

End of Life Notice for ISDN2, ISDN30 & Centrex

This communication is the End-of-Life notice for Integrated Switch Digital Network2 (ISDN2), ISDN30 (DASS/DPNSS signalling protocols) and the Central Exchange (Centrex) services.

Background

As part of KCOM's network transformation we are now migrating our Public Switched Telephone Network (PSTN) services provided over copper onto KCOM's full fibre network. Communication Providers (CPs) have been transferring ISDN2/ISDN30/Centrex services to alternative IP voice products for several years and demand for legacy voice services have materially declined since 2016.

This backdrop of declining demand, increasing migrations to alternative IP products and the success of the KCOM's full fibre roll-out, means that we will cease support for these products at each of our main exchanges, on the dates indicated in the table below:

Exchange Name	Migration Completion and Copper Voice Cease
Beverley	29/06/2023
West	29/09/2023
East	29/12/2023
Civic	29/03/2024
Newland	30/06/2024

Products Impacted:

KCOM Line Rental-ISDN2, ISDN2e, ISDN30 (DASS/DPNSS)

Connect Business Voice – ISDN2, ISDN2e, ISDN30 (DASS/DPNSS)

Business Superway

Kingston Superway

ISDN2 – Basic/Basic Plus/Essential

Business Voice Reseller – ISDN2, ISDN2e, ISDN30 (DASS / DPNSS)

Supplementary Services Impacted

Multiple Service Numbers (MSN)

Out Of Exchange Area Removal Keep Same Number (RКСN)

Centrex Number Break Out

Centrex Host Network Address

DDI (ISDN2) Rental 10 numbers

Extension Bell – small, Extension Bell – large, Bells

Notices

All Communications Providers that provide services over our network are being sent notices about this migration.

Any questions please contact networktransformation@kcom.com

Kind regards

The KCOM Wholesale Team