FCS Fixed Service Providers Group

Members Meeting
19 October 2016

Agenda

- Feedback from industry meetings
  - Billing Forum
  - SMF
  - CFPCG
  - PPP - ILP
- Policy
  - Digital Economy Bill
  - Openreach - Twitter

Billing Forum 21/9

- Bill Validation – Price mapping, about half way through the 2.5m tariff descriptors. Aiming to complete by February

- Billing dashboard
  - Accuracy
  - Charges – disputes v refunds
  - Latency

- ECCs – in flight change of band, OR looking for materiality evidence

Billing Forum 19/10

- ECCs – can be amended in-flight without cancel and re-raise!

- TRCs – a change to the charge band requires cancelling and re-raising

  - Due to impact on scheduled resource

- OR will look into SMC handling TRC cases which will allow them to suppress the cancellation charge

Pre-SMF – 11/10

- Priorities for group:
  - System Incidents and communications
  - Escalations – still not clear and no apparent progress
- Named Engineer for T2R – often needed for data centres, no facility at present
- Request for a standalone survey product when CP knows it is needed, without raising a complex order

Pre-SMF

- Openreach Twitter account – Plusnet and BTC not happy. Needs more work/clarification from OR

- Premium Business Helpdesk:
  - CSP not reflecting process accurately
  - Best Practice Guide needed
  - CPs need to see what benefit is being offered over other services

SMF – 11/10

- FTTP: OR using micro-cables for FTTP work allowing cheaper/quicker connectivity. Aiming for 2m more FTTP connections by 2020.

- Service delivery
  - Workstack still high following lightening strikes
    - Repair 39,500. Provision 320,000
  - Missed appointments at 2.48%

- Propensity to Contact: looking at ways of pushing info to tracker sooner – general downward trend

SMF

- One Openreach: Internal programme to help improve escalations and queries process
  - Working across different teams to improve communication and provide more info to CPs
  - Currently provision only: 72% now resolved at first level, from 57% initially

- Case Management
  - New team looking at multiple repeats for MPF/SMPF. Managed End to end.
  - Looking at Multiple Customer Furthers next

CFPCG – 12/10

- Gfast
  - Technical trial coming to an end
  - Pilot planned to start in Jan 17
- Business FTTP and FOD:
  - targeting new builds and business parks. Will add 500mbps and 1gig products next year
  - FOD: slow speed areas special offer – 75% discount on distance related charges
  - 18/2 offer extended to 31 March and for <10mbps (from 3mbps)

CFPCG

- Charging VAT at point of supply.
  - Proposed introduction for SOGEA, but concerns about equivalence across existing products
- SPBE– new prices with effect from 1/1/17
- LR VDSL - 2 proof of concepts (12 cabs) running successfully. 3rd area to be added and planning to expand to SMPF only areas for next phase.
- FTTC SIM1 withdrawal still planned for March 2017

Industry Liaison Panel – 18/10

- View from UKCTA and BT Agilemedia
  - NGCS has led to a drop in 087 traffic
  - More use of 03
  - Access charge on low-rate PRS is a disincentive

- On 31 Oct, PpP relaunching as:

  Phone-paid Services Authority – the regulator for content, goods and services charged to your phone

Digital Economy Bill

- Empower consumers and provide better connectivity so that everyone has access to broadband wherever they live

- Build a better infrastructure fit for the digital future

- Enable better public services using digital technologies

- Provide important protections for citizens from spam email and nuisance calls and protect children from online pornography

Digital Economy Bill - how

- Give every household a legal right to request fast broadband connection

- Give consumers and businesses better information about communication services, easier switching and compensation if things go wrong

- Cut the costs for new infrastructure and simplify planning rules

- Stronger enforcement of direct marketing laws, and civil penalties for online pornographers who do not verify the age of their customers

- Remove legal barriers to digital government while reinforcing data protection laws

Openreach and Twitter

- Meeting on 18 July 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

AOB and dates of meetings

- AOB
- Dates for your diary:
    - Southampton regional – 20 October
    - Cardiff regional – 23 November

- Next FSP meetings:
    - 22 November – F2F
    - 20 December - phone