

Comms Provider 10

Fit for the future

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Agenda

- Response to Ofcom market review
- NGA
- Ethernet
- WLR
- Service harmonisation
- Service update



WLA market review

- Regulatory clarity and certainty for our fibre
- Ofcom support Openreach position
- Duct access unlikely to be 'silver bullet'
- SLU



NGA – Rolling out to plan

Target

66%

of homes passed by 2015,
upwards of 25% FTTP

2.1m

homes passed by 1st October,
target 4m by Christmas

156

exchanges enabled

5900

street cabinets RFS



NGA – The final third

- Will need funding
- Exchange enablement trial
- Partnership with Cornwall
- Equivalent access for all



Fibre Voice Access

- Q2 2012 earliest for our product
- Ofcom aware of need for equivalent product
- Collaboration essential
- Make your feelings felt



Ethernet



- Viable SME option
- Price reductions
- Ethernet for all

WLR

No new orders after 31st March 2011, complete shutdown on 30th June 2011



Service Harmonisation

- Four new service maintenance levels, with clear light between each level
- New services you've asked for:
 - Missed appointments
 - Flexible appointments
 - 6-hour repair 24/7
 - Better and more flexible broadband testing



Service update

- 800 more people on Work Stack
- Increased Volumes
- Longest period held flat for several months
- Need your help





Questions

openreach

a BT Group business

