

Closing the window on WLR

Final-order deadlines by industry & customer size.



Solid solutions for a dynamic world

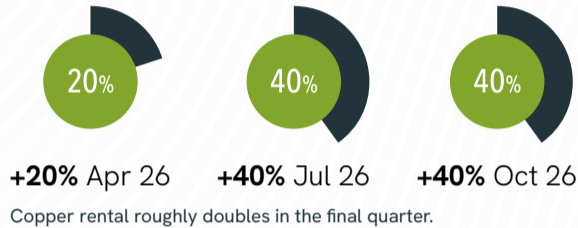
The PSTN switch-off is the switching off the UK's legacy analogue phone network, as part of the transition to next-generation digital services.



THE HARD STOP 31 Jan 2027

Openreach PSTN / WLR switch-off.
No services will operate after this date.

OPENREACH PRICE CURVE



THREE COMPOUNDING PRESSURES

Why deadlines need to be set now

- Price curve**
Openreach rental steps up in April, July and October 2026.
- Capacity curve**
~2.8m PSTN lines still to migrate (~500k are business lines); lead times expected to stretch 1.5x in Q3 26 and 2x in Q4 26.
- Freeze curve**
Customer-side change freezes overlap the final run-in, particularly Oct 26-Jan 27.



PROPOSED LAST - ORDER - DATES

The deadline matrix - by industry x customer size

Target live-and-ported: 31 October 2026. Working back through porting (10wd), provisioning (FTTP 25wd / SOGEA 20wd / SOADSL 15wd), Openreach surge, and customer-side change overhead.

Industry / Sector	Enterprise 500+ services	Mid-market 100-500 services	SMB / Long-tail <100 services
Housing Associations / Social Housing	31 May 2026	30 Jun 2026	31 Jul 2026
Retail / Hospitality / Logistics	31 May 2026	30 Jun 2026	31 Jul 2026
NHS / Healthcare	31 May 2026	30 Jun 2026	31 Jul 2026
Public Sector / Central Gov / Education	31 May 2026	30 Jun 2026	31 Jul 2026
Financial Services / Insurance	31 May 2026	30 Jun 2026	31 Jul 2026
Professional services / Manufacturing	31 June 2026	31 Aug 2026	30 Sep 2026

ABSOLUTE BACKSTOP 31 October 2026

For any remaining customer of any size, in any sector. Every day after this date materially increases the chance of missing the 31 Jan 27 cutover.



INDUSTRY LOGIC - WHY THE DEADLINES SIT WHERE THEY DO

Each sector has its own freeze profile

Housing Associations / Social Housing	Lift phones, sheltered housing alarms — safety-critical. FY end + winter welfare pressures	31 May 26
Retail / Hospitality / Logistics	Peak trading Oct 26 - Jan 27. Rollout must complete before 10 Oct freeze.	31 May 26
NHS / Healthcare	Winter pressures absorb all IT capacity. Rollout must be signed-off pre-winter.	31 May 26
Public Sector / Central Gov / Education	FY year-end Mar-Apr 26; term-start Sep. Commit budget early in FY26/27.	31 May 26
Financial Services / Insurance	Year-end close Dec 26 + quarter-end freezes. One month headroom vs retail.	31 May 26
Professional services / Manufacturing	Low seasonality — can use Q3 windows that are closed elsewhere.	30 Jun 26



INDUSTRY CHANGE - FREEZE WINDOWS

Sector	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Housing Associations / Social Housing	Open	Open	Open	Open	Open	Caution	Hard freeze	Hard freeze
Retail / Hospitality / Logistics	Open	Open	Open	Open	Open	Hard freeze	Hard freeze	Hard freeze
NHS / Healthcare	Open	Open	Open	Open	Open	Hard freeze	Hard freeze	Hard freeze
Financial Services / Insurance	Caution	Open	Open	Open	Open	Open	Hard freeze	Hard freeze
Public Sector / Central Gov	Open	Open	Open	Open	Open	Open	Open	Open
Education (HE / FE / Schools)	Caution	Open	Open	Open	Open	Open	Open	Open
Manufacturing / Industrial	Open	Open	Open	Open	Open	Open	Open	Open

Legend: ■ Open — safe ■ Caution / partial ■ Hard freeze — avoid



What happens post the January 2027 closure?

- Life after WLR, February 2027, all ISDN2s, ISDN30s, Featureline and Multiline will **STOP WORKING after January 2027** unless upgraded to ALL-IP Alternatives.
- Legacy Broadband (ADSL & FTTC) will be removed from PSTN lines; **PSTN Lines become voice only**. Critical Care SLAs will end.
- Emergency Voice Access (EVAc) - Last-Resort Fallback for Unmigrated WLR Lines**
Any single-line WLR (PSTN) services not migrated by the **31st January 2027** switch-off will, where possible, move onto Openreach's Emergency Voice Access (EVAc). EVAc is a stripped-back, voice-only safety net. It supports 999 access and basic calls only: **no broadband, no alarm monitoring, no payment terminals, no SLA**. It is a temporary fallback, not a service to rely on.
- Openreach begins trialling EVAc in the **Salisbury and Mildenhall** exchange areas from **3rd August 2026**, including bulk removal of broadband ahead of migration.
- EVAc will not apply to lines we've flagged to Openreach as serving Critical National Infrastructure (CNI) or vulnerable customers those follow separate, dedicated processes. Our advice is simple: **migrate well ahead of the deadline** to avoid falling back to EVAc. Pricing and the Product/Data Sheet aren't yet available from Openreach. We'll share them the moment they're released.