

KCOM Wholesale End of Life Notice

Date Issued: 10 September 2020

End of Life Date: 31 March 2021

Service	Description
Hotline	Allows a caller to be connected to a pre-programmed number by dialling a single button on a telephone which is connected to an analogue exchange line.

Reasons for End of Life:

Usage of Hotline services, introduced with System X switching, has been declining for some time. KCOM is currently planning to replace the current System X voice switching with an IP 'softswitch', which will provide enhanced functionality in some areas but remove some in others. The provision of Hotline services will not be possible over this new voice platform.

While we are revising the timetable for the migration to IP switching, we have decided that the withdrawal of Hotline will start before the initial phases of the migration programme.

Alternative solutions:

Whilst the network programming for single button devices is being withdrawn from service there are now a number of handsets on the market that can be individually programmed to fulfil this task.

Please note that orders should be placed before the end of February 2021 to re-designate the analogue circuits supporting Hotline as standard lines utilising Wholesale Line Rental or Connect Business Voice Essentials.

All enquiries should be addressed to wholesalepartners@kcom.com