

# Harmonised Repair

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Tracey Sears  
Stacey Taylor



# Disclaimer

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- Harmonised Repair (HR) has been developed to provide faster repair service that provides reliability and simplicity of message to end customers, covering broadband and voice issues, as well as broadband speed optimisation requests in a single engineering visit.
- Harmonised Repair can be ordered:
  - at any point from provision through the life of the service, providing there isn't a fault on the line known as **Point of Sale**
  - At the time when an end customer has contacted the CP with a service issue and the CP subsequently raises trouble ticket to Openreach known as **Point of Distress**
- Harmonised Repair can be ordered for both Line Test OK (LTOK) and Line Test not OK (LTnOK) issues.
- 30 minutes of Time Related Charges (TRCs) is included in tariff with all HR Service Maintenance Levels.
  - Standard TRC rates apply after 30 minutes
- 2 Line optimisation (LTOK) journeys are included in tariff
- Healthcheck is provided on every LTnOK job, if required
- Harmonised Repair benefits dual CPs most who provide both Voice and Broadband to their end customer.

	Point of Sale	Point of Distress
<b>Criteria</b>	No fault on the line, engineer visit not required at moment in time.	Fault on the line, engineering visit needed.
<b>Charging Mechanism</b>	Monthly rental	Premium one-off charge in the first month followed by monthly rental
<b>Minimum Term</b>	12 months	18 months
<b>Chargeable from</b>	Receiving KCI3	Point of no return
<b>Early termination fee</b>	Final payment to cover rental until end of term unless upgrading Harmonised Repair Service Maintenance Level. No termination charges after 12 months	Final payment to cover rental until end of term unless upgrading Harmonised Repair Service Maintenance Level. No termination charges after 18 months

<p><b>Next Working Day</b></p> <p><b>Service Maintenance Level 20</b></p> <p><b>Monday – Saturday (excluding Public and Bank Holidays)</b></p>	<p><b>Half Day Fix</b></p> <p><b>Service Maintenance Level 30</b></p> <p><b>Seven days a week (includes Public and Bank Holidays)</b></p>	<p><b>6 Hour Fix</b></p> <p><b>Service Maintenance Level 40</b></p> <p><b>Seven days a week (includes Public and Bank Holidays and out of hours)</b></p>
<ul style="list-style-type: none"> <li>• Offered Monday to Saturday</li> <li>• Provides fault fix by end of next working day</li> <li>• Provides broadband optimisation during LTOK service by end of next working day</li> <li>• Time Related Charges (up to 30 mins), Line Test OK (LTOK), Customer mis-operation cases included in tariff</li> <li>• A Healthcheck provided on every job (if required)</li> </ul>	<ul style="list-style-type: none"> <li>• Offered seven days a week</li> <li>• Provides fault fix by end of half day</li> <li>• Provides broadband optimisation during LTOK service by end of next half day</li> <li>• Time Related Charges (up to 30 mins), Line Test OK (LTOK), Customer mis-operation cases included in tariff</li> <li>• A Healthcheck provided on every job (if required)</li> </ul>	<ul style="list-style-type: none"> <li>• Offered seven days a week</li> <li>• Provides fault fix in 6 hours</li> <li>• Provides broadband optimisation during LTOK service in 6 hours</li> <li>• Time Related Charges (up to 30 mins), Line Test OK (LTOK), Customer mis-operation cases included in tariff</li> <li>• A Healthcheck provided on every job (if required)</li> </ul>

### Healthcheck – undertaken following a hard fault visit

- Engineer will visit the end customer to confirm the work they have carried out to fix the customer trouble report
- Replace Network Terminating Equipment (NTE) where the NTE is obsolete or unserviceable for broadband.
- Missing micro filter replaced, removed if appropriate
- Upgrade any old form of SSFP if one exists
- Isolate Star Wiring if agreeable to customer – this does not include upgrading wiring to make extensions work.
- Check the modem/router is connected to the line and powered up
- Check the PC data connection cable (where used)
- Check the modem/router wireless and/or service establishment
- Perform an appropriate test to confirm the relevant lines are working to the correct standard

#### Added after customer demand:

- Demonstrate to the customer how to key in the Wi-Fi code and will connect up to 3 Wi-Fi devices if requested showing a working homepage.
- Will demonstrate working internet TV channels.

### Optimisation Journey – a LTOK visit

The Harmonised Repair Optimisation Journey will be tailored based on whether the trouble report is a voice or broadband fault or test ok scenario.

includes **everything in the Healthcheck** plus the below activities:

- Work in the home
  - External wiring replaced around property
  - Remove Star Wiring – this does include upgrading wiring to make extensions work.
  - Router replaced (only if faulty and carried by Openreach as part of supply chain)
  - Router relocated
  - Data extension kit fitted
  - DLM reset if required
  - Service provider cap removed if required
- Work in the network
  - Exchange
  - PCP / SCP
  - Overhead
  - Underground
  - E side pair swap outs
  - Lift and shift
  - Co-op with CP
- SNR reset if required
- Appropriate engineering line checks

With the indicative pricing, Harmonised Repair aim to give better coverage of CP needs reducing the bill shock of the one-off service model



**Value for Money Benefits**

- **Cost** – No bill shock to CPs and end customers as Harmonised Repair model spreads the cost over a period of time



**Efficiency Benefits**

- **Call Handling Time** – Harmonised fault ordering and Openreach taking ownership of faults earlier.



**Customer Experience Benefits**

- **Home Health check** – High customer sat based on PoC results.
- **Fast repair** – makes fast repair affordable for all segments

**Indicative Pricing**

Option	Point of Sale	Point of Distress (PoD)		
		18 months commit		
	Monthly	Initial	Monthly	TCO
Next Day	£5.50	£94	£5.50	£188
Half Day	£9	£114	£9	£267
6 Hour	£12	£134	£12	£338

**Indicative Pricing:** Openreach is sharing these indicative prices for information purposes only. Indicative prices are subject to change. It shall not indicate a plan by Openreach to launch the Harmonised Repair product, nor that the indicative prices shall be the basis of the charge that could apply in the event of a potential launch

**Example 1: Next Day Point of Distress - total cost of ownership compared to existing stand-alone services**

- If Harmonised Repair is consumed over 18 months, the total cost for a CP of £188 would normally cover only 1.13 Superfast Visit Assure visits

Next Day - Point of Distress	Fees
First Rental (one-off)	£94
Monthly Rental	£5.5
<i>Indicative pricing</i>	
<b>Customer TCO over different periods</b>	
12 months	£155
18 months	£188
24 months	£221

Standalone services	One-off Fee
Superfast Visit Assure	£165
Average SFI2	£150
CDTA	£95.92(TRC rate)
TRC - First hour	£95.92
Superfast Recharge	£94.03

**Example 2: Next Day Point of Sale - total cost of ownership compared to existing stand-alone services**

- If a CP consumes Harmonised Repair at Point of Sale at the indicative pricing, the costs to that CP would be cheaper than one of Openreach’s standard optimisation services.

Next Day - Point of Sale	Fees
Monthly Rental	£5.5
<i>Indicative pricing</i>	
<b>Customer TCO over different periods</b>	
12 months	£66
18 months	£99
24 months	£132

Standalone services	One-off Fee
Superfast Visit Assure	£165
Average SFI2	£150
CDTA	£95.92(TRC rate)
TRC - First hour	£95.92
Superfast Recharge	£94.03

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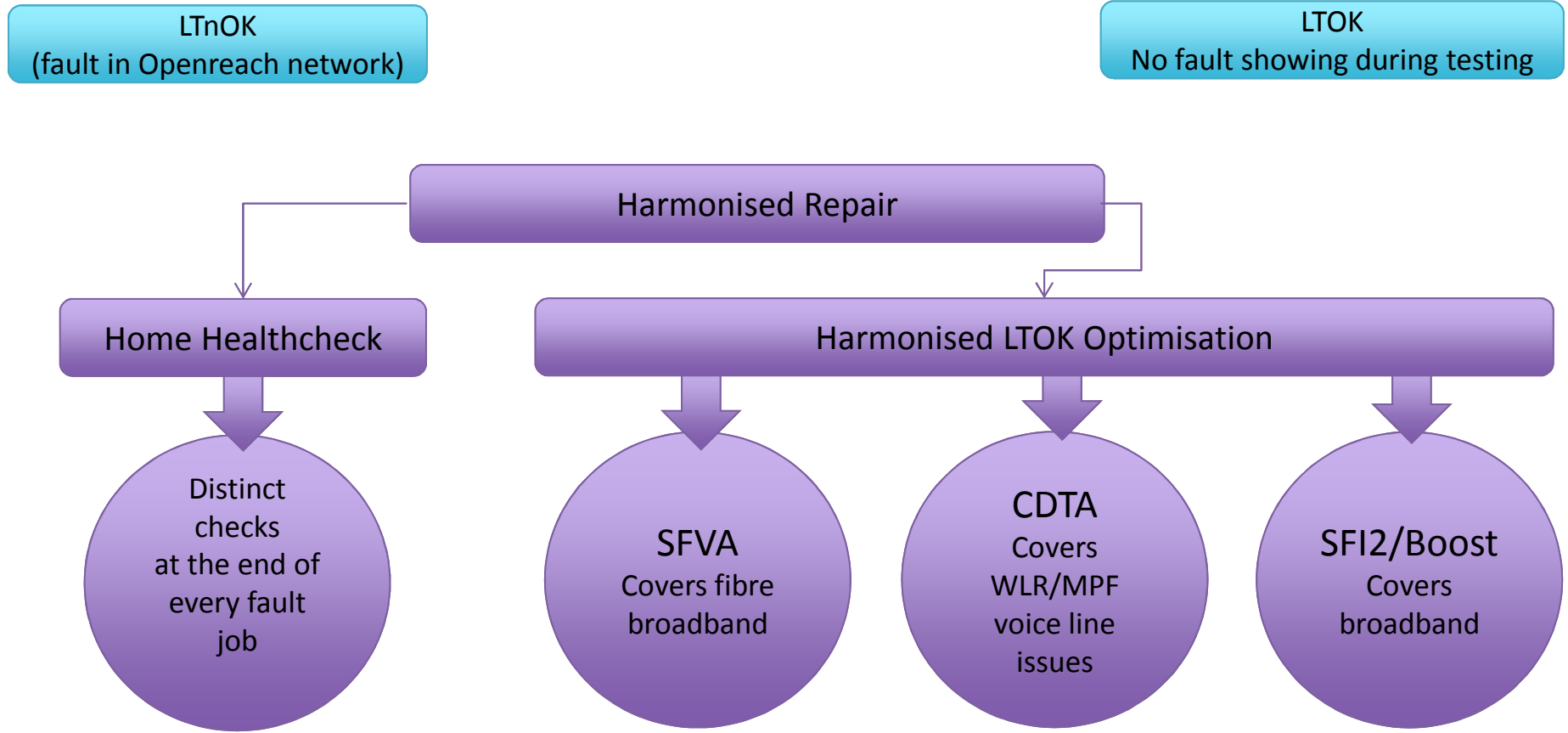
Scenario No	Line test	Scenario Description	Compensation payable for missed SLA on completed trouble reports
1	LTnOK <b>LTOK (Optimisation Journey)</b>	Engineer misses appointment	BAU Missed Appointment SLG
2	LTnOK	Was the fault fixed within the Harmonised Repair Service Maintenance Level SLA?	BAU product repair SLG per day <b>+ 1 month's Harmonised Repair rental rebate (one off)</b>
3	<b>LTOK (Optimisation Journey)</b>	<b>Was the optimisation journey closed within the Harmonised Repair Service Maintenance Level SLA?</b>	<b>1 month's Harmonised Repair rental rebate (one off)</b>
4	<b>LTnOK &amp; LTOK</b>	<b>When scenario 2 or 3 above occurs on the first Point of Distress visit</b>	<b>An extra one off rebate (££ TBC)</b>

- If you choose an appointment outside of the Harmonised Repair SML SLA period because of end customer preference, when there was an appointment offered during the SML SLA, the target fix SLA will be reset to reflect your chosen appointment time
- If there are no appointments offered within the Harmonised Repair SML SLA period, we will pay the SLG based on initial HR SML SLA not when the appointment is arranged for.

## Current LTOK Journeys vs Harmonised

Experience	Service Maintenance levels	CDTA	SFI/SFVA	Broadband Boost	Harmonised Repair
Reconnect up to 3 Wi-Fi devices	✗	✗	✗	✗	✓
Check the TV is picking up broadband signal	✗	✗	✗	✗	✓
Advanced Question Based Closure	✗	✗	✗	✗	✓
Router replacement	✗	✗	✗	✓	✓
Isolate star wiring	✗	✗	✓	✓	✓
Replace internal wiring	✗	✗	✓	✓	✓
Replace NTE	✗	✗	✓	✓	✓
PQT and Sync Test	✗	✓	✓	✓	✓
External network fix	✗	✓	✓	✓	✓
Fix voice line	✓	✓	✗	✗	✓
SLAs and SLGs in tariff	✓	✗	✗	✗	✓
24/7 appointments	✓	✗	✗	✗	✓
24, 12 and 6 hour fix available	✓	✗	✗	✗	✓

# Harmonised Repair Journeys



- The new Harmonised Repair journey is optimised to accomplish more things in a single engineering visit, driving the cost for FSC down compared to current mix of fault and LTOK products

Example - Cost Comparison over 12 months	MPF	FTTC	Notes	Harmonised Half Day (PoS)	Harmonised Half Day PoD (18 months)
Volume of lines (example)	100	100		100	100
Propensity to fault in year	16%	16%	Industry average	same	same
Faults that require B'band or Voice optimisation (SFI or SFVA, CDTA)	10%	10%	Assumption		
Cost of a Broadband optimisation visit (SFI or SFVA)	£150	£165	Industry average		
Repeat Rate of Broadband LTOK	19%	19%			
Cost of B'band LTOK including repeats	£179	£196			
Cost of CDTA (voice line repair) visit	£95	£95	Assumption		
Chargeability - passing to end customer	80%	80%			
<b>Total LTOK visit cost over period</b>	<b>£350.08</b>	<b>£373</b>		<b>100%</b>	<b>100%</b>
SML3 Yearly rental - on one line	£37.20	£37.20			
<b>Total cost for those 100 lines</b>	<b>£387</b>	<b>£410</b>			
<b>Cost per line per year</b>	<b>£3.87</b>	<b>£4.10</b>			

Harmonised Half Day (PoS)	Harmonised Half Day PoD (18 months)
<b>2 LTOK visits included in Harmonised Rental term - either for BB or Voice issue</b>	
100%	100%
<b>SML3 rental also included in HR rental</b>	
£108	£267
<b>£1.08</b>	<b>£2.67</b>

# Future of Harmonised Repair

- G.FAST
  - When G.FAST is launched Harmonised Repair plans to extend its scope to include it.
  
- SOGEA
  - There are no firm plans on SOGEA at the moment
  - We believe there is scope and a market for Harmonised Repair on SOGEA
  - Our product and technical teams are in conversations to design how Harmonised will work best with SOGEA.
  
- Updates will be released as they are agreed.

- Clive Selley starting 1st Feb 2016
- LLCC and BCMR
- What support is available from Openreach and how you can use it?
- What would you like more information on?
- Q and A
  - Further info contact [matt.dexter@openreach.co.uk](mailto:matt.dexter@openreach.co.uk)