

FCS Fixed Service Providers Group

Members Meeting

20 December 2016

Agenda

- Feedback from meetings
 - SMF
 - CFPCG
 - IPEX Forum
 - PSA Budget meeting
- Policy
 - SOGEA Working Group
 - Narrowband Market Review
 - Wholesale Local Access Market Review

Pre-SMF – 13/12

- DSO Performance
 - Concerns about time taken to acknowledge receipt
 - Is attachment still a necessity?
- Missed appointments
 - Request from OTA to provide info by region
 - Validity of Disputed No Access process – any investigation by OR?

Pre-SMF

- Commit when Confident
 - Openreach seemed to show better ATTI, but trials on new jobs.
 - OR planned roll-out on 12/12 but discovered system did not work for WLR
- Escalation paths
 - The standard 0800 number is across products
 - Specific products have differing email addresses/processes
 - SI could be solution, but integration difficult
 - One Openreach possible short term solution

SMF – 13/12

- Incident Comms
 - Moving to unified comms across products
 - IT incident management workshop planned 26 Jan
- Premium Business Helpdesk
 - No update from OR – still trying to establish original ToR and expectations
- Contact Routing
 - Agents being trained to be aware that call validation is not needed: 90% compliance
 - Still low usage at <10%

SMF

- View my Job
 - Most contacts still coming via order tracker rather than VMJ
 - API integration issues for TPIs – OR looking at webservices option, or:
 - Option to use Security Assertion Mark-up Language (SAML)
 - Call planned 9 Jan. Email: viewmyjob@openreach.co.uk with title “CP NAME – Representative(s) for VMJ Webservices Discussion Group”

SMF

- Complaints and DSO
 - MBORCs, rejected DSO and Training causing performance blips but numbers received remain consistent
 - Customer resolution – increase in rejections - 22%
 - RCA work ongoing with feedback to CPs
- Welfare – repair expedites
 - Case management and escalations introduced
 - Wireless temporary solution
 - Proforma to formwize (Feb)
 - E-chat option

CFPCG – 14/12

- New SORs - DDI block splits
- ISDN30 issues
- Standalone Survey
- Contracts - draft Product Description for SML2.5 issued for feedback
- Harmonised Repair
- Choose to Divert now available
- Enhanced Call Barring to be delivered in January

IP Exchange Forum – 5/12

- Issues with number portability and performance
 - Non-geo hosted numbers still cannot be exported
 - fix due March 17
 - Non-geo's can be sub-allocated from BTW portal
- Imported DDI blocks cannot subsequently be split for export
- Increase in AITs raised for higher rate mobile numbers and international destinations

PSA Budget and Plan 6/12

- Budget proposal for 17/18
 - £3,849,650 - 5% reduction on 16/17
- Levy:
 - 0.48% - 24% reduction on 16/17
- Achieved the £500k identified budget savings;
- Delivered a significant step-change increase in day-to-day operational efficiency: total contacts are expected to be 41% higher, total complaints 17% higher and 24% more substantive cases worked on.
- Focussed on a number of key strategic developments, under “Project 30” umbrella.

SOGEA Working Group

- Proposal to set up an FCS working group to identify in advance any issues for WLR CPs on the way they run their business:
 - No hands on management of lines
 - Managed via BTW
 - No direct access to EMP
 - API access needed
 - Contact cgerosa@fcs.org.uk to register for working group

Narrowband Market Review

- Review of 5 markets:
 - Wholesale fixed analogue lines
 - ISDN2
 - ISDN30
 - Wholesale call origination
 - Wholesale call termination
- BT has SMP in first 4 markets
 - Move to “fair and reasonable charging” not cost based charge control for WLR and WCO
- Termination rates to fall by 0.02ppm for next three years

WLA Market Review

- First part of WLA looking specifically at Duct and Pole access (PIA)
- Follows on from commitments made in DCR
 - *encourage investment in the large-scale deployment of new ultrafast broadband networks, including fibre direct to homes and business premises (sometimes called ‘full-fibre’), as an alternative to the predominantly copper-based technologies currently planned by BT*
- Aims to widen scope of PIA beyond current consumer/SME availability
- Easier for CPs to understand costs and ROI

WLA Market Review

- Actions from DCR:
 - equivalence of inputs to be achieved between BT and other telecoms providers;
 - usage restrictions to be removed where PIA is used to deploy network to residential consumers at scale;
 - pricing of PIA to be reviewed, including ancillary service charges as required; better information to be provided by Openreach, via an online database of ducts and poles assets;
 - efficient operational processes to be ensured through streamlined processes

AOB and dates of meetings

➤ AOB

➤ Next FSP meetings (TBC):

➤ 24 Jan - phone

➤ 22 Feb - F2F

➤ **Happy Christmas!**