

FCS Fixed Service Providers Group

Members Meeting

24 May 2016

Agenda

- Feedback from industry meetings
 - Customer Contact Working Group
 - Billing Forum
 - SMF
 - CFPCG
 - Switching Group
- Meeting with Clive Selley
- Review of General Conditions

Customer Contact WG

- Openreach Customer Charter planned to offer “increased end customer contact”
- Business CPs do not want this!
- Working group analysing all situations in which they are approached direct:
 - Refer customer to CP and notify CP for action
 - Refer customer to CP and notify CP for urgent action
 - Deal with customer and notify CP for info

Billing Forum – 5 May

- Bill validation work, still using tactical solution to map changes from generic price loader to bill descriptors
- Billing dashboard still being developed – will show verified event charges with percentage disputed and percentage carried forward
- QBC should improve billing accuracy to 98%
- SFI charges should be based on checklist only, not notes

Pre-SMF – 10 May

- DSO trial is continuing, expected to move to BAU.
- Feedback from Customer Contact Workshop – discussion about OR identifying correct CP and use of RIDs
- Premium helpdesk – still some issues and some CPs have stopped using it
- Retransmission issues/roll-back: lack of notice for CPs. OR only tested on Huawei, not ECI

SMF – 10 May

- DSO non-director sign-off: briefing is with legal
- Workstack is under control,
 - T2R is “good” at 80%
 - Missed appts best ever: WLR L2C 3.6%, T2R 2%
- 2016/17 Plan “Better, Broader, Faster” re service, coverage and G.fast/FTTP
 - Better service proposals listed are for consumer and residential

SMF

- Propensity to call stable at 60% T2R and 20% L2C – still too high!
- E-chat investment approved – portal based access, linked to VMJ and OFT. Due over next 2 releases
- DSO intake is stable and the lowest in 18 months at c700
 - New system to alert GMs, OMs and SOMs to DSO cases as they arrive

SMF

- Reappointing optimisation – plans to use text message in attempts to contact customer to notify them of failed attempt
 - NB CPs can only opt-out for provision.
- View my Job and Contact Routing - opportunities to get on pilot still available, see GEN012/16 and GEN024/16

CFPCG – 11 May

- Contracts: regular calls scheduled to monitor progress
- PACK – OR carrying out the bulk of the work, sessions on product descriptions and price note lists. F2F with industry this month then calls.
- Harmonised Repair – launch in October with defined products, FTTC/GEA to follow
- New Line Provides – aiming to reduce number by more re-use of existing lines. c1.6k lines/week saving

CFPCG

- Commit when Confident for complex new provides. KCI2 will only be sent when OR is confident about CCD. Overall journey time likely to be the same at c40 days
- Commit to Confirm (KCI2-KCI3 journey) is being parked whilst CwC beds in.
- Copper “on the day” KCIs – improvements still going ahead

CFPCG

- FTTP technical trails to deliver in one appointment (more work done on initial build)
- FTTP “business” trial in Bradford – 330/30 product, moving to 1000/150 in due course.
 - Get your logo on OR’s “buy it now” page for FTTP
- OR Customer Experience – new set of guiding principles “Success for a CP from a customer’s perspective”

Consumer Switching - 19 May

- RID best practice guide – first version on OTA website soon
- What should RID list look like?
 - Currently with Ofcom
 - Contact details – names/phone/e-mail?
- Pending cease on line – OR looking to keep line open when there is a transfer request
- Intra-wholesaler switches – responsibility for notifying is with wholesaler/retailer, not OR

Consumer Switching

- Supplier of last resort –
 - Likely that overall process will be overseen by Ofcom
 - All CPs to sign up – or General Condition?
 - Maintaining EU continuity of services is main goal
 - If discussions fail, Ofcom will trigger process requiring CP in distress to release full customer lists

Meeting with Clive Selley

- PSTN Switch off:
 - Maintenance agreements run to 2020
 - Importance of SOGEA – no dial tone – PATS implications
- Porting – OR will drive change/improvements
- Service Standards
 - Raising level of investments in proactive copper maintenance
- Superfast BB coverage – using G.fast and FTTP to push to ultrafast

Review of General Conditions

- Announced as part of DCR
- Ofcom have started work on a root and branch review looking at:
 - Definitions
 - On-going requirement for existing conditions
 - Consolidation/rationalisation
- Consultation (in chunks) due, with aim to finish by Spring 17
- View sought now on which conditions are difficult to understand/comply with as they are now

News and consultations

- **10 point plan**
 - joint letter to Ofcom (Sky, Talk Talk, Vodafone, INCA) setting out proposals for improving OR without full structural separation
- **USO CFI – Ofcom consultation - closes 23 June**
 - appropriate download speeds, and other technical measures, necessary to deliver a ‘decent’ broadband connection;
 - funding of the broadband USO;
 - when, and on what basis, the USO should be reviewed; and
 - designation of the universal service provider or providers.
- **BIS – Business Broadband – closes 3 June**
 - What more can Government do to support businesses in getting the broadband services they need?

Issues list

- Items to raise/already raised at relevant industry group:
 - Removal of service manager for smaller CPs
 - Openreach Business Products
 - SSRAMS
 - Ofcom website

AOB and dates of meetings

- AOB
- Dates for your diary:
 - Birmingham regional – 26 May
 - TUFF reseller day – 8 June

- Next FSP meetings:
 - 21 June – phone
 - 26 July – F2F