FCS Fixed Service Providers Group

Members Meeting
26 January 2016

Agenda

- Feedback from industry meetings
  - SMF
  - CFPCG
  - Consumer Switching Industry Forum
  - Number Port Group
- FCS member SOR/SLAs
- Openreach Modem withdrawal

Pre-SMF – 12 January

- View my Engineer feedback: orders using VME are 1% better (ie fewer missed) than non-VME. Reports of discrepancy in reporting for SIM2 where fibre is lead order

- Case management work does not seem to have materialised

- What has happened to the Business Markets work? Difficulty with OR definition of Business Customers. Business Products v service wraps

SMF – 12 January

- Floods have led to the highest ever intake of faults, but OR hoping to clear 100k during the week

- End Customer Contact – OR not proposing to widen current scope for business customers but will focus on improving:
  - Transparency
  - Contactability
  - Ownership – escalations and complaints

SMF

- ## Contact Strategy Programme
  - VME – now nationwide, to include NI from 20/1
  - Contact Routing (portal ticket) – target 1 April
  - VMJ – L2C Portal only – target April
  - KCIs – ongoing – pre KCI2 launched September
  - E-chat trial – proposed to test for WLR and NGA but with BTC only. We are assured they will get no commercial advantage but this will allow for quick testing.

CFPCG – 13 January

- Increased eMLC accuracy – FTTC availability will be refreshed hourly instead of every 6 hours

- Commit when Confirmed – copper new provides, KCI2 will move to later in the process once line plant is available

- New GEA propositions
  - 55/10 – launched 16 Jan
  - 18/2 – trial planned March/April

Switching Forum – 19 January

- Industry led group – will propose best practice in expectation it will be followed.

- RID best practice guide presented in draft form. Raises need for contact register – addition to Ofcom database

- Guide to applying for a RID on Ofcom NMS

- Cancel Other Expedite and Urgent Service Restoration – available on OTA website

Number Port Group – 21 Jan

- Group is producing a porting dashboard – allows tracking of poor LCP response

- What does Activation time mean? SLA is 20 mins

- Positive confirmation from LCP when port is complete would be helpful but not a requirement

- OR is planning to offer porting advice to CPs along with a training pack/session
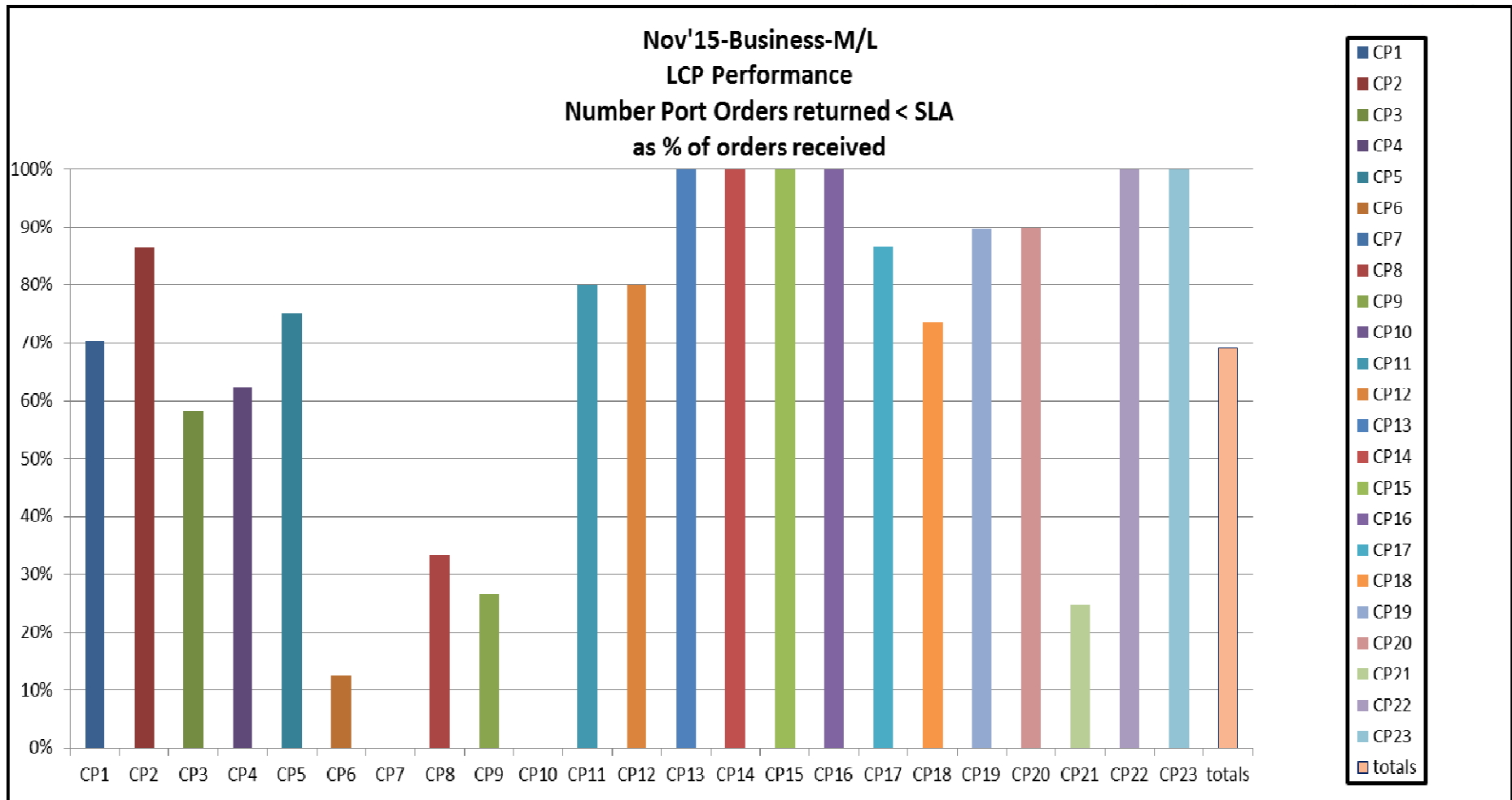
Metric Description

M/L Business Orders (i.e. non-Res)

- Gaining CP's aggregate view of LCP's relative performance in returning NPORs (accepted or rejected) within SLA
- Single Line = 24hrs
- Multi Line = 48hrs
- Data supplied by individual Gaining CPs
- Order Vols & LCP names removed from charts due to commercial sensitivities
- LCP identities known to OTA only

Number Port Group

- Geo v non-geo have different process for CLOA
    - OTA suggest maintain 2 processes but document accurately and clearly – CPs must follow correct one
    - LOA is not a chance to "accept or reject" port – it is for notification and accuracy purposes
    - Pre-order validation to be available for all Geo orders (need to register with OTA)

FCS Member SOR/SLAs

- ## SOR 8456 Site Survey for site specific RAMS
  - Submitted
- ## SOR 8458 – Enhanced Call Barring
  - Presented – OR to do further research
- ## Introduction of Copper and Fibre SLAs/SLGs for planning activities
  - Copy tightened up for submission
  - Survey monkey planned to get supporting evidence

Openreach Modem withdrawal

- Information about current FCS suppliers being gathered

- Possibility of hosting the (BTW) approved modems list on the FCS website

- Exploring way forward for repair and replacement post 2017

AOB and dates of meetings

- AOB
  - lines leaving without receiving an EDR

Next FSP meetings:

- 23 Feb – phone
- 22 March – F2F