Tell me about the Digital change

How do I know when we are due to be turned off?

The main infrastructure is owned and maintained by Openreach who rent the lines & services to its partners, such as IKONIX Telecoms, who then in turn provide and invoice its customers creating a unified single provider, offering a first point of contact for the infrastructure maintenance with the ability to run tests, diagnose and arrange for Openreach repairs if required.

The Issue is that Openreach have NO visibility of who the end user is, as the rental agreements are direct with the partner, so it falls upon the partner to advise its clients when they will be affected by the switch-off.

IMPORTANT

If your provider is not good at communicating with you, you may well get missed and the consequences could be catastrophic

THIS IS HAPPENING – SO PLAN NOW

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