

Stand Alone Survey (SAS)

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From a call held with Daisy and BTB we have identified two separate asks

Ask 1

Openreach to investigate if small (process) changes can be made to the current SAS journeys to deliver a new premises Stand Alone Survey (SAS). This is predominantly a new type of Survey which will locate and determine what lines/status are within a given premises or location and is not based on which product will be ordered on completion of SAS. This will allow the CP to manage the end customer requirements and expectations before placing provision orders into Openreach.

Update

Due to the system changes to accommodate this new type of survey, the current SAS journeys are unable to be used. However we are investigating an alternative route via the value added customer service team to look at the possibility of delivering this as part of engineering solution. Will look update the next CFPCG Jan 2017

Ask 2

Openreach to investigate if small changes can be made to the current SAS journeys to deliver a new Copper WLR/MPF SAS. Order journey to closely follow Ethernet and ISDN 30 current SAS process. This type of SAS would be more for a business CP due to the nature of the premises and the frequency of the orders.

Update

On investigation, once again to the due to the system changes to accommodate this new survey, the current SAS journeys are unable to be used. The option to take this forward would be to raise an SOR to fully assess the impact/complexity and the benefits on delivering a PSTN/MPF SAS journey.