

Jonathan Oxley  
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Dear Jonathan,

### **WLR and ISDN2/30 voluntary commitment**

Openreach has announced that it will be ceasing new supply of the WLR and ISDN2/30 products in September 2023 and will be withdrawing these products in December 2025. An extensive WLR withdrawal process has already begun with Openreach industry consultations and engagement over successor products and migration processes.

It is expected that Ofcom's Fixed Telecoms market review (FTMR) will conclude in 2021 with new regulation in place from April 2021 until March 2026. As part of the FTMR, Ofcom may conclude that BT is no longer required to provide the WLR and ISDN2/30 products on an SMP basis. Were that to be the case, Openreach would be willing to make the following voluntary commitments to industry in respect of these products until the cessation of new supply and product withdrawal in September 2023 and December 2025 respectively.

1. Openreach would be willing to continue to provide new WLR and ISDN2/ISDN30 circuits until December 2023<sup>1</sup>.
2. Openreach would further be willing to continue to support the existing WLR and ISDN2/30 customer base (including any new circuits provided up to December 2023) on a reasonable basis until December 2025.
3. As part of this commitment, we will continue to provide network access with respect to the WLR and ISDN2/30 products on fair and reasonable terms; will not unduly discriminate; will supply on Equivalence of Input (EoI) terms; will maintain published reference offers; and will notify changes to terms and conditions on the same basis as previously for these products.
4. We commit to continuing to price these products on a reasonable basis until withdrawal i.e. on wholesale terms that do not distort downstream competition by squeezing margins.

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<sup>1</sup> Note that BT no longer has a regulatory obligation to provide new ISDN2/30 circuits but continues to offer these products on a commercial basis.

5. We also commit to maintaining a good level of quality of service for these products until withdrawal and will continue to provide Ofcom with monthly KPI reports (and publish KPI reports on a quarterly basis if required).
6. It should be noted that these commitments do not apply in exchange areas where, under the FTMR regulation or as otherwise agreed by a regulatory waiver, Openreach has been allowed to implement stop-sell or withdraw these products at an earlier date, or otherwise vary the basis on which it provides service.

Yours sincerely



**Mark Shurmer**  
Managing Director, Regulatory Affairs