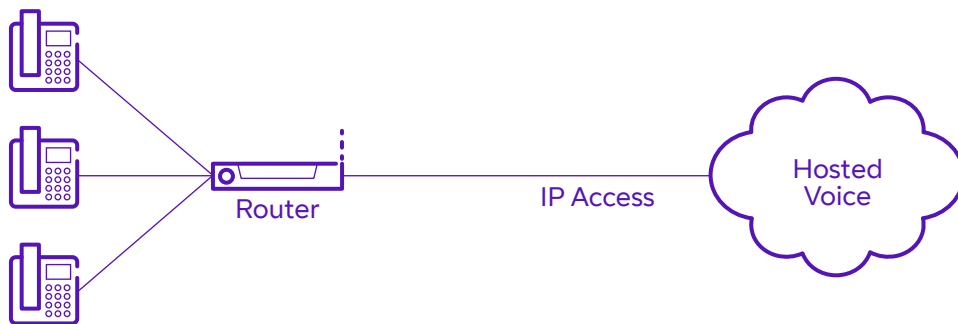
What does it mean for your customers?

Delivering voice over the digital data network -
Moving from WLR to IP Access + Hosted Voice/SIP Trunking

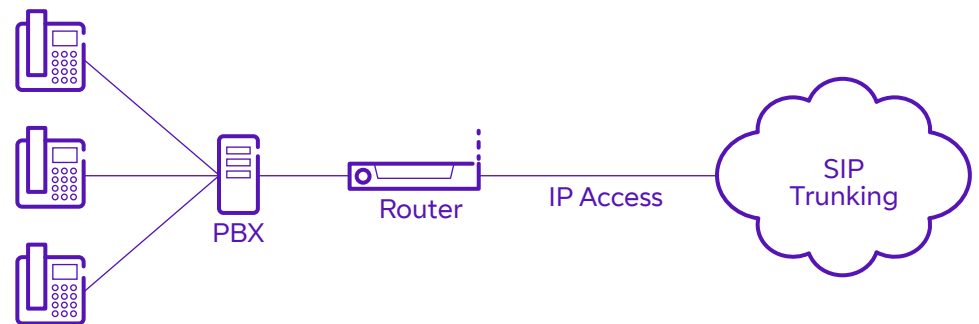
How it looks today



All-IP enabled Access + Hosted Voice



All-IP enabled Access + SIP Trunking



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It goes further than voice

You need to make sure you have the right connectivity partner to help support you and your customers on the digital journey.

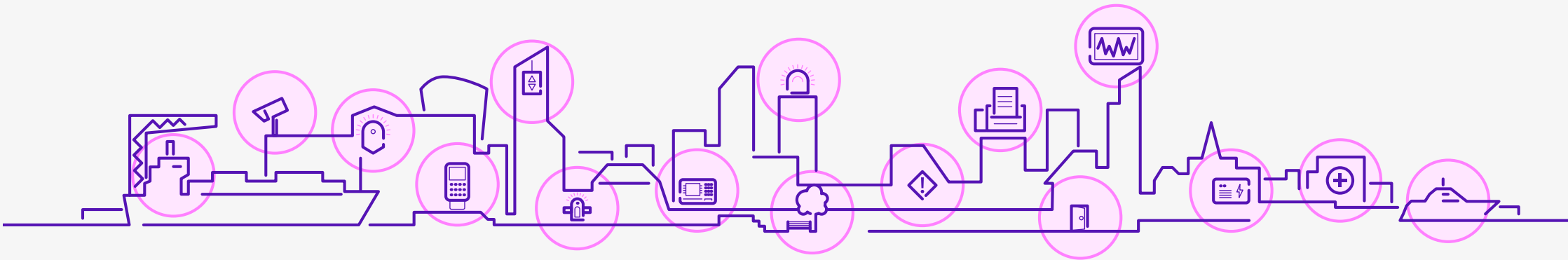


Why not come and visit us at our digital services lab in Adastral park, Ipswich to come and test your services in the new digital world.

PSTN & ISDN lines are used for more than voice calls



Roll over icons to reveal more



It's more than just phone lines that are affected – there are IP solutions for CCTV, alarm signalling, lifts, plus the increasing use of the Internet of Things mean that every industry will be facing change. We can directly support you in making the required IP changes and ensure your services are future-proofed.

What are the benefits of IP transformation?

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The benefits of IP transformation

More choice

With a number of digital and IP solutions available. You can balance cost, performance, security and service against your business needs.

An all-IP approach will set you up for enabling future-proofed digital transformations.



Ready when you are

Not ready to change your onsite equipment? There are IP solutions that will couple with existing phones and equipment, increasing their life, for example, analogue terminal adapters (ATAs) that enable some existing phones to work as before. It's important to note though, that you will need to upgrade the access line.

Keep it simple

You'll be able to simplify your infrastructure, further lowering your costs and improving efficiency and reliability.

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Our all-IP strategy

Since Openreach's announcement in 2018, we've put measures in place to help you and your customers transition smoothly to all-IP.

Meet the increasing needs for change

- **40%+** of the UK's business lines have already moved to Hosted Voice.
- **50%** of employees today work away from their main office, 2.5 days per week.

The PSTN network will no longer operate after 2025



Roll over icons to reveal more

Supporting you up to December 2025 and beyond

- Continuing to develop IP solutions and propositions to meet evolving demands.
- Engaging special service industries and critical national infrastructure customers.
- All-IP customer technology testing facility at [Adastral Park](#).

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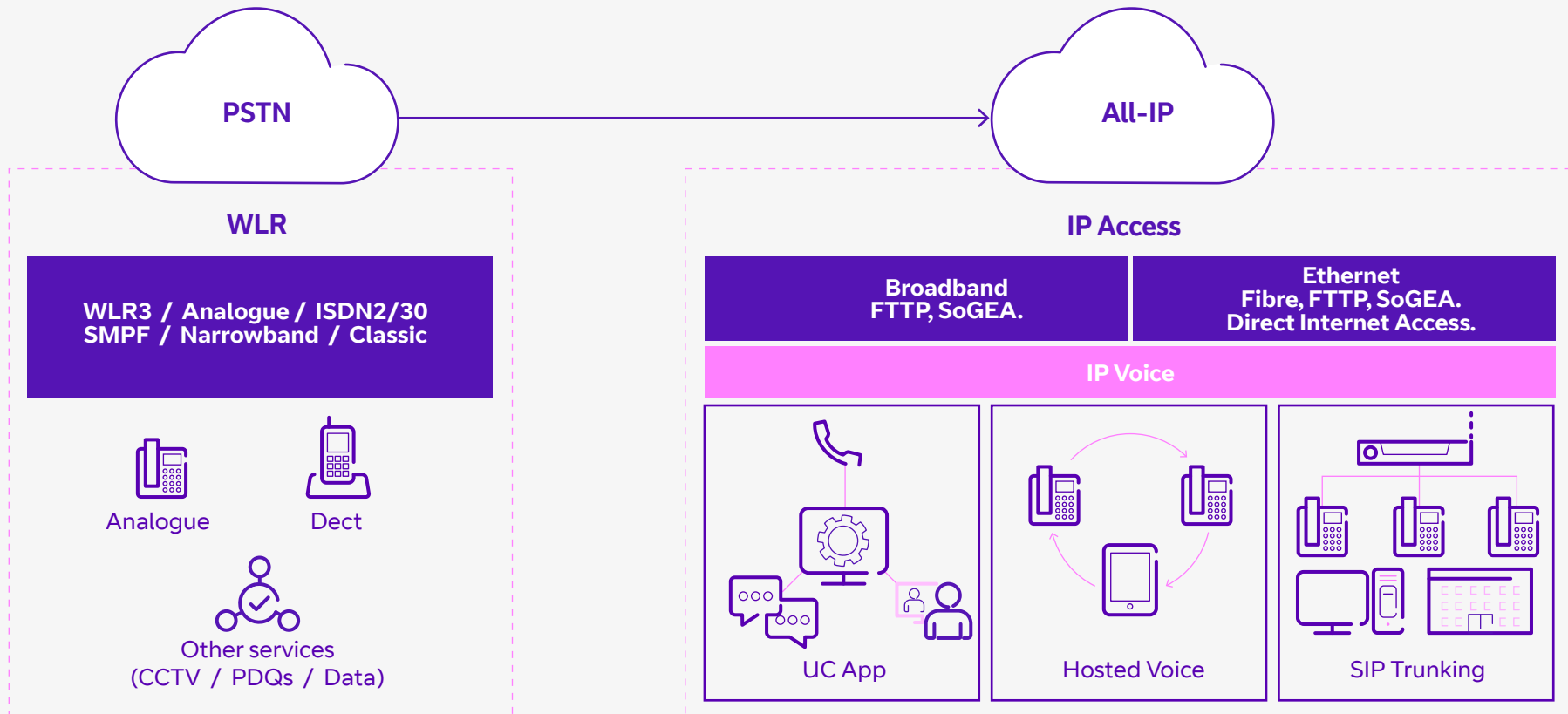
The transition journey to all-IP

Today:

Customers buy a voice line, and add broadband on top

Future:

Customers buy an IP access line, and will add voice and other services on top



Which products would be best for you and your customers?

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Fill the gaps in your portfolio

We have a range of IP replacement solutions to meet your requirements and fit the needs of your customers.

Broadband

Wholesale Broadband Managed Connect (WBMC)
Take control over a portfolio of broadband services.

Managed Broadband
High-quality broadband with excellent service and competitive pricing.

Data Connectivity

Voice

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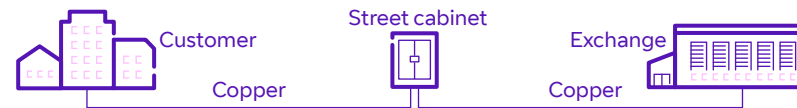
Today vs tomorrow

Here's a visual clue to what your customers are likely to be using now and what they'll be using in the future.

Legacy end user Access choices



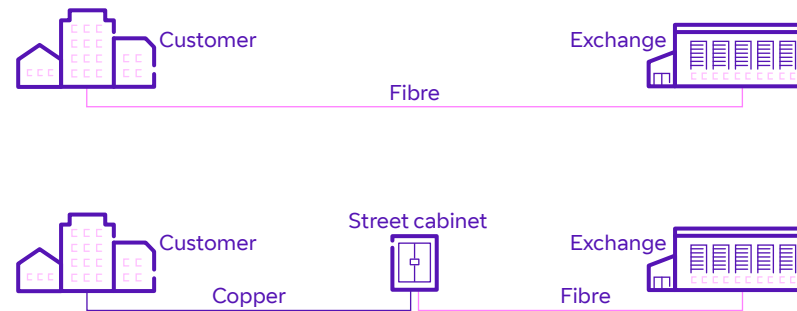
Roll over diagram to reveal more



All-IP end user Access choices



Roll over diagram to reveal more



Broadband

FTTP Broadband

Full fibre changed the game when it came to broadband speeds. We enabled you to deliver ultra-high speed connections to your customers across the country.

All without the need for you to invest in any new infrastructure.

To help you future-proof your portfolio and prepare for all-IP, we've been improving our Full Fibre FTTP solution.

- New speeds ranging from 0.5/0.5Mbps up to 1000/220Mbps.
- Increasing coverage with 25k premises being made ready for service weekly.
- Reliable, resilient FTTP that's less likely to suffer from faults.
- Huge capacity to cater for the demand of data hungry services.



Take a look at our handbook to learn more about Full Fibre and how our broadband solutions can help you and your customers prepare for the future.

[Download handbook >](#)

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Broadband

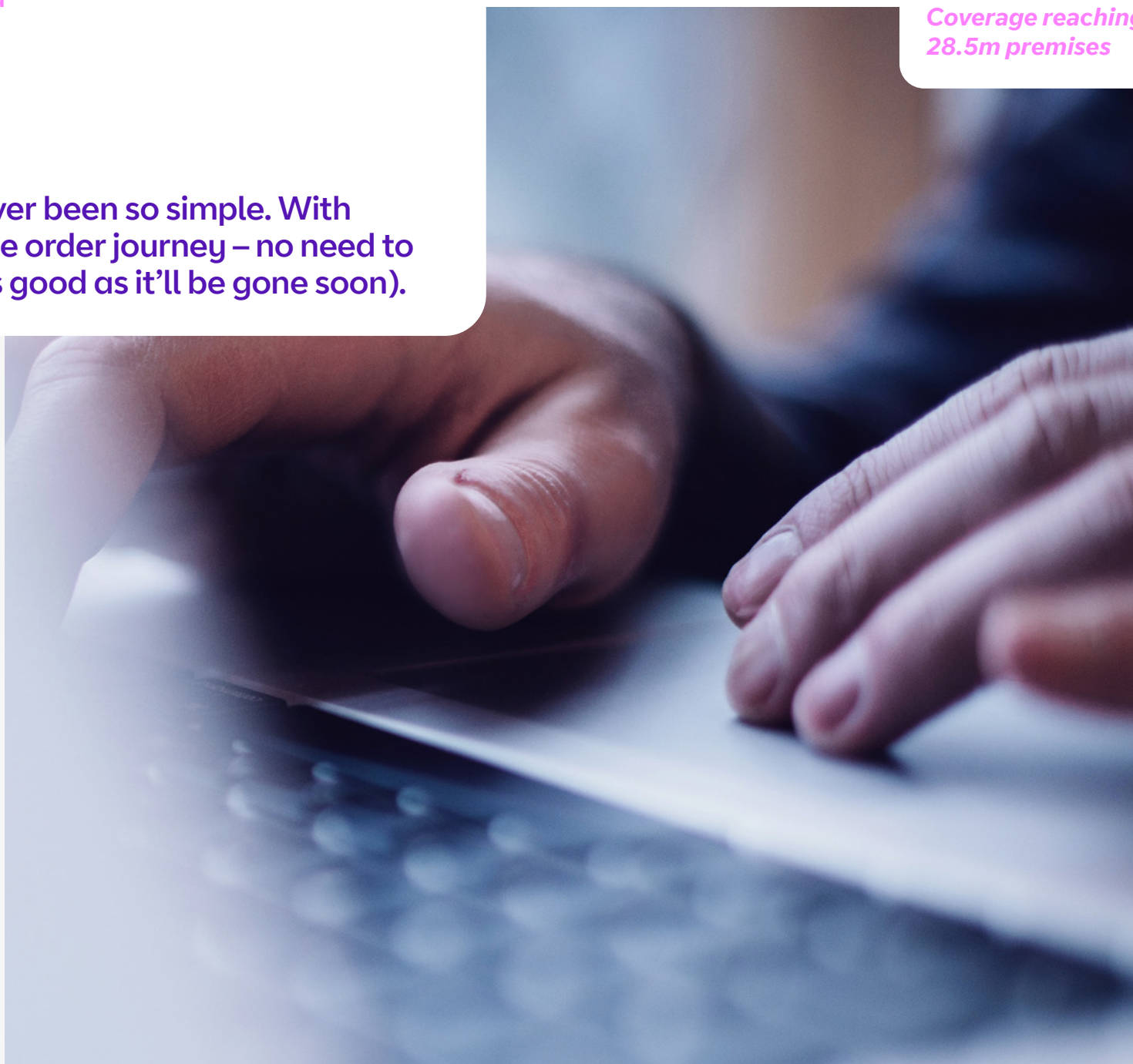
SoGEA

Ordering broadband has never been so simple. With SoGEA, there's just one single order journey – no need to order the PSTN line (which is good as it'll be gone soon).

With just a single order, you'll be able to get your customers connected, plus up and running quicker as you won't need the PSTN line. Which also means you'll be able to bill sooner too. You can benefit from our fast speeds, far-reaching coverage and a simple, streamlined process. Along with all these perks, you'll be able to seamlessly transition your customers over to next generation solutions. Get started today and your customers will wonder what the PSTN line ever was.

[Download datasheet >](#)

Coverage reaching
28.5m premises

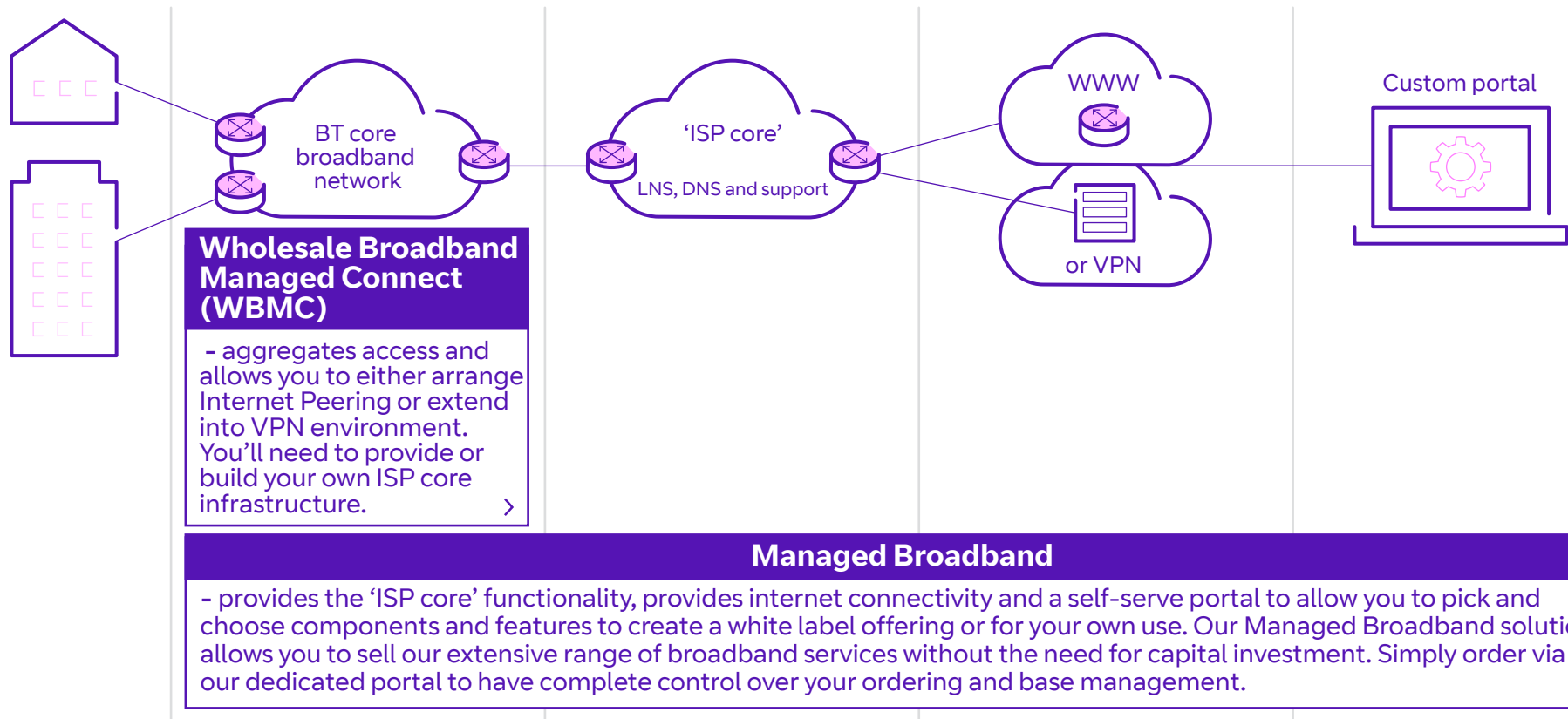


Wholesale broadband access

Choose your platform: Keep up with an ever changing digital world. Give your customers access to the most innovative products and services as their needs change. We've got a market-leading portfolio and we're investing £12bn, expanding full fibre broadband services to over 20 million premises. We'll help you lead the way, simply and effectively.



From 0.5Mbps right up to 1Gbps, our extensive range of broadband services can be provided through either platform to suit customer needs.



Managed Broadband

- provides the 'ISP core' functionality, provides internet connectivity and a self-serve portal to allow you to pick and choose components and features to create a white label offering or for your own use. Our Managed Broadband solution allows you to sell our extensive range of broadband services without the need for capital investment. Simply order via our dedicated portal to have complete control over your ordering and base management. >

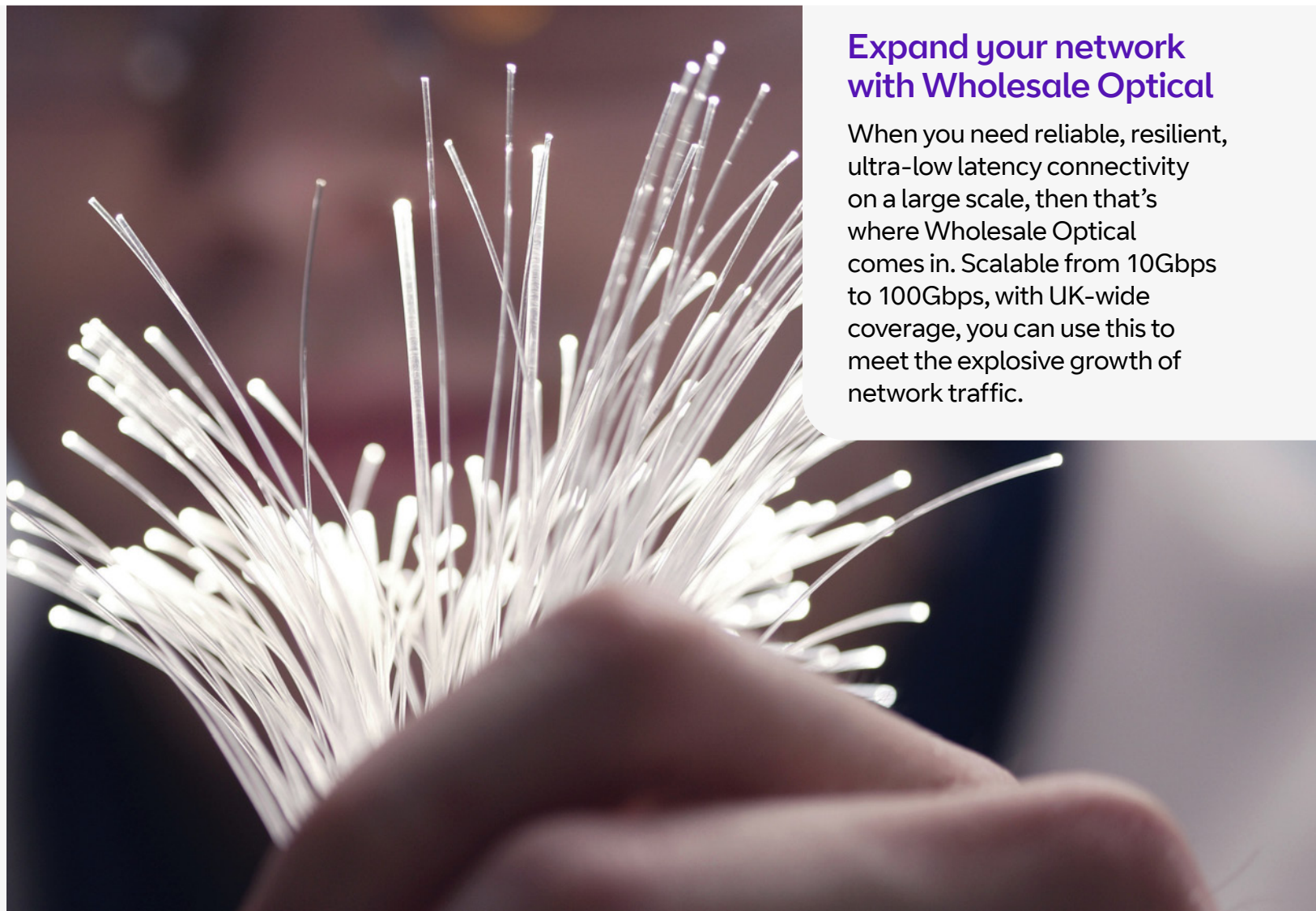
Wholesale Ethernet and Optical

Data connectivity to fit every requirement up to 100Gb

As we move towards an all-digital world, Ethernet is one of the core connectivity options that we're all going to rely on. That's why we make sure our portfolio is fully kitted out to meet all the requirements that your customers need. That's also why we have a robust network with 99.999% target availability to ensure that you're always 'on'.

From the smallest office to the largest blue chips, our Ethernet solutions are designed to meet any needs, supporting bandwidths from 0.2Mbps to 10Gbps. Download our Ethernet Portfolio Comparison to see which solution fits your needs.

[Download comparison >](#)



Expand your network with Wholesale Optical

When you need reliable, resilient, ultra-low latency connectivity on a large scale, then that's where Wholesale Optical comes in. Scalable from 10Gbps to 100Gbps, with UK-wide coverage, you can use this to meet the explosive growth of network traffic.

Wholesale Internet Connect

Internet connectivity is at the core of all businesses. Wholesale Internet Connect has been designed to let you compete in the internet access market place. With 99.999% target service availability and speeds up to 10Gbps, it's a dedicated line that isn't shared with anyone else. So your customers get guaranteed bandwidth.



Then Wholesale Internet Connect could be the ultimate internet connection you're looking for.

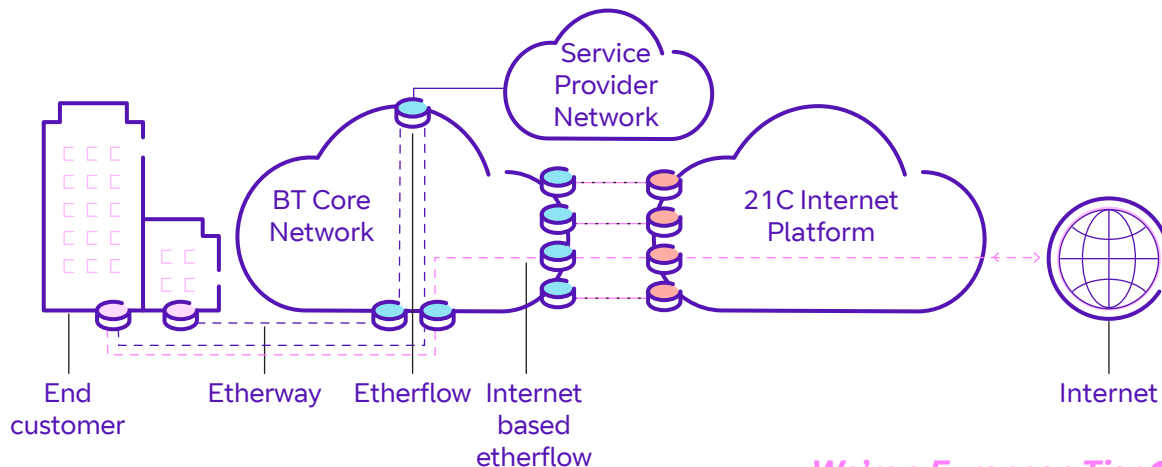
[Read our brochure to find out more >](#)

Direct Internet Access

You've got your own network. But you want more control, further reach and flexibility on the internet access that you give to your customers. We can give you exactly that with our Direct Internet Access.

The usage of bandwidth is only set to grow as we all move towards a fully digital world. But you can remain in control over the internet you give to your customers, while meeting all their bandwidth requirements now and in the future.

We've partnered with some of the biggest names in the industry, such as Amazon Web Services, Facebook, Office 365 and many more, so you can offer direct peering across the internet with leading cloud partners. A bit like this:



We're a European Tier 1 internet provider

Look towards the network of the future

Hybrid networks will soon become the standard. But in order to really harness this, you need a connection that you can rely on. Direct Internet Access provides that and gives you the stepping stone to SD-WAN. Read our datasheet to find out more.

[Read datasheet >](#)



Wholesale Ethernet FTTP and SoGEA

With the growing demand of data usage, you want to make sure your customers are always connected.

FTTP

With an increase in remote working, collaboration tools and the move to all-IP, you need to provide a stable, reliable and high-quality connection. So, we've made sure we can help you with that with Wholesale Ethernet Fibre to the Premises (FTTP).

- Give your customers speeds of up to 1Gbps, no matter how far away they are from the exchange.
- Uncontended bandwidth means businesses can access applications on the cloud, download large files and do it all seamlessly.
- Flexible bandwidth, market-leading SLAs and coverage in key business locations and growing as FTTP rollout grows. Plus, it's provided over our network with an industry-leading 99.999% target availability.
- Installs can be as quick as five days, giving you quicker billing and ensuring customers can get up and running as soon as possible.

Want to know more about our full fibre access solution and how it can help with your digital transformation agenda? Just take a look at our brochure.

[Read brochure >](#)



SoGEA

You can take advantage of SoGEA for Ethernet. A great addition to the access portfolio for a single order journey as there is no need for the PSTN line. That means it's quicker to install and cheaper for your customers, helping you win in the marketplace.

[Download datasheet >](#)

With Wholesale FTTP and SoGEA you can rely on us to be always on, always secure, and always there.

Wholesale Hosted Communications (WHC)

The cloud is no longer just a buzzword that was used to describe the future of communications. It's an integral part of it.



Individuals and businesses communicate every day using instant messaging and web-based applications. Our WHC solutions enable you to deliver all of this and take your customers to the next-generation technology. It's a key IP voice service that can be tailored to your customers.

Get the most out of Centrex and SIP Trunking

With WHC you can either use our Hosted Centrex or Hosted SIP Trunking services. Or a combination of both.

Hosted Centrex is an IP-based telephony solution that replaces a business' traditional ISDN and onsite PBX solution.

Hosted SIP Trunking is the ideal replacement for ISDN, that allows your customer to keep their PBX, so you can seamlessly transition your customers from legacy to next-generation communications.

Check out our website to find everything you need to know about WHC. From useful datasheets and brochures to case studies that give real-life examples of how WHC has helped businesses thrive – you'll find it all there.

[Visit website >](#)

Discover our WHC features on the next page.

Wholesale Hosted Communications (WHC)

Unified Communications (UC) is a huge selling opportunity. Not just because it's changing the way people communicate, but also because it's changing the way people work. So if you want fast, low-risk entry into the UC market, WHC is the solution for you.

What is it?

A flexible UC service that can be tailored to the needs of any size of customer. It comes with lines, calls, numbers, phones and connectivity, available as bundles or separate components. And a variety of term options to suit everyone.

How does it work?

Simply pick and choose the advanced features your customer wants. We have an impressive list that includes call logging, calling plans, hunt groups, call handling, hot desking, instant messaging (IM), web collaboration, and smartphone and tablet integration.

You'll be able to increase your 'share of wallet' by providing a portfolio of choices to your customers.



Head on over to the next page to learn about Hosted Centrex.

Hosted Centrex

Hosted Centrex

The perfect next step to further transition your customers on their digital journey with full cloud-based technology.

The joy of Hosted Centrex is that it gives your customers all the benefits of future voice technology delivered directly via the cloud.

BT invests in the Centrex platform and you connect directly to the cloud. This will aid you in supporting your customers on their digital transformation journey with greater flexible solutions and the ability to address changing market needs quickly with convenience.

- Ideal for businesses that want to adopt an entirely cloud-based telephony infrastructure.
- Control and redirect calls with no impact on caller experience.
- Scalability with value added features delivered directly from the cloud.
- Great self-service experience for your customers via our online portal.
- Business continuity in emergency circumstances.



The benefit

You can meet the ever-changing needs easily. Software upgrades are automatically delivered so you don't need to wait for an onsite visit or buy more hardware to get the latest communication tools. We simply make sure you've got it.

Make the move to a digital world

Voice

Hosted SIP Trunking (HSIPT)

The perfect way to transition your customers from the legacy technology that's on the way out, to the inevitable next-generation communications.

Hosted SIP Trunking gives your customers all the benefits of future voice technology, without the need to replace their existing PBX and handsets. So for them the change will be small, easy and help them prepare for the future. Meanwhile you can be there to help them along the way and pave the road for future digital technology.

- Ideal for businesses that prefer a staged approach to unified communications.
- Competitive rates on a pay-as-you-grow basis.
- New cross-selling opportunities – calls, access, equipment, apps and more.
- Scaled to suit any type of business.
- Fully self-service via our online portal.



Takes less than two minutes to complete a single site order.

We've been making improvements too

Speaking of our portal, we've been improving the order journey for all WHC customers. You can now place a new single site order in just two minutes and give your index finger a rest with the reduced number of clicks. Take a look at our handout which tells you everything you need to know.

[Download handout >](#)

Wholesale SIP Trunking (WSIPT)

Support your larger enterprise customers to enhance their legacy technology with additional features and functionality.



Wholesale SIP Trunking (WSIPT) allows you to provide versatility and confidence with handling large deployments. And it's all done from within a single online portal. This means you can support corporate organisations with large contact centres using multiple ISDN 30 installations, or those with high call traffic profiles.

- Scalable up to 10,000 channels with 100 call attempts per second in support of high volume users.
- Secure payments add-on for confidence in cardholder-not-present transactions.
- Prioritisation of calls into an emergency control room.
- Significant cost savings with our 'Pay as you Grow' approach.
- Interoperability support for larger bespoke setups.

[Visit website >](#)

Make the move to a digital world

Voice

IP Exchange

An interconnect solution for wholesale communication providers with their own IP Voice platform.

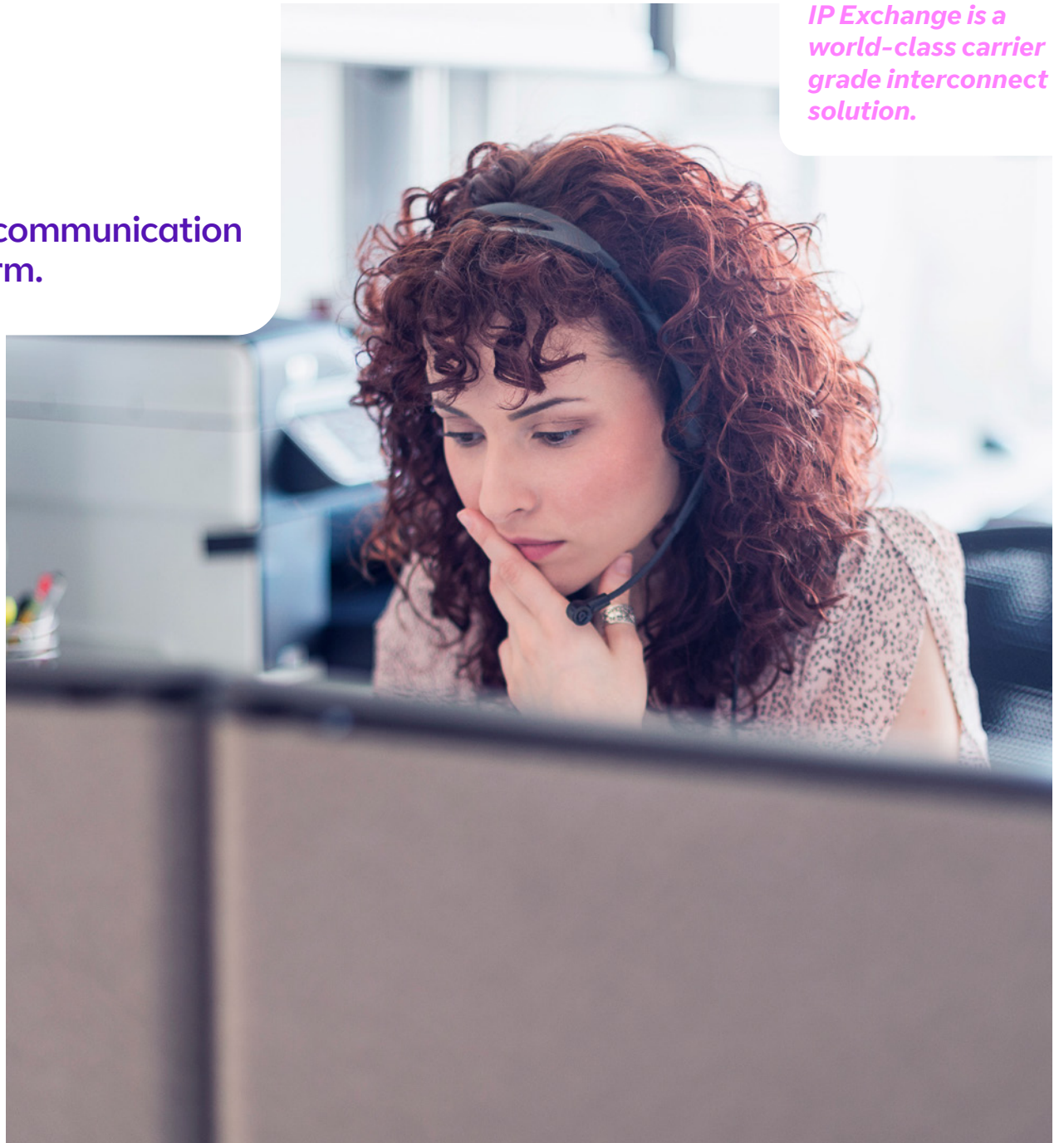
With IP Exchange, you'll be able to provide simple, seamless interconnectivity across networks. We've got the infrastructure in place to enable you to route: national, international, non-geographic, mobile and freephone calls in and out of your networks.

You can take advantage of VoIP while integrating it with traditional voice services. Everything is already in place, so you don't need to make any big investments. Simply offer your customers a digital first solution that is familiar, easy to use and one that will help them gently move across to IP voice.

- Move your customers onto your network while retaining their numbers.
- Cross-sell IP voice and emergency technologies easily and at a lower cost.
- Available across the UK and all services are fully Ofcom compliant.
- Scale up to meet demands.

[Visit website >](#)

IP Exchange is a world-class carrier grade interconnect solution.



Make the move to a digital world

How can we help you
to make the transition?

Make the move to a **digital world**

Helping you migrate with our professional services

We understand the challenges you and your customers will face when migrating services from legacy analogue to IP-based infrastructure.



The effects of migration go beyond the end user or device. Management and support platforms that have been installed in the past may need upgrading or replacement to deliver over IP services.

You need to engage your customers to ensure they are ready for this industry change.

We can help you to audit your estate so that you understand the implications of the migration journey, we can help you to determine the substitute

technologies required and we can provide services to support your migration plan.

Our structured professional service packages have been designed to complement your own project and engineering resources. We can either fill-in the gaps or provide complete IP migration services to reduce the impact on day-to-day operations.

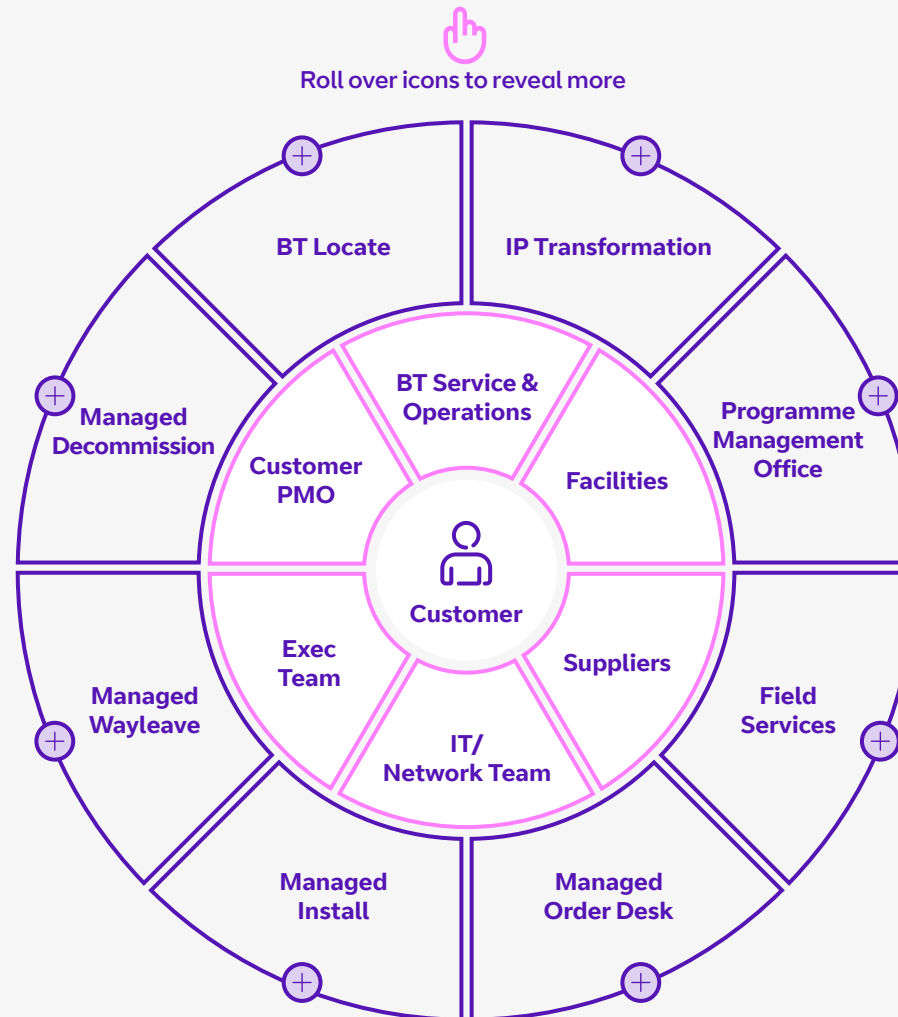
Head to the next page to see what individual services we offer.

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Taking everything into account

Any solution that manages migration has to take the whole programme in to account. Not just the technology drivers. Good news is that we have the technology and the extensive programme components that ensure the best migration possible.

Meet our professional services portfolio



Make the move to a digital world

Why can you rely on us to ensure your all-IP transformation?

We'll help you make the right technology choices. We work closely with you to find out what you need and what your customers need and present the all-IP solutions that fit best.

Educating your customers. We've started to migrate customers to all-IP so can help you educate your customers on what's happening and the processes involved.

Our investments for you. We invest £3.7bn into our network every year to ensure we keep leading the way. And that's why we have an industry-leading network with 99.999% target availability with cloud and network integration to help you make the move.

A helping hand. Contact your account manager to make sure your transformation goes off without a hitch. And we have over 2,000 staff dedicated to helping you succeed.

Single line PSTN solution. We're working to combine the power of our voice resilient network and industry leading broadband access products, with our new and improved order journey experiences. Keeping your customers connected and supported by BT Wholesale, wherever they are. We're well on our journey in supporting single PSTN line migrations, enabling a seamless and simplified experience for your customers.

Everything's secure



Roll over icons to reveal more



Want to know more?

Contact your account manager today to learn more about how we can help with your IP transformation.

FAQs

When's it going to happen?

What's being withdrawn and why is it being withdrawn?

The existing PSTN service is ageing, and no longer sustainable to support today's communication requirements. It will reach the end of its life by December 2025, which means the analogue telephone voice service that is reliant on the network will no longer be available.

The PSTN supports a number of Openreach products:

- WLR3 analogue
- ISDN 2
- ISDN 30
- LLU SMPF
- SLU SMPF
- Narrowband Line Share and Classic products.

These will no longer be available upon withdrawal. Any products reliant upon those access types will no longer be available and will need to be migrated to new services ahead of withdrawal.

What analogue services are being withdrawn and what do they do?

Wholesale Line Rental (WLR) enables you to offer your own-brand telephony service over the analogue network. Openreach provides, maintains and repairs the lines so that

you can supply services to your customers, without having to maintain a network yourself.

Integrated Services Digital Network (ISDN) is a telephone-based network system that transmits voice and data over copper wires. ISDN enables you to make phone calls while transmitting files and video conferencing. There are two types of ISDN: ISDN2 and ISDN30.

Local Loop Unbundling Shared Metallic Path Facility (LLU SMPF) enables you to offer broadband services over an analogue line while another provider (or the same) supplies voice services on the same line – hence it being “shared”.

Sub-Loop Unbundling Shared Metallic Path Facility (SLU SMPF) provides access (via an access point) to the local network (usually the Openreach street cabinet) to enable SLU providers to connect to their fibre network, providing voice services over copper and broadband over fibre.

What are the timelines for this withdrawal?

The current key dates are:

- Salisbury stop sell: 1 December 2020
- Mildenhall stop sell: 4 May 2021
- 117 exchanges stop sell: 29 June 2021
- 51 exchanges stop sell: 5 October 2021
- Salisbury & Mildenhall withdrawal: December 2022
- National full WLR stop sell: September 2023
- National WLR withdrawal: December 2025

FAQs

Please refer to the briefing page on btwholesale.com for the latest on those exchanges that have been announced as upgrading to FTTP only. Alternatively, you can visit the [Openreach WLR withdrawal site](#).

Please note that further tranches of exchanges being upgraded to FTTP will be announced throughout the year with 12 months' notice on stop sell in those areas.

What does stop sell mean?

The stop sell not only means no new WLR services will be offered in those impacted areas, but will also place restrictions on existing WLR services. Scenarios that won't be possible for products restricted by the stop sell include:

- new supply
- working line takeovers
- start of stopped lines
- additional lines and channels to existing installations
- CP transfers
- bandwidth modifications
- addition of broadband to copper voice lines.

Which products would be best for you and your customers?

What are the replacement options?

With the closure of PSTN, there are a number of alternative access products available to underpin migration covering both broadband and Ethernet. For voice services, an IP voice product will be required over the top of the underlying access. These access options include:

- Fibre to the Premises (FTTP)
- Single order generic Ethernet Access (SoGEA)
- Single order GFast (SoGFast).

Can I order SoGEA and FTTP now?

Yes, both SoGEA and FTTP are available via our website, with SoGEA for both Broadband and Ethernet. Please visit <https://www.btwholesale.com/products-and-services/data/sogea.html> for more information.

Broadband availability can be checked via the Broadband Availability Checker - <https://www.broadbandchecker.btwholesale.com/#/ADSL>, with SoGEA being available wherever FTTC (VDSL) is indicated.

FAQs

Will there be an impact on existing FTTP services?

No, existing FTTP services will remain 'as is' and be unaffected by the withdrawal.

What is IP Voice and how is it different to traditional voice services?

Traditional voice services like PSTN, ISDN and Featureline run over a network of copper wires that have been the foundation of our telephone network for more than 60 years in some areas of the UK and required devices (phones) to be physically connected to the network. Customers who want ADSL broadband must first have a PSTN service, as the broadband sits on top of the PSTN.

IP Voice is delivered over a data network. With IP Voice, **customers no longer need a PSTN/ISDN service to make and receive calls.** Instead they will connect to the network via broadband or Ethernet, and if they need to make and receive calls, they just add an IP Voice service. Our IP Voice services include products such as Wholesale Hosted Communications and Wholesale SIP Trunking.

How will connectivity to voice services change?

Today, customers requiring voice services must first have a PSTN service. Upon this they can add access products such as broadband down the same line from the exchange.

With the closure of the PSTN platform, customers will connect using broadband access options, such as FTTP and SoGEA, to provide connectivity. Then they add voice

via an IP Voice service to make and receive calls. Where a customer wants to retain their existing PSTN phone number, this can be ported to an IP Voice service such as Hosted Centrex. If a physical phone is required this can be connected to the platform via their broadband router.

Will customers need broadband for the new telephone service to work? What about people in broadband and mobile 'not spots'?

Yes, customers will need a data service for IP Voice to work. Today, superfast broadband (minimum speed of 24Mbps) is available to 95% of properties in the UK and EE's 4G mobile network has 91% geographic coverage (as of July 2018).

This coverage will continue to grow, with Openreach extending their FTTP rollout to reach five million homes and businesses and EE aiming to expand 4G to reach 95% of the UK's geography, both by the end of 2020.

What is the difference between IP Voice, VoIP and SIP Trunking?

IP Voice is what we are calling the portfolio of voice services that work over broadband and other network services. VoIP (Voice over Internet Protocol) is where customers can make voice calls over a data network. SIP stands for Session Initiation Protocol and SIP Trunking is the IP Voice equivalent of ISDN. This means customers can send voice, instant messaging, video calls etc. over a data connection and in most cases while still using their existing phone systems.

FAQs

What if there isn't an IP Voice service that is suitable for my customer?

We know that your customers use traditional voice products in a variety of ways. We're developing our Wholesale portfolio to meet both access and voice requirements for all of your end customers. So you can start talking to them about the benefits of moving to IP Voice and its benefits today (what it can do above and beyond traditional voice). Reassure your customer that we will be there every step of the way to guide them on the journey to IP Voice.

Talk to your customers about how they are using their traditional voice services as this is an opportunity to reassess how they use their services and what their future needs will be. There may be a small number of customers using existing products in unique ways, using devices that we won't have a like-for-like solution for. It's important that you talk to your customer to find out how they use their products today and we can then find a solution that best fits their needs.

Will customers notice any difference in call quality when they switch to IP Voice services? I've been told call quality isn't as good on IP Voice as it is on fixed phone lines.

This may have been true in the early days of IP Voice, but quality has improved massively. We sell our IP Voice products alongside our network access products which prioritise voice calls over data so our customers can be assured that the call quality will be consistent. Your customers will experience the same level of clarity as they do with a regular landline (depending on the setup of the system and the internet connection, call quality may be even better).

If end customers move service, will they be able to keep their telephone number?

Yes. End customers transitioning to alternative products will be able to keep their telephone numbers via the existing number portability processes.

What about the devices that rely on lines for power?

The new network won't supply power so customers will need to consider alternatives like solar power or battery packs at the customer premise.

FAQs

What are the benefits of IP transformation?

What are the key benefits to IP Voice services?

- More value as you get more out of existing connections and consolidate voice, data and IT together.
- Resilient services that are backed up in the cloud.
- Simple solutions from 'plug and play' to fully managed.
- Move sites quickly, allow your customers to take devices on the go or create a local presence with different geographic numbers – true flexibility at its best.
- Work efficiency with UC and collaboration tools.
- Calls are landline quality but made over the internet, so you can work from anywhere with a connection.

How we can help you to make the transition?

Are you going to force my customer to move from their fixed line to an IP Voice service?

We'll work alongside all our customers to guide them on their journey to IP Voice and to find the best service to suit their needs.

However, if your customer still wants to be able to handle voice calls after 2025 then they will have to switch to an IP Voice service by this time. There will come a point in time where if our customers want to maintain a voice service with BT then they will have to agree to switch to an alternative IP Voice based service before the WLR products are withdrawn. We'll work alongside all customers so that they are prepared for the switch.

How will my customer switch to IP? Will they need new equipment?

They'll need to provide you with:

- the type and mix of products that they have
- which products they are moving to
- the number of sites
- how they use their voice product today.

FAQs

Why should my customer stay with BT Wholesale?

- We're leaders in developing VoIP technology to help you future-proof your business and that of your customers.
- We're investing heavily in our IP Voice infrastructure to provide improved network connectivity that will deliver the business grade services that our customers demand. This means we can offer customers IP Voice services with the same reliability, trust and familiarity of the old voice services while enabling the innovation, efficiency and flexibility that IP provides.
- Our services are hosted in dedicated, secure data centres across the country.
- We have market-leading networking services, providing excellent fully resilient coverage and cost-effective access options to customers across the UK.
- Our VoIP services run over the best connection – 99.999% target availability.
- Our simple portals enable provisioning and repair activities to be managed effectively and efficiently. Everything you need in one place.
- Dedicated professionals and specialists on hand to support and help with your customer needs.

Make the move to a **digital world**

List of acronyms

We know there's a lot of jargon so here's a list to help translate.

21C	21st Century Network	NTE5	Network Termination Equipment
4G	4G Network	PBX	Private Branch Exchange
ADSL	Asymmetric digital subscriber line	PDQ	Processing Data Quickly
ADSL2+	Enhancement on ADSL	PoP	Points of Presence
ATA	Analogue Telephone Adapter	PSTN	Public Switch Telephone Network
ATM	Automated Teller Machine	SD-WAN	Software Defined Wide Area Network
BT	British Telecommunications	SIP	Session Initiation Protocol
CCTV	Closed Circuit Television	SIPT	Session Initiation Protocol Trunking
CRM	Customer Relationship Management	SLA	Service Level Agreement
DIA	Direct Internet Access	SLU SMPF	Sub Loop Unbundling Shared Metallic Path Facility
EE	Formally Everything Everywhere	SoGFast	Single order GFast
EPOS	Electronic Point of Sale	SoGEA	Single order Generic Ethernet Access
FAQ	Frequently Asked Questions	UC	Unified Communications
FTTC	Fibre to the Cabinet	UK	United Kingdom
FTTP	Fibre to the Premises	VDSL	Very high-speed Digital Subscriber Line
Gbps	Gigabits per second	VoIP	Voice over Internet Protocol
HSIPT	Hosted SIP Trunking	VPN	Virtual Private Network
IP	Internet Protocol	WBC	Wholesale Broadband Connect
ISP	Internet Service Provider	WBMC	Wholesale Broadband Managed Connect
ISDN	Integrated Services Digital Network	WHC	Wholesale Hosted Communications
LLU SMPF	Local Loop Unbundling Shared Metallic Path Facility	WLR	Wholesale Line Rental
Mbps	Megabits per second	WSIPT	Wholesale SIP Trunking
		WWW	World Wide Web

Are you ready to take the next step?

To help your customers with their digital transformation agenda while future-proofing your portfolio?

We're here to help. From our portfolio of flexible, scalable solutions that meet the ever-increasing bandwidth needs, to our expert support waiting around the clock to help you.

Just get in touch with your account manager and let's begin the journey.

Call **0800 671 045**

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Offices Worldwide

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November 2020