



General Copper Service Withdrawal FAQ's

The roll-out of JT's new world-class fibre network in Jersey will enable access to many new technologies and provide you and your business with superior performance.

What does this mean for your business?

The fibre network will therefore replace copper delivered services. As a first stage in this technology upgrade process, by the end of 2015 JT will no longer offer for sale: ISDN2, ISDN30, Multi Line Hunt Groups and Centrex over the Copper network, with a phased removal starting January 2018.

New technology and the benefits

Our aim is that this innovative portfolio of new services will reduce costs, build resiliency and help you stay ahead of rapidly advancing technology trends, such as the need to manage increasingly large volumes of data. They will include technology such as SIP Trunking and the latest technologies in Video and Voice services, and Data services, as well as a hosted Telephony service with further increased performance thanks to our island-wide 4G network.

What changes are being made to the Enterprise product set and when are these changes being made?

From 1st January 2016 ISDN2, Centrex and Multi Line Hunt Groups will no longer be available for sale (referred to as Stop Sale) at sites where no copper is currently installed.

Any remaining copper based ISDN2, Centrex and Multi Line Hunt Groups Services will be phased out from January 2018.

Customers who currently have any of these services will be able to change and cease these services at their current location.

Customers who currently have any of these services will be able to add additional services where there is sufficient copper to serve.

From the 1st January 2016 ISDN30 services will no longer be provided over Copper.

Why are we making these changes?

JT's new world-class fibre network in Jersey will enable many new technologies and provide business customers with superior performance, helping reduce costs and improve reliability.

There's been a demand for these new services in the market for some years.



JT are announcing the future launch of two new services which will replace those services being withdrawn. Centrex and Multi Line Hunt Group will be superseded with a Virtual Hosted PBX service which is due to be introduced in January 2016 ISDN2 will be superseded with a SIP Trunk service which is due to be introduced in January 2016

How we have notified you of the changes.

Any customer who has one of the above services will have received a letter or email informing that the service will be on Stop Sale from 1st January 2016 during June.

What will you have to do?

As a customer there will be no required action; we have sent a letter making you aware of the changes affecting our portfolio of services. However, should you wish to talk to someone please contact Business Solutions on 01534 882345 / Business.Solutions@jtglobal.com

What does Stop Sale mean?

Stop Sale means we will no longer sell a new installation of this copper based service, but instead offer you an alternative service which will be provided over fibre.

What happens if you want to move an existing service?

From January 2016 you will no longer be able to move your existing service to a new premise regardless of the infrastructure delivered to that building.

What will the new service cost?

All pricing is yet to be agreed however all are expected to be in line with current pricing.

Will the support levels change?

The support levels for all new services are in line with those our customers currently receive.

Who should you contact if you have any questions?

You have been asked to contact Business Solutions on 01534 882345 / Business.Solutions@jtglobal.com

Will it affect your bill or look different?

As a customer you will continue to view bills as you do today, although in some instances the Service Names will be different.

Centrex – Superseded by a Virtual Hosted PBX Service

Will you be able to keep your number?

Yes, all existing JT customers will be able to keep their numbers and existing features.



Will all the functions work?

JT are working to ensure that the majority of features available on our legacy products will be available on the new products. Further information on the product feature sets will be made available soon.

Will Multi line (stroke numbers) be supported?

Support for various numbering schemes can be bespoke for different customers. JT will work with you to make sure there are minimal disruptions to your business due to service transition.

If, you do not want a Virtual Hosted PBX service - Can you port your numbers over to SIP and have your own PBX?

Yes, if you want to move to your own PBX you'll be able to move existing JT numbers onto the SIP Trunk service.

When can customer orders be placed?

Orders can be placed from August 2015.

ISDN2 – Superseded by a SIP Trunk Service

What if you want an additional ISDN2 channel in an existing premise?

JT will provide an additional ISDN2 service to an existing premise as long as there is sufficient copper in place to fulfil the request.

When can you place an order?

Orders can be placed from January 2016.

Will multi subscriber number / DDI work?

Yes, we will continue to support these features on SIP Trunk.

If you have two sites in Jersey which interwork together over either ISDN2 or ISDN30. What if one is SIP and the other ISDN2?

JT will work with the customer to explore the most appropriate solution.

Will your Video conference still work on SIP? As it currently works over ISDN2 or ISDN30.

Many modern video conference systems will work with SIP. However, a bridge may be required to interoperate with legacy ISDN services. JT will work with you and/or your video conference supplier to identify the existing system capabilities and explore appropriate solutions.



What will not be supported or subject to a site interworking survey?

Most ISDN2 lines are deployed on PBX systems. If ISDN2 lines are deployed for other solutions we recommend that you contact your Account Manager or our Business Solutions Team on 01534 882345, or Business.Solutions@jtglobal.com to arrange a discussion about your requirements.

If you have an old telephone system, will it work with the SIP Trunk service?

You will need to talk to your PBX System integrator to discuss your requirements and the capabilities of the current System.

My customer has ISDN2 how will they work together?

Full service migration will not take place for two years, JT or your provider will provide services that help customer transition.

Will calls be free?

Calls will be the same as your existing tariff; the benefits will come from network consolidation and configuration.

Why aren't all SIP Trunk calls free as surely it goes all over the internet?

It's a myth that all SIP Trunk calls go over the public internet and therefore should be free. Our Sip Trunk service is built on a high quality, reliable IP architecture. It is your PBX that defines how your traffic flows, please consult JT or your provider who can provide more information about call cost efficiencies.

Will this affect your customers who have an ISDN30?

ISDN30 services will no longer be provisioned over Copper from the 1st January 2016.

If a customer's PBX isn't compatible who will replace it?

The customer will have to check to see if their system is compatible. JT will work with you or your supplier to assist with a solution that will be compatible.



Timeline of Events

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Copper based service withdrawal notification		X						
Centrex replacement service launched								X
ISDN2 replacement service launched								X
Stop Sale on ISDN2, Multi Line Hunt Group and Centrex								X