

# Openreach Delivery & Repair Status

## Top Level Status – WLR and Broadband

All work remains subject to resource and skills availability and will follow the shared priority principles where/if needed

Area	Status
Field Provisioning	<ol style="list-style-type: none"> <li>1. Engineer will attempt to provide the service by working in the network and close the job if successful</li> <li>2. If unable to provide service externally, the engineer will only go to the premises if it is a Critical Network Infrastructure (CNI)/welfare/Covid-19 At Risk/Specific key worker end customer without mobile/phone/broadband</li> <li>3. If not a CNI/welfare/Covid-19 at risk/specific key worker end customer, the engineer will further the task for reappointment by Openreach for the next available appointment (note: provisioning appointment books currently pushed to June 2020)</li> <li>4. If CNI/welfare/Covid-19 at risk/Specific Key Worker, the engineer will go to the premises and ask the end customer the <b>'3 risk assessment questions'</b> <ol style="list-style-type: none"> <li>a. If the answer is <b>'yes'</b> to any question, the job will be sent to the Openreach case management team to liaise with us and PHE to explore alternative solutions</li> <li>b. If the answer is <b>'no'</b> to any question, the engineer will enter the premises following the Openreach safety protocol to complete the job to the master socket (no extra work performed)</li> </ol> </li> </ol>
Field Repair	<ol style="list-style-type: none"> <li>1. Engineers will attempt to repair the service by working in the network and close the job</li> <li>2. If they are unable to fix the fault in the network, the engineer will only go to the end customer premises if the fault is appointed, AND is a Total Loss of Service (TLOS)</li> <li>3. If they are unable to fix the fault in the network (but the end customer is Critical Network Infrastructure (CNI)/welfare/'Covid-19 At Risk', the engineer will go to the premises, if the fault is a Total Loss of Service (TLOS)</li> <li>4. If appointed and NOT TLOS or if non-appointed, the engineer will not attempt access and the fault will be closed</li> <li>5. If the fault is appointed AND the fault is TLOS, the engineer will go to the premises and ask the end customer the '3 risk assessment questions'             <ol style="list-style-type: none"> <li>a) If the answer is <b>'yes'</b> to either of the <b>two Covid-19 exposure</b> questions, then the job will be furthered for reappointment by Openreach when risk has reduced</li> <li>b) If the answer is <b>'yes'</b> to the <b>third question</b> concerning the customer being 'Shielded', then the job will be sent to the Openreach case management team to liaise with PHE to explore alternative solutions</li> <li>c) If <b>'no'</b> to both the <b>three questions</b>, then the engineer will enter the premises following the protocol set by Openreach</li> </ol> </li> </ol>
Number Porting	Service resumed mostly back into BAU SLAs

## Top Level Status – Ethernet & EAD

All work remains subject to resource and skills availability and will follow the shared priority principles where/if needed

Area	Status
Field Provisioning	<ol style="list-style-type: none"> <li>1. Engineers will first progress the work up to the end customer curtilage</li> <li>2. The engineer will then only go to the premises to complete the provisioning task if it is 'Critical Network Infrastructure (CNI) Covid-19' or a 'standard CNI' job</li> <li>3. If not a CNI Covid-19 or a 'standard' CNI job, the engineer will stop at the curtilage and delay the job</li> <li>4. If a CNI Covid-19 or a 'standard' CNI job, the engineer will go to the premises and assess the risk level               <ol style="list-style-type: none"> <li>a. If the risk level is deemed too high, the job will be sent to the Openreach case management team to assess options with us</li> <li>b. If the risk level is deemed acceptable, the engineer will enter the premises following the Openreach and end customer safety protocol to complete the job</li> </ol> </li> </ol>
Field Repair	<ol style="list-style-type: none"> <li>1. Engineers will attempt to repair the service by working in the network and close the job if successful</li> <li>2. If they are unable to fix the fault in the network, the engineer will go to the premises and assess the risk level               <ol style="list-style-type: none"> <li>a. If the risk level is too high, the job will be sent to the Openreach case management team to assess options with us</li> <li>b. If the risk level is acceptable, the engineer will enter the premise following the Openreach and end customer safety protocol to complete the job</li> </ol> </li> </ol>

## WLR & Broadband Provisioning

All work remains subject to resource and skills availability and will follow the shared priority principles where/if needed

Product	Order Type	Requires Appointment?	Orders in flight	New Orders
Analogue Line & ISDN2	Migrations	No	BAU	BAU
Analogue Line	Start of stopped line	No	BAU	BAU
Analogue Line & ISDN2	New Line Provision	Yes	Attempted based on existing appointment, delayed if unsuccessful to beyond 1 <sup>st</sup> June 2020	Rolling 45 working day lead time
Analogue Line	Shift	Yes	Attempted based on existing appointment, delayed if unsuccessful to beyond 1 <sup>st</sup> June 2020	Rolling 45 working day lead time
ADSL	Addition to existing Analogue Line	No	BAU	BAU
ISDN30	New Provision	Yes	Attempted based on existing appointment, delayed if unsuccessful to beyond 1 <sup>st</sup> June 2020	Rolling 45 working day lead time
ISDN30	Additional Channels	No	BAU	BAU
FTTC	Addition to existing Analogue Line	No	BAU	BAU
FTTP	New Provision	Yes	Attempted based on existing appointment, delayed if unsuccessful to beyond 1 <sup>st</sup> June 2020	Rolling 45 working day lead time

## WLR & Broadband Faults

All work remains subject to resource and skills availability and will follow the shared priority principles where/if needed

Fault Type	BAU Faults	Critical Network Infrastructure	COVID At Risk Faults
Service working, but speeds are slower than expected	Openreach will attempt to fix the fault by working in the network, but will not go to the premises	Openreach will attempt to fix the fault by working in the network, but will not go to the premises	Openreach will attempt to fix the fault by working in the network, but will not go to the premises
Intermittent Broadband / Noisy Line			
Total loss of service (not appointed)	Openreach will attempt to fix the fault by working in the network, but will not go to the premises		
Total loss of service (appointed)	<p>Openreach will attempt to fix the fault by working in the network. If they cannot fix externally, they will go to the premises, ask the 3 safety questions.</p> <p>If the answer is <b>'yes'</b> to either of <b>the two Covid-19 exposure questions</b>, the job will be furthered for reappointment by Openreach when the risk has reduced.</p> <p>If the answer is <b>'yes'</b> to the <b>third 'shielding' question</b> the job will be sent to the Openreach case management team to liaise with PHE to explore alternative solutions.</p> <p>If <b>'no'</b> to <b>the three questions</b>, then the engineer will enter the premises following the protocol set by Openreach</p>	<p>Prioritised engineer visit.</p> <p>Openreach will attempt to fix the fault by working in the network. If they cannot fix externally, they will go to the customer premises, ask the 3 safety questions, if 'no' to all, they will enter following spacing and hygiene processes. If the end customer answers 'yes' to any question the Openreach desk will liaise with us to explore alternative solutions.</p>	

Total loss of service definition (TLOS): Customer is unable to make or receive a call on their landline or only one-way speech is possible; or when they are unable to access the public internet on their broadband line.

## Ethernet & EAD Journeys

### Provisioning

Customer Type	Orders in Flight	New Orders
Critical Network Infrastructure tackling Covid-19	BAU with service wrap	BAU with service wrap
Critical Network Infrastructure	BAU	BAU
Non Critical Network Infrastructure	Built to curtilage	Built to curtilage

### Repair

Customer Type	Faults in Flight	New Faults
Critical Network Infrastructure tackling Covid-19	BAU with service wrap	BAU with service wrap
Critical Network Infrastructure	BAU	BAU
Non Critical Network Infrastructure	BAU	BAU

## Identifying and prioritising 'COVID at Risk' customers

Based on Public Health England's advice, Openreach seeks to work with us to help identify "Covid At Risk" customers so should Openreach need to, they can prioritise these orders and faults.

The customer has to meet all three of the following criteria to be considered a 'COVID at Risk' customer:

1. The customer meets the PHE's criteria for "Covid At Risk" & equivalent for Northern Ireland, Scotland & Wales  
<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-onshielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
2. The end customer has no working telephony and/or Broadband service (A consumer is unable to make or receive a call on their landline or only one - way speech is possible; or when they are unable to access the public internet on their broadband line)
3. The household does not have access to a mobile

What Openreach will do:

1. Openreach will try to provide service up to the property
2. When safe to do so, they will complete the work in the premises (this could be on the day if safe or a mutually agreed later date)

## Identifying a Critical Network Infrastructure (CNI)

The sectors that are currently identified as CNI are

- ✦ Heath
- ✦ Food (Retail & Distribution)
- ✦ Transport
- ✦ Utilities
- ✦ Government
- ✦ Public Safety
- ✦ Defence and Security
- ✦ Communications
- ✦ Space
- ✦ Banking
- ✦ Manufacturing

## Identifying and prioritising Category 1 Key Worker End Customers

Openreach have now introduced a priority level for specific key workers (Category 1) that are required to work from home, this applies to orders to home addresses only, the fault process remains the same.

The Category 1 criteria is specifically for the Health and Social Care sector and includes but not limited to:

- ✦ Doctors
- ✦ Nurses
- ✦ Midwives
- ✦ Paramedics
- ✦ Social Workers
- ✦ Care Workers
- ✦ Other frontline health and social staff including volunteers
- ✦ The support and specialist staff required to maintain the UK's health and social care sector
- ✦ Those working as part of the health and social care supply chain
- ✦ Producers and distributors of medicines and medical and personal protective equipment

If you have an open order with us and feel your order falls into this category, please inform our provisioning team as soon as possible so we can ensure your order is prioritised.



## What are the 3 risk assessment questions?

When attending a visit to the customer premises, all Openreach engineers will ask 3 questions. They have taken the latest Public Health England (PHE) guidance and recently added a third question as below.

1. Have you or anyone else living here been diagnosed with COVID-19 or have been asked to self-isolate?
2. Do you or anyone else here have flu-like symptoms?
3. Have you or anyone else living here received a letter from the NHS to confirm that you are classified as an extremely vulnerable person and should stay inside (known as shielding) for 12 weeks?

Openreach will take caution if any of the three questions are answered with a 'yes', for full details on how this may affect your order or fault please refer to the Top Level Status pages.

## Other Carriers

### Virgin

Virgin Media will now **ONLY** be carrying out install's for orders that are classed as critical.

Please see below criteria:

Priority	Description	Customer Examples	Severity assessment
1	Impacts to front line services e.g. NHS, Emergency Services & HSCN or Critical Network Infrastructure	Hospitals Police Ambulance 111 services HSCN Broadcasters e.g. Arqiva Backhaul services	S1 – Total loss of service – risk to life S2 – Total loss of service – loss of revenue/major impact
2	Support for flexible working/self-isolation for key Public/Private Services (councils, education, utility company)	Care Homes e.g. BUPA, HC1 Utilities – Power, Water etc Councils Schools	S3 – Degradation of Service S4 – Loss of resilience

If your order does not fall into the above category it will mean the order will have the install booked back in for after 27<sup>th</sup> April

## Vodafone (on net)

In order to prioritise Critical National Infrastructure Vodafone have made the following changes.

These include:

- They will progress all orders for Critical National Infrastructure and vulnerable customers. This includes orders that require an engineer visit and for those installations that do not. All of their engineers are following the strict NHS guidelines on safety.
- For all other customers, they will progress all orders that do not require one of their engineers to visit a customer site.

Orders will be prioritised as follows:

1. Critical National Infrastructure and blue light services: customers who support blue light services will be their top priority in line with government guidance.
2. Other orders: other orders will be delivered as near as possible to the delivery date given but there may be delays due to the above priorities taking precedence.