

# Pre-Digital Phone Line FAQ

(for Wholesale customers)

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## **PDPL – Wholesale FAQs**

The Public Switched Telephone Network (PSTN) is being turned off by the revised closure date of January 2027. BT Business is determined to move its customers off the increasingly fragile analogue network at the earliest opportunity. For most customers, it's an easy switch to an All-IP Product, but for some with certain devices that rely on features of the existing technology we're introducing the Pre-Digital Phone Line (PDPL) to bridge the gap between analogue and digital.

The main focus now is to identify edge use case and for customers to register for testing at our labs, which is now open. You can register devices for testing [here](#).

### **What is PDPL?**

PDPL stands for Pre-Digital Phone Line, an interim technical capability that helps to move customers off the PSTN (Public Switched Telephone Network) where there is no alternate digital solution today. PDPL will emulate (as close as possible) a traditional phone line, but within a modern network.

### **What is PDPL designed for?**

We recognise some of your customers may not be able to upgrade to All-IP in time for the January 2027 PSTN switch-off. Some may have edge use cases that rely on features of the analogue network.

That's why we've designed the Pre-Digital Phone Line solution, seeking to enable customers to keep their legacy handsets and equipment while moving them off the PSTN. This will be a temporary solution, rather than a long-term alternative to All-IP.

### **What does PDPL offer?**

It's designed to bridge the gap between analogue and digital, allowing customers to keep certain legacy analogue equipment connected while moving off the PSTN, and works in locations where broadband cannot support IP voice today. It also addresses edge use cases where IP solutions are not readily available today and supplies power to some connected devices that don't have their own power supply.

### **What doesn't PDPL offer?**

PDPL is not a like-for-like replacement for PSTN, and equipment should be tested to ensure compatibility. It's not a long-term alternative to All-IP, it doesn't emulate ISDN2 or ISDN30, and doesn't offer broadband services over copper, so FTTC and ADSL aren't supported or emulated.

### **Which customers might make use of PDPL?**

PDPL will help certain single line PSTN customers with specific use cases. Customers with other lines should migrate their equipment to IP and upgrade the circuit to the All-IP portfolio.

### **What about Telecare devices, alarm systems, CCTV and similar non-telephony devices?**

PDPL is a solution BT is launching seeking to address edge use cases, such as Telecare devices, alarm systems and CCTV, but also, for instance, for lift lines, emergency lines, ATMs, payment terminals or door entry systems, where IP solutions are not readily available today. These devices should be tested to check compatibility. The responsibility of Telecare compatibility rests with the CP.

### **What about customers with ISDN, ADSL and FTTC associated with an underlying PSTN?**

These cannot be migrated to PDPL, and customers will need to move to new All-IP solutions.

### **Can a line with associated broadband be moved to PDPL?**

The Pre-Digital Phone Line is **not** a replacement for lines with associated broadband and, as such, an All-IP solution is the answer.

### **How does the Wholesale model of this product work?**

The Pre-Digital Phone Line is a wholesale product that CPs will be able to consume and re-sell.

### **Where can I see technical specifications?**

[Product specifications for PDPL are available here.](#)

### **Where can I see the pricing information?**

Pricing and other commercial information is available through via account manager.

### **What about service information such as billing and in-life management?**

Service information will be available in the [PDPL product handbook](#).

### **How can I order Pre-Digital Phone Line?**

Your Account Manager will send the relevant forms to complete, and the ordering process will only be available once you have completed the onboarding process to The Hub and [btwholesale.com](http://btwholesale.com).

### **When can I start placing orders for Pre-Digital Phone Line?**

BT will start accepting orders from July, with the first migrations planned to commence from October.

### **When will I receive confirmation of the migration date?**

Migration dates will be exchange dependent. Confirmation will be sent at CCD -4 weeks. Please refer to the migration journey in the handbook for more information.

### **Do I need to test a device before ordering PDPL?**

Each edge case will need to be tested to confirm compatibility as BT is not able to provide a pre-approved device list. We have endeavoured to develop a product that most edge cases will work with, however we strongly advise testing the device in the BT test lab before ordering a PDPL. Our test labs at Adastral Park, Ipswich, are open now, and you can apply to test devices [here](#).

The use of the Pre-Digital Phone Line service to operate any solution, or for any critical or third-party devices, is at yours or the end user's own risk and you are responsible for ensuring that the relevant solution, critical or third-party devices, and any customer equipment, is compatible and will operate with the PDPL service.

Please also be aware of your responsibilities under the [PSTN charter](#) and any other guidance relating to the protection of vulnerable customers when upgrading or migrating off phone lines.

### **Are other providers likely to offer something similar or is this a bespoke agreement with Openreach?**

PDPL is a wholesale product that uses standard connectivity products from Openreach. BT does not comment on other providers' product launches.

### **Can a user retain their phone number?**

Yes, a customer's number can be ported as part of the order journey onto PDPL.

### **Does it need a customer visit to install PDPL?**

Normally, no engineering site visit is required to customer premises and no change is required at the customer site as PDPL is migrated in the local exchange.

### **Are all exchanges getting PDPL?**

PDPL will be installed in 5,400 BT exchanges.

**How long does it take to move to PDPL?**

There will be a short service interruption with the move to PDPL, which will happen during business hours. Customers will be notified of a migration date when this is to happen, and most won't notice the change. Migration dates will be dependent on the exchange.

**Will customers notice any difference once PDPL is installed?**

Customers should see no difference from how they use the line today for basic calls. Some additional features and services will not be supported (see list at the bottom of this FAQ). Based on this, CPs can make the decision whether to include or exclude the line for migration.

**How long will PDPL be available?**

PDPL is a temporary solution to move customers off the PSTN, with service planned until December 2030. All services moved to PDPL will need to be migrated to an All-IP solution within that timeframe.

**Will BT provide a list of pre-approved devices and edge use case?**

BT is not able to provide a list of pre-approved devices or edge use cases as each case could be different. The majority of existing devices should work on PDPL, but we recommend that devices are tested prior to migration at our lab. You can find the booking form [here](#).

**Can we get lab time to test equipment with the Pre-Digital Phone Line?**

The test labs for PDPL in Adastral Park will be open in April. To book a slot on the schedule, please fill in [this form](#). We will contact you directly within five days of the form submission to arrange the testing.

**What happens to orders in-flight for PDPL if FTTP gets enabled?**

PDPL is suitable for PSTN voice only services. Once an order for PDPL is placed it will be managed to completion. However, this may be cancelled for an FTTP replacement order to be placed, provided the new order comes prior to batch freezing.

**Are there any CARE levels available on Pre-Digital Phone Lines?**

There are CARE levels available, which follow the existing levels on PSTN (levels 1-4) but will become Standard; Prompt; Critical; and Total Care. Care level 1 will be included within the line price.

**Is a new contract required to purchase PDPL?**

Yes, a new contract is required and will be subject to our standard terms. Initially, a 12-month contract will be offered and will continue rolling thereafter.

**Will a roll back option be available if PDPL doesn't work?**

No roll back option to PSTN will be available, only a fix forward to an IP solution, with the exception of CNI lines and lines required to support critical devices (such as telecare) and medical equipment which will take 2-5 working days.

**Are modifications to the date supplied by BT's Migration Control Centre available?**

No modifications to the date supplied will be permitted, except in the case of threat to life CNI or medical equipment (in line with cease in error policy). It's the CP's responsibility to identify and manage critical lines.

**Are modifications available for in-flight implementations available?**

Modifications are not permitted for in-flight implementations. Once migrated, services can be modified within the Hub.

### **What's the situation with in-life repairs?**

From migration completion, repair and early life queries will move to BAU repair teams, and CPs will be able to raise faults and use diagnostics via The Hub.

### **Are out of hours implementations available?**

Currently, no out of hours implementations are available.

### **Could a broadband service (e.g. SoADSL or SoGEA) be provided over PDPL to avoid having two separate copper circuits?**

No, PDPL will not support broadband services. Customers should move to an All-IP solution, if possible. However, if PDPL is required, a separate circuit will be needed to support broadband, and this will be the CPs responsibility to provision.

### **If PDPL provides power, will it be able to continue to support SCADA based applications and hardware?**

PDPL will provide power to the BT socket, but we cannot guarantee that these devices will continue to work. We urge any vendors to test these devices within [the lab](#).

### **Can you explain the benefits of using batch migration orders?**

Batch migrations will be managed via BT's Migration Control Centre, avoiding the need for CPs to place multiple orders into the portal.

### **What features does PDPL support, and which won't it support?**

Some calling network features will not be available (see list below). Customers can select any of the available features and these will be added to the rental costs. Post migration, they will be able to add, change and cease from those features that are available.

PDPL supports the following features:

<b>Call Diversion</b>	<b>Admin Outgoing Call Barring - Mobile Calls</b>
<b>Temporary Call Diversion</b>	<b>Admin Outgoing Call Barring - Premium Rate Calls</b>
<b>Admin Call Diversion</b>	<b>Admin Outgoing Call Barring - Bar 123 and 118xxx calls</b>
<b>Incoming Call Barring</b>	<b>Admin Outgoing Call Barring - International and Premium Rate Calls</b>
<b>Outgoing Call Barring</b>	<b>Admin Outgoing Call barring - International, Mobile and Premium Rate</b>
<b>3 Way Calling</b>	<b>Admin Outgoing Call Barring - International Calls</b>
<b>Call Waiting</b>	<b>Agent Incoming Call Barring (excluding 999)</b>
<b>Permanent Withhold Number</b>	<b>Admin PIN Change/Reset - Outgoing Call Barring</b>
<b>BT Answer 1571</b>	<b>Debt Management OCB with RTCC (Route to Credit Control)</b>
<b>Call Minder</b>	<b>Debt Management OCB - Almost all calls (excluding 999)</b>

Bar use of the 1571 Call Return	Debt Management OCB – PRS
Anonymous Call Reject	Debt Management OCB - International & PRS
Direct Connect (aka Hot Line)	Debt Management OCB - International, PRS and Operator
Caller Display	Debt Management OCB - International, PRS, Operator and Mobile
141 Withhold	Debt Management OCB - 123 and 118xxx
Bar use of 141	Debt Management – International , Mobile and Premium rate
Dial 1471 - tells u the tel number of the last person who called - Press 3. -	Temporary Out of Service (TOS) - Debt Management
Bar use of 1471 Call Return	TOS - for Fraud Prevention
1475 Last Caller - Erasure	Temporary Call Diversion (T2R)
Release 1470 (per call) - used when you are permanently withholding your number	Temporary Call Diversion (L2C)
Bar use of 1470	Bar use of 123 Speaking clock
123 Speaking clock	Admin Outgoing Call Barring - Almost all calls (excluding 999)

PDPL will NOT support the following features:

Call Tracker (FOC)
Carrier Pre-Select
Smart Divert
Call transfer
Call Hold and retrieve
Call announcement (Call number intercept)
Remote call forwarding
Ring Back (chargeable)

<b>Ring Back When Free (RBWF)</b>
<b>Network Controlled Calling (NCC)</b>
<b>Caller Redirect</b>
<b>Reminder Call / Alarm Call</b>
<b>Call Sign</b>
<b>Bypass Number</b>
<b>Chose to Refuse</b>
<b>Nuisance Call Management (aka BT Call Protect)</b>
<b>Admin Indirect Access (Phone Cards) Call Barring (for BT Basic)</b>
<b>Admin Ring Back Inhibit</b>



Date

Find out more at [btwholesale.com/whc](https://btwholesale.com/whc)

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