

April 2020: KCOM's Hull and regional services:

Migration plans for voice (PSTN) and integrated voice and digital data (ISDN2 and 30) services from legacy circuit-switched systems (System X) to our next generation IP-based infrastructure.

Following the completion of our £85m investment in rolling out our fibre access network in Hull and East Yorkshire we are making the next step in transforming the legacy technology we use to deliver services in the region.

We intend to begin PSTN and ISDN migrations from October 2020. We are undertaking this in phases on an exchange-by-exchange basis with an initial trial exchange informing our approach to subsequent migrations. The first of our exchanges to be upgraded will be Beverley.

Introducing next generation IP-based systems infrastructure provides you with access to secure, resilient, and innovative new voice services. At the same time, you will still be able to offer the current form of voice services that you do at present. Our approach to migration will also provide transitional support for legacy data applications that use ISDN.

While for most end customers the change in technology will be invisible, with very few differences in retail service functionality, there will be some important minor differences in voice functionality. The upgrade to IP-based systems infrastructure may affect third party equipment (e.g. alarm, care alarms, terminal equipment) used in both residential and business applications. It is therefore important that you communicate these changes to your customers. To help you support your end customers during the transition, we have created a Digital Test Facility (DTF) that can be used by third parties to assess the performance of their equipment on our network. Please contact us by email at TSOFrontDoor@kcom.com to find out more about how our DTF can be accessed.

All Communications Providers that provide services over our network are being sent notices about this migration. This will allow our wholesale customers time to contact their end customers to inform them about the changes that are taking place, so they know what to expect. It will also allow your end customers to act early so that they can prepare for any potential impacts. While our risk management of the migration ensures that we have emergency roll-back facilities in place these measures should not be used as a basis for ongoing support for legacy services. Your contact with your end customers about the migration is therefore important.

We'll contact you well in advance of moving your services to the new network to update expectations for individual service move dates and any associated downtime.

A guide to the switchover process is available [here](#)