FCS Fixed Service Providers Group

Members Meeting
19 April 2016

Agenda

- Feedback from industry meetings
  - Billing Forum
  - SMF
  - CFPCG
- FCS Fraud Group
- DCR and Review of General Conditions
- Broadband USO
- Issues list

Billing Forum – 30 March

- Creating a dashboard of info:
  - 82% of billable items are billed – dashboard will show %age of billed items disputed and %age of disputed then credited.

- Events can only be back billed 6 months, other WLR (rentals, connections) up to 12 months

- SFVA and SFI – differences in billing, group looking for alignment – QBC v checklist

- QBC gives absolute decision, no scope for NAs

Pre-SMF – 12 April

- "Trusted to deliver" – internal OR process that allows agent to take issues off line

- Still concerns about Premium Business Help desk performance – lack of ownership

- DSO trial – process has restarted, there have been no volume issues, only quality

- OR have a template of info that should be provided for DSO cases.

Pre-SMF

- Gatekeeper process for complaints is coming back – allows for collection of further info

- 45% of volume complaints (portal) initially rejected – 23% subsequently accepted

- Initial plans to allow more self serve for complaints MIS, via SI "got mixed up with VMJ" now underway again

SMF – 12 April

- Work stacks under control during March – set back by storm Katie, but now recovered

- Missed appointments at lowest ever:
  - Provision 2-3%, repair 3-4%
  - Still aiming for <2%

- Propensity to call – stable on repair, falling on provision

- PCA improving with the exception of ISDN2

SMF

- View my Job and contact routing pilot underway for launch 7 June.

- VMJ = improved order tracker. Provision only, on portal

- Contact routing generates screen pop to correct agent for call

- https://www.youtube.com/watch?v=olq58MaZFpk&feature=youtu.be

SMF

- Planned system outages to test disaster recovery:

- The windows for the cutovers are:

- 22:00 Saturday 30 April to 06:00 Sunday 1 May (Live to Backup)

- 22:00 Saturday 7 May to 06:00 Sunday 8 May (Backup to Live)

- concerns should be raised by 20 April 2016 directly with Howard Jordan, Openreach Senior Customer Collaboration & Transformation manager, at howard.jordan@openreach.co.uk.

CFPCG – 13 April

- Long reach VDSL proof of concept planned on 200 existing FTTC lines over 2km from DSLAM

- 18/2 special offer due to start 15 June, for lines currently under 3mbps. Cab list to be published
  - £4/mth rental + £15 connection charge

- Harmonised Repair – more complex than expected – deferring planed June launch – possible phased launch

CFPCG

- FTTP trials going well, includes FTTP for Business trial in Bradford (Listerhills and Kirkgate)

- NGA2 trial – 540 orders completed

- FOD2 14 orders completed

- VME – plan to enable for non-appointed L2C (even though there is no visit required)

FCS Fraud Group

- Mark of Excellence – view that standard needs to be outputs based, with no links to specific platform or system

- Fraud Hub –
  - Cifas likely to be too expensive
  - Group considered top options for reporting requirements
  - Alerts v interrogation – push/pull system
  - Draft spec for access and infrastructure by end April to create a tender document

DCR Outputs

- Broadband – looking at what a USO should be

- Mobile coverage obligations coming in

- More minimum standards for OR to attain

- Service quality performance data for all CPs with automatic compensation for consumers and small businesses

- Options for Openreach – enhanced functional separation or wholly owned subsidiary of BT

DCR Outputs

- Clearer advertising (to consumers) of costs and speeds for Broadband services

- Review of the General Conditions – FCS considers this needs to be root and branch – not just a spring clean

Broadband USO - CFI

- Govt intent to give everyone a right to a broadband connection with a download speed of 10Mbps

- Looking at:
  - Specification
  - Demand
  - Cost/proportionality
  - Designating the universal service provider(s)
  - Funding and market distortions

Issues list

- Items to raise at SMF and/or CFPCG meetings
  - Removal of service manager for smaller CPs
  - DSO trial
  - Openreach Business Products

AOB and dates of meetings

- AOB

Next FSP meetings:

- 24 May – F2F
- 21 June - phone