

## **Changes to contacting the Openreach Customer Experience Team**

**22/02/16 For Information**

This communication is to re-establish the roles and responsibilities of the Customer Experience Team whose objective is to deliver business value and enhance customer experience

Our team focus is to drive efficiencies to help deliver business value for your customers. We will provide you with access to education through Working with Openreach sessions, identify process improvements linked to generic service breakages, while improving efficiencies through the major programmes across Openreach.

Currently we receive a very high volume of misdirected contacts which are proper to the Customer Service organisation, as detailed in the Customer Service Plan. This prevents us from delivering the customer experience we want to provide to you.

Although we work alongside Customer Service Organisation our team is not part of the Customer Management Centres (CMC) and cannot continue to help you in business as usual cases like singleton issues or escalations. A decision has been taken to remove the Service Manager Formwise process, this means that with immediate effect you must direct all business as usual service issues to the Customer Management Centre support teams.

Formwise will be withdrawn on **25 March 2016**.

**To assist with all operational support the following processes should be followed:-**

### **Escalations:**

The contacts and Escalation paths detailed in the CSP for the appropriate product should be used.

### **Directors Service Office (DSO):**

For business critical or brand damaging cases which require our urgent assistance to resolve, your registered DSO Referral Officer can raise a request via their Openreach dashboard. Full details in the CSP.

### **Service Update Calls:**

Regular Service Update calls are held, details of which can be found on the Openreach Portal, Service Information page:

[www.openreach.co.uk/orpg/customerzone/serviceinfo/serviceupdates.do](http://www.openreach.co.uk/orpg/customerzone/serviceinfo/serviceupdates.do)

**Bridge Case & ORDI:**

The Application Service Desk (ASD) Escalation path can be found in the CSP under Services. Information about ORDI is held on the Customer IT Zone on the Openreach portal, including ORDI contacts (held in the Customer Service Management Catalogue)

**Process Queries:**

If you have examples of a generic process breakage please email your Customer Experience Manager.

**Complaints:**

If you have a complaint that does not involve a live order or fault please log via the Openreach portal. Complaint contacts can be found in the CSP.

**Third Party Orders:**

If you have an issue with a third party product such as FTTC, ADSL or CPS, the Supplier should be contacted to progress any queries on your behalf.

**Product Support:**

All products have their own guide on the Openreach Portal. Should you need further support or information please Email [or.srm.team@openreach.co.uk](mailto:or.srm.team@openreach.co.uk) and insert "Product Enquiry" in the Email subject field. If there is information available, you will be directed to where this can be obtained by the Sales & Relationship Manager / Sales Specialist. If there is currently no documentation the Sales & Relationship Manager / Sales Specialist will investigate the issue on your behalf.

**Useful Urls and contacts –****Customer Service Plans (CSP's)**

[www.openreach.co.uk/orpg/customerzone/products/customerserviceplan/csp.do](http://www.openreach.co.uk/orpg/customerzone/products/customerserviceplan/csp.do)

**Help & Support/How to Guides**

[www.openreach.co.uk/orpg/home/helpandsupport/how-toguides/howtoguides.do](http://www.openreach.co.uk/orpg/home/helpandsupport/how-toguides/howtoguides.do)

**Customer IT Zone**

[www.openreach.co.uk/orpg/customerzone/ciz/home.do](http://www.openreach.co.uk/orpg/customerzone/ciz/home.do)

**Pricing**

[www.openreach.co.uk/orpg/home/products/pricing/loadPricing.do](http://www.openreach.co.uk/orpg/home/products/pricing/loadPricing.do)

If you wish to discuss the information contained within this brief, please contact your Customer Experience Manager.