



Ofcom consultation on measures to support Openreach's trials in Salisbury and Mildenhall

TalkTalk response

January 2020

NON-CONFIDENTIAL

This is TalkTalk Group's response to Ofcom's consultation on measures to support Openreach's trials in Salisbury and Mildenhall published on 27 November 2019.

1. We support Ofcom's proposal to grant regulatory waivers to enable Openreach to offer price discounts (the 'Trial Offer') to Communications Providers (CPs) to support their participation in the trials in Salisbury and Mildenhall.
2. We agree with Ofcom that it is appropriate and proportionate for it to grant the regulatory waivers specified in order to facilitate the trials. The trials will enable industry to test the migration processes away from legacy copper-based services and on to full fibre and other replacement services. In particular, the trials will give industry to an opportunity to develop effective end-to-end processes and communications strategies, including for vulnerable customers and for edge cases. The narrow scope of the trials in defined exchange areas means that the impact will be limited to roughly 30,000 premises.
3. [REDACTED]
4. We understand that Ofcom's intention is for the waivers to apply only in the circumstances that a CP chooses to accept the Trial Offer and that no undue discrimination and Equivalence of Input rules will continue to apply within the trial areas. The dates in the legal instrument providing the consent to the regulatory waivers will need to be updated to align with the dates included in the finalised Trial Offer.
5. We are continuing to work with Openreach bilaterally and through the OTA groups in preparation for the trials. It is particularly important that there is sufficient oversight and collaboration between all parties to ensure vulnerable customers are protected through the migration, all edge cases are addressed, and communications are coordinated effectively. We intend to update Ofcom on progress on these matters through our bilateral meetings on the migration to VOIP.