

FCS Fixed Service Providers Group

Members Meeting

26 July 2016

Agenda

- Feedback from industry meetings
 - Billing Forum
 - AGM Workshop
 - SMF
 - CFPCG
 - End Customer Contact workshop
- PPP – ILP
- CMS Select Committee findings

Billing Forum 22/6 & 20/7

- Price Mapping:
 - 2.5m tariffs to check through
 - Funding agreed for strategic solution, will allow enter and query options for CPs
 - WLR/LLU descriptors ready
- Billing Accuracy Dashboard – c17% of KCI3 charges are removed at billing stage. QBC will improve accuracy
- eBilling v SDEDS – suggestion to offer one option only but concerns about accessibility

AGM Workshop

- CPs feel that they need more support from Openreach: the CSP does not work, ordering systems are complex and CPs are still being left in situations where their customers contact the CEO office and a quicker response is expedited.
- CPs feel that there should be more scope for conversations between engineers and CPs: Engineers should be viewed as working on behalf of the CPs (contractor status) and have the ability to liaise direct.

AGM Workshop

- Openreach needs to be able to differentiate between business and residential customers: the SMC script driven systems are not equipped to deal with the problems encountered by our B2B members.
- There needs to be a clear defined escalations path – this is starting to be addressed via product specific CSPs but there should be a similar system across all products.

Pre-SMF – 12 July

- Priorities for group:
 - Application Service Desk
 - Incident Process
 - Escalations – too many processes
 - Meaningful KCIs – delivered but not effective?
- Changes at Openreach – Consumer moved to Roddy Thompson, Kelly Macfarlane moved, Jonny McQuoid’s area “not working”, Transformation teams gone!

SMF – 12 July

- June stats: 88k repair jobs at peak but performance at 80%.
- Missed appts holding at 2.6%
- “Better, Broader, Faster” plan for service delivery
 - Step change in customer experience
 - Deliver on time, right first time, own it, smarter working
 - Beyond 95% coverage
 - Extend ultrafast via G.fast and FTTP

SMF

- Service Delivery Customer Service programme
 - Better service, broader coverage, faster speeds, skilled teams
 - Cross-skilling strategy in place across various call streams, eg ISDN2 and ISDN30
 - Reviewing relationship with Kellys and Quins
- Improved process for SSRAMS (provision and repair) ready, including named staff for escalations

CFPCG – 13 July

- Commit to Confirm (KCI Transformation phase 3). New KCIs in survey, planning, complex tasks etc but not as useful as CPs had hoped.
- Commit when Confident will hopefully deal with some of the issues currently parked.
- FTTRN – trial to test power options. Taking place in Omagh, FOC during trail. Also planned for Cornwall in FTTP areas as “infill”

CFPCG

- G.fast trials have been a success. A large scale pilot planned for Jan 17, OR looking “side pods” on cabinets to hold equipment.
- FTTP for business – Bath and Bristol next planned locations
- PACK – 47 documents have been reviewed; aiming to close project by end September
- SOR: CPE provided by EC for repair – any estimates of volume?

End Customer Contact 18/7

- Meeting reviewed proposals to introduce a twitter channel
- Analysis shows up to 35% of contacts to OR could be CP appropriate and will be referred to them.
 - General feeling CP name should not be tagged at this point
 - Suggestion from OR of being “conversational”. CPs and OTA did not think appropriate
- Openreach dealing with CP relevant issues via quick response or complex response format

PhonepayPlus and ILP

- PPP have still not taken any action on 5 DTF cases referred to them in October
- New Head of Investigations promised to pursue ways of involving police
- New guidance on digital marketing and managing spend due shortly
- New Code of Practice out – changes to investigations process following judicial review
- New name – Phone-paid Services Authority!

CMS Select Committee

- Report published 19 July:
 - BT is “significantly under-investing” in Openreach,
 - BT has exploited its position to make strategic decisions that “favour the Group’s priorities and interests” —and is likely to have sacrificed shareholder value and customer benefit as a result. Capital investment in Openreach has been broadly flat since 2009 until this year, and quality of service remains poor.
 - BT (must) invest significantly more in Openreach, and allow Openreach much more autonomy over what it invests, when and where.
 - if BT fails to “offer the reforms and investment assurances necessary to satisfy our concerns”, Ofcom should move to enforce full separation of Openreach.

AOB and dates of meetings

- AOB
- Dates for your diary:
 - Newcastle regional – 15 September
 - Comms Provider – 8 September



- Next FSP meetings:
 - 20 September – F2F
 - 19 October - phone