

# **FCS Fixed Service Providers Group**

## **Members Meeting**

**20 June 2016**

# Agenda

- Feedback from industry meetings
  - Number Port Process and Commercial Group
  - SMF
  - CFPCG
- Member SoRs
- Review of General Conditions
- TUFF reseller forum

## NPP&CG – 2 June

- Intra-reseller ports – OR wants a “direct transfer” option taking c1 hour.
  - Is it even a port
  - Too trust based?
- Pre-order validation (POV) working well, but Gamma as LCP want GCP to have an agreement with them.
  - Discussion of security of list, multilateral NDAs etc

## NPP&CG

- Performance dashboard – still being developed
- Rejections based on postcode – how relevant is this in IP situations? Should LoA be sufficient to prove the requirement
- Issue with different process for Geo and non-geo CLOA's
- IPEX – sub number allocations are always single line, no concept of multiline.

## Pre-SMF – 14 June

- DSO – briefing now issued – trial over.  
Learning for OR on trial management and portal issue follow-up
- CSP – this still needs updating and OR need to designate an overall owner.
- Premium business helpdesk – improved turnaround times, but a feeling that sometimes poor information is supplied

## Pre-SMF

- What onus is on Engineers to read and follow notes? CPs need to understand value of instructions for engineers
- New charges (ECCs) identified on in-flight orders: CP needs to cancel order and re-raise
- Group needs to decide new priorities and present top 2/3 to OR

## SMF – 14 June

- 84k faults received in w/c 8 June. Repair performance at 79-84% - a 5% Year on Year improvement
- 600 new engineers recruited – 500 more due. No stats on staff losses – total workforce c17k
- End customer contact – better IVR and web direction helping – 40% incorrect now 20%. Ongoing work looking at ways to deal with referring customers back to CP

## SMF

- Reappointing – trial of additional SMS option going ahead – no change to existing KCI process or phone attempts.
- VMJ – launch delayed. Contact Routing going ahead as planned
- Vulnerable Customers – wireless NTE5 solution
  - Easy to install wireless cellular solution that works with pendants and keeps customer connected



## CFPCG – 15 June

- Harmonised repair – due to launch October but with limited engineering availability
- Multiple repeats – new effort being put in to prevent via:
  - Triage approach
  - Better support for engineers
  - Extended monitoring of lines
  - Work with CPs for evidence
- Question based closure – principles agreed, to include freeform notes and closed questions – trial Nov and live Jan 17

## CFPCG

- Customer Establishment – plan to increase deposit from £5k to £10k, refunded if CP achieves £10k spend in first 12 months
- TRC Best Practise Guide prepared by TalkTalk – to be hosted on OTA website
- New line provides – work to reduce: c19% of the 8.5k/week which have an existing line and one or the other is ceased within a week

## CFPCG

- FTTP “for business”. Focus on high streets, business and service parks
- Seven locations announced:
  - Bradford, Liverpool, Manchester, Salford, Bath, Bristol, London
- Self install for G.Fast is being planned
- SOGFast – importance of master socket location
- SOGFA – technical trial – 12 lines provisioned successfully

## Member SoRs

- **Fit CPE Provided to End Customer by CP**
  - Proposal to expand scope to cover replacement modems in repair scenarios
- **Site Specific RAMS**
  - Work progressing well – plan to launch 1 July and to include repair alongside provision
- **Enhanced call-barring**
  - WLR3 PSTN –no changes to all OCB (including debt management OCB) lead time as it is already 0 days
  - WLR3 ISDN2/ISDN30 –change plan to move lead time from 1 day to 0 days for all non-debt management OCB features (Debt management OCB feature lead time is already 0 days)

# 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

## TUFF reseller forum

- Joint event with FCS and ITSPA – 8 June
- Attended by (mainly) FCS members, Tuff members, PPP and police reps
- Agenda items included:
  - Dealing with DTF and AIT via regulatory routes
  - Understanding provisioning hacking
  - CLI spoofing

# AOB and dates of meetings

- AOB
- Dates for your diary:
  - Manchester regional – 23 June
  - Comms Provider – 8 September



- Next FSP meetings:
  - 26 July – F2F
  - 20 September – F2F