KCOM Residential Copper Voice Services Migrations

Contents

1. Introduction/Scope

This update 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 here , end-of-life-notice-for-isdn2-isdn30-and-centrex.pdf (kcom.com) this communication outlines the process to migrate voice services, 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

Over the past five years KCOM has been delivering voice services over the fibre infrastructure, primarily in new build areas and around 14K 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:

4. Migration Options

Connect Fibre Residential/KCOM Line Rental

### Migration of Copper Single Lines

Single landlines 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.

KCOM engineers will be needed to install the ONT, if fibre is not present in the location. This will either be done as part of an ADSL migration to Connect Fibre Residential or, for voice only customers, an engineer visit to fit the ONT and enable the voice service. Where the ONT is present, the end customer can self-migrate. If a customer requires support, an engineer visit can be planned to enable migration.

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. Tel1 will be used for single line customers.

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

Single line migrations – clear and simple communications
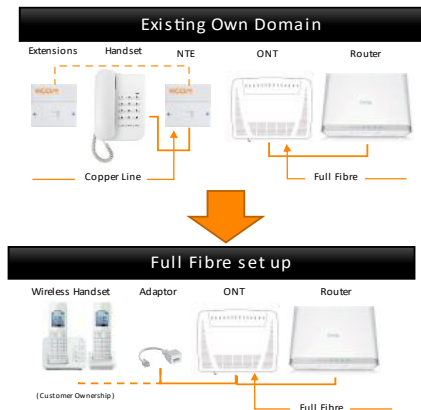
- Current copper based telephone solution utilises the master socket to connect the analogue handset
- For fibre broadband router is connected to the ONT.
- For ADSL the router connects to the Master Socket.

- For the full fibre solution, customers both the analogue handset and router to the ONT.
- Voice only services do not require a router.

Self-Install Single Line Migrations

Customers who already have KCOM Connect Fibre Residential can self-install. If you have any customers that are identified as vulnerable or at risk (for example using a lifeline service), please inform us as we have a specific risk mitigation process. Similarly, if KCOM is made aware of specific customer needs via other sources we will advise you. These customers will not be migrated using this process. Instead, an engineer visit will be arranged to complete the migration. If you have customers who are not on the vulnerable customer list, who may have difficulty migrating their service using the self-install method, we can send a KCOM wholesale representative to assist with the migration.

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 adapter that needs to 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 during the specified migration day. Whilst 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) and not their internet service.

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, based on our regression criteria. The regression criteria will be published end of March. 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' line. Any issues reported will be investigated and lines

regressed, if required, based on our regression criteria. If 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 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. 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 in the instructions with the adapter. If they have already connected their landline handset to the ONT, they will hear a dial-tone and can make and receive calls.
If they have not been migrated, 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 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
Free retrieval of messages from home telephone	Your end customer's' own personal greeting
	Records the time and date of each message
Voice control of mailbox functions	
Skip forwards and backwards through your messages	'Always on' call answering service
	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 a number of 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 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
> 2 - 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 by 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.