



Nasjonal
kommunikasjons-
myndighet

The Completion of Copper Migration

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A market-driven transition

Telenor 2018 → designated as an operator with Significant Market Power (SMP) in the broadband markets

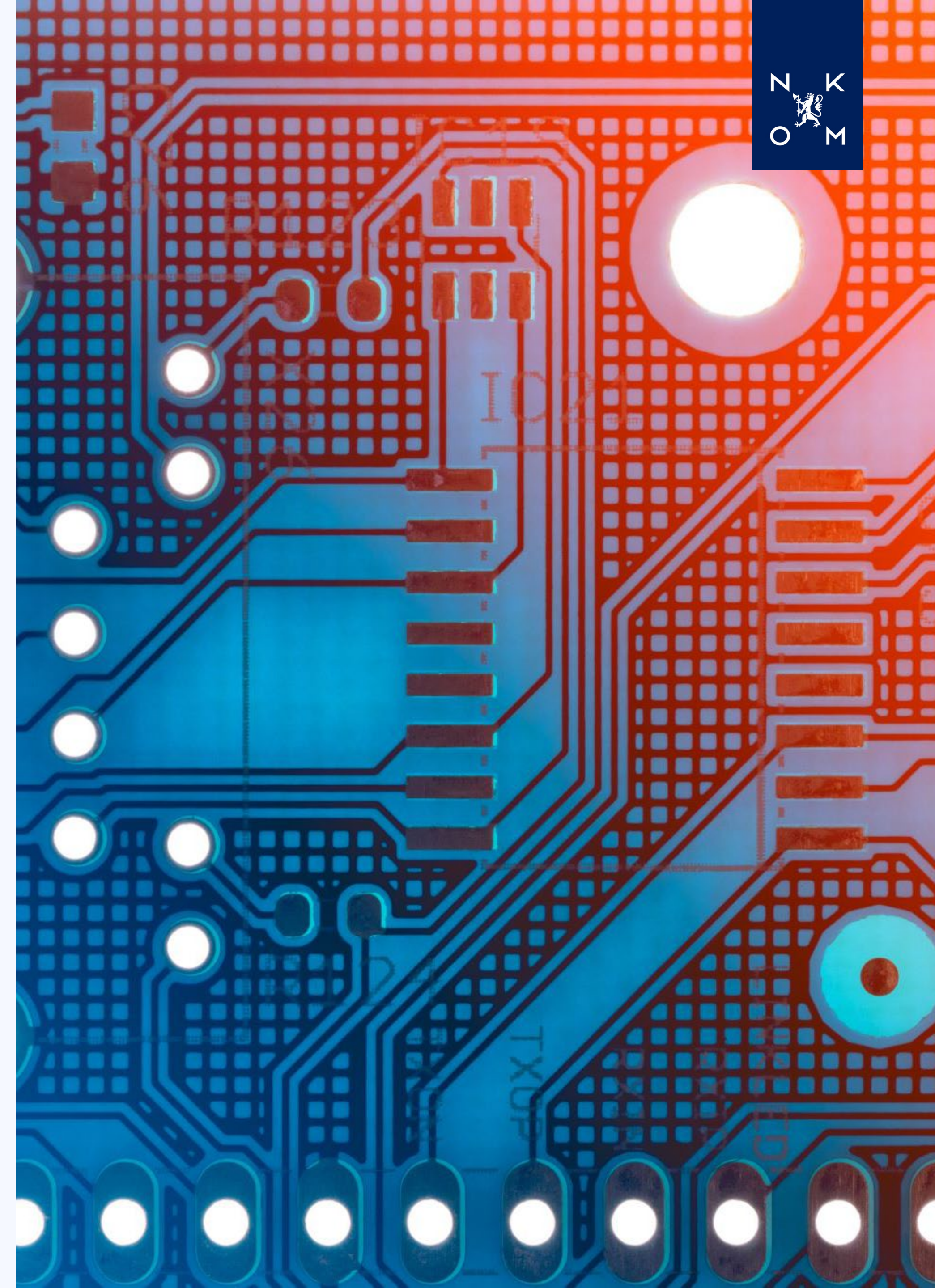
- Wholesale access obligations in the copper and fibre network

Telenor announced plans to phase out the copper network in January 2019



Key-factors leading to the copper switch-off

- Declining demand for copper service
 - The number of broadband subscriptions based on copper declined by **around 40% from 2014 to 2019**
 - Fixed telephony over copper declined by approximately 75% in the same period
- Strong adoption of alternative technologies
- Extensive fibre deployment
- Strong mobile infrastructure
- Technology-friendly consumers





Main challenges

- Protecting competition
 - Access seekers relied on regulated copper access products
- Securing end-users connectivity
 - Consumers needed adequate time and information to migrate
- Ensuring predictability
 - Access seekers needed sufficient time to adapt business models and migrate customers
- Managing stakeholder expectation
 - Significant enquiries from end users following Telenor's announcement
- Regulatory challenges
 - New territory with limited experience

Nkom's role as regulator in the copper migration process

Nkom's objective was not to prevent the transition, but to ensure that it happened in a controlled and coordinated manner

Closely monitor and manage the transition process

Ensure an orderly and predictable migration

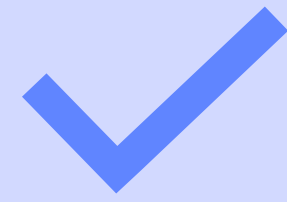
Safeguard end users

Preserve effective competition in the broadband markets

Balance technological modernization with regulatory obligations



Regulatory measures



Transition period up to five years (September 2025), unless relevant replacement products were available

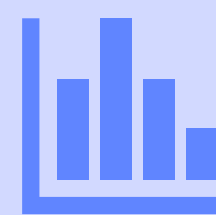


Alignment with European regulatory principles



Targeted regulatory adjustments

Closure of POTS only and empty exchanges, Sales freeze on new copper orders



Monitoring

The migration process

- 2022 – Telenor completes migration of its own retail customers and shut down copper services for those customers
- 2023-2025 Continued migration of wholesale customers and access seekers
- Intensive customer outreach and stakeholder coordination
- Regular updates from Telenor on remaining copper lines
- Final copper switch-off: 2 September 2025

Key factors and lessons learned

- Market readiness
- High availability of alternative infrastructure
- Clear and predictable regulatory framework - migration plan
- Close cooperation and dialogue with stakeholders - communication

