



**WLR001/21 Notification to commence a proof of concept of a new WLR3 159 calling and network feature**

**04/02/2021**

**For information**

**This briefing is for WLR Communications Providers (CPs).**

**Openreach has been informed of the intention by BT Enterprise to trial the proof of concept for 9 months commencing on the 4 May 2021.**

This is in response to a requirement from Global Cyber Alliance (who has engaged several key stakeholders) to allow end customers to manage fraud directly with their banks via a simple, easy to remember number, Openreach, in collaboration with BT Enterprise, will run a proof of concept of a new WLR3 159 calling and network feature.

The proof of concept provides a Type C access code, 159, only initially available on WLR lines, (other carriers have the option to build the service on their network).  
A Type A access code will be considered if the proof of concept proves successful.

Dialling the 159 calling and network feature will provide bank customers with a white labelled IVR platform allowing easy access to contact their banks if they are taking part in the proof of concept. If the bank is not listed the end customer will be advised to contact their bank direct.

159 will appear as a default WLR3 calling and network feature that will be automatically available on the PSTN WLR3 line.

There will be no Openreach charge for the feature – calls to 159 however will be charged at a national rate against the line default calls package (WCLA) and price list.

No call diversions to 159 will be allowed and calls to the 159 calling and network feature can be barred under the National Rate call barring option.

**More information**

If you've any questions about this briefing please get in touch with your business development manager or customer experience manager.

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