

KCOM wholesale

Stop Sell Notice for ISDN2

This communication is the Stop Sell notice for Integrated Switch Digital Network 2 (ISDN2) services.

Background

As part of KCOM's network transformation we are continuing to migrate our Public Switched Telephone Network (PSTN) services provided over copper onto KCOM's full fibre network. Communications Providers (CPs) have been ceasing ISDN2 and moving to alternative IP voice products for several years and demand for legacy voice services has materially declined since 2016.

This backdrop of declining demand, increasing migrations to alternative IP products, the success of KCOM's full fibre roll-out and KCOM's strategy to close copper-based services, means that KCOM will stop selling ISDN2 across the Hull Area¹ from 1 December 2023. This will also include provision of services that are migrating between CPs.

KCOM has previously issued a termination notice for ISDN2 services connected to the Beverley Exchange, <https://www.kcom.com/wholesale/media/3r0lqdvj/end-of-life-notice-for-isdn2-isdn30-and-centrex.pdf> and these ISDN2 services will be terminated in line with that communication.

Products Impacted:

KCOM Line Rental – ISDN2, ISDN2e

Connect Business Voice – ISDN2, ISDN2e

Notices

All CPs that provide services over KCOM's network are being sent notices about this migration. Any questions please contact wholesalesales@kcom.com

Kind regards

The KCOM Wholesale Team

¹ The area defined as the 'Licensed Area' in the licence granted on 30 November 1987 under section 7 of the Telecommunications Act 1984 to Kingston upon Hull City Council and Kingston Communications (Hull) plc