

19<sup>th</sup> December 2025

**FAO** Ben Harries, Director of Competition Policy, Ofcom  
**CC** Andrew Ward, Principal, Consumers and Retail Markets, Ofcom

Dear Ben,

**Subject: Updated WLR Commitments**

Openreach stopped new supply of the WLR and ISDN2/30 products in September 2023, and will be withdrawing these products on 31<sup>st</sup> January 2027.

In November 2019 Openreach made voluntary commitments about supplying WLR (including ISDN2/30) products until December 2025. Since these commitments are about to expire, Openreach proposes the following updated voluntary commitments that will apply until 30<sup>th</sup> January 2027 with respect to WLR products:

1. We will continue to support CNI / vulnerable end customers, including complying with relevant charters.
2. We will continue to support existing end customers on a reasonable basis until they have migrated from WLR, but will take measures to encourage or migrate end customers off the WLR platform.
3. We will not unduly discriminate; we will supply on Equivalence of Input (EoI) terms; we will maintain published reference offers; and we will notify changes to terms and conditions. We will not intentionally degrade quality as a migration incentive. We will continue to provide Ofcom with monthly WLR volume reports during the final year of the migration.
4. We may take steps including price rises to encourage faster migration onto alternative products.
5. These commitments will not apply in exchange areas where Openreach has activated copper retirement Threshold 2, or to the All IP and exchange exit pilot sites, namely Salisbury, Mildenhall, Kenton Rd and Ballyclare.

Yours sincerely,



Mark Shurmer  
MD Regulation  
*Openreach Limited*

| **M:** | **E:** | **W:**