

KCOM wholesale

End of Life Notice for ADSL

This communication is the End of Life notice for ADSL services.

Background

As part of KCOM's network transformation we are now migrating our Public Switched Telephone Network (PSTN) services provided over copper onto KCOM's full fibre network. We previously notified the End of Sale for ADSL which was effective from 1 July 2022 at sites where an FTTP alternative is available.

With a backdrop of declining demand, increasing migrations to alternative FTTP products and the success of KCOM's full fibre roll-out, it means that we will cease support for all ADSL services on the dates indicated against your serving exchange in the table below:

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

Products Impacted:

Bronze Max	Gold Plus
Bronze Plus	Platinum Plus
Connect ADSL Basic Unlimited	Platinum
Connect Bronze Plus	Silver Max
Connect Gold	Silver Plus
Connect Silver Plus	Teleworker Max
Connect Teleworker 20+	Teleworker Plus

Fibre to the Premise Alternatives

Addresses in the Hull and surrounding area will have access to FTTP services before the ADSL cease dates above. To order alternative services, CP's can select from:

- [Connect Broadband Fibre Residential](#)
- [Connect Fibre Business Complete](#)
- [Connect Fibre Landlord](#)

For more details of these products please use the links above or contact the sales team at wholesalesales@kcom.com.

Where there is no Fibre To The Premise service already installed in the premises, an order will be raised to rectify this. We will need to attend the site to install the fibre cable and terminating equipment. You will be offered an appointment for the service to be installed. Due to the volume of services that will need to be migrated, this appointment may not be within our normal lead times. Your ADSL service will continue to function until such time that the FTTP service has been installed. If your premise does not have FTTP availability at the

KCOM wholesale

time the order is raised, your order will be placed on hold whilst the engineering work to provide the service is completed. Once this work has been completed, an appointment will be made for the service to be installed.

Notices

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

Any questions please contact networktransformation@kcom.com

Kind regards

The KCOM Wholesale Team