

KCOM wholesale

KCOM Wholesale End of Life Notice

Date Issued: 10 September 2020

End of Life Date: 31 March 2021

Service	Description
Your Call	Your Call allows single analogue exchange line customers to have an additional telephone number allocated to their single exchange line. When the additional number is called, the phone rings with a different, distinctive tone.

Reasons for End of Life:

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. Your Call services cannot be provided from the softswitch.

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

Alternative solutions:

Two separate analogue exchange lines would be required. A new, second, analogue exchange line will need to be ordered. The primary telephone number will be retained rather than the number allocated to the Your Call second number, if no additional line is ordered.

Please ensure orders for new exchange lines are made before the end of February 2021

All enquiries should be addressed to wholesalepartners@kcom.com