

# Supporting a Mixed Copper and Fibre Market

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# Agenda

**NGA Update**

**Fibre Voice Access**

**Fibre Only Exchange Areas**

**SLG Project**

**WLR Latest View**

**Service Update**

# Super-fast Fibre Access – Rolling out to plan

1200 Exchanges announced

Target

# 66%

of homes passed by 2015,  
with bandwidths ranging from  
40Mbit/s to 300Mbit/s

FTTC headline speeds set to  
nearly double in 2012

# 623

exchanges enabled

# 5.8m

homes passed to date  
Cornwall customers connected

# 15,589

street cabinets taking orders now

1.5m premises passed  
by early summer 2010



5m premises passed  
by Summer 2011



10m premises passed  
by 2012



2/3 of UK premises  
passed by 2015



# Fibre Voice Access – Status

- **What is Fibre Voice Access?**
  - A fibre access product for the delivery of voice services
  - Available for FTTP-served premises only (new sites, FTTP brownfield areas)
  - The CP provides the call server infrastructure
  - Requires CP presence and GEA Cablelink at serving NGA exchange
  
- **Current Status**
  - Trials of FVA-based voice services started early Summer, in Bradwell Abbey (Milton Keynes)
  - Now moving into Pilot, adding 2 further exchanges – Highams Park, York
  - Early Market Deployment Launch is planned from Q1 FY2012/13
  
- **Impact for our Copper Portfolio**
  - WLR remains the “gold standard” for voice
  - It has a real future - indeed is a pre-requisite for NGA FTTC services
  - Copper continues to be deployed in Greenfield and Brownfield developments (alongside FTTP)



# Fibre Only Exchange Areas Consultation Update

- The consultation closed on 9 September 2011
- Good response from industry and FCS
- Most views expressed related to the Fibre Only Exchange trial around -
  - Effect on competition in the marketplace
  - Objectives and scope of future trials
  - Impact to end customers
  - Continued availability of the copper products
  - Potential for a WLR-like product or wholesale voice offering
- Consultation summary report to come shortly, followed by an announcement of the Fibre Only Exchange and updated Fibre Only Access proposal document
- We are keen to work with all industry and to maximise number of customers taking part in the trial
- We are proposing to set up a FOX working group, similar to the NGA Trialist Working Group
- Your voice will be heard and we are relying on FCS input
- Remember – This is a small trial, earliest 2013 start

## WLR – The Latest View



# Copper SLG/SLA project

- To underpin great service we're working with our customers, the OTA and Ofcom to develop a new SLA/SLG regime. Our proposal:
  - New SLA/SLG regime covering MPF, WLR (Analogue) and ISDN2
  - Specific to L2C jobs that require an engineering appointment
  - Improving SLA from 14 working days 2011/12 to 12 days 2013/14
  - We will pay £2 per day SLG if the first available appointment is beyond the SLA
- Our customers also have a critical part to play in delivering this:
  - CPs that are the largest consumers of engineering resource will be asked to forecast to a level of accuracy so that we can plan resource to meet demand for all
    - The 3 largest consumers are already engaged in this process (BT,TTG, Sky)
    - A further 3 CPs will be brought into the process before Christmas
  - CPs outside of this forecasting process will still receive SLGs
- There is more to do to deliver this programme, your ongoing engagement needed
  - Further engagement via CPCG (David Halliday lead)
- If and when we secure agreement, payments start January 2012

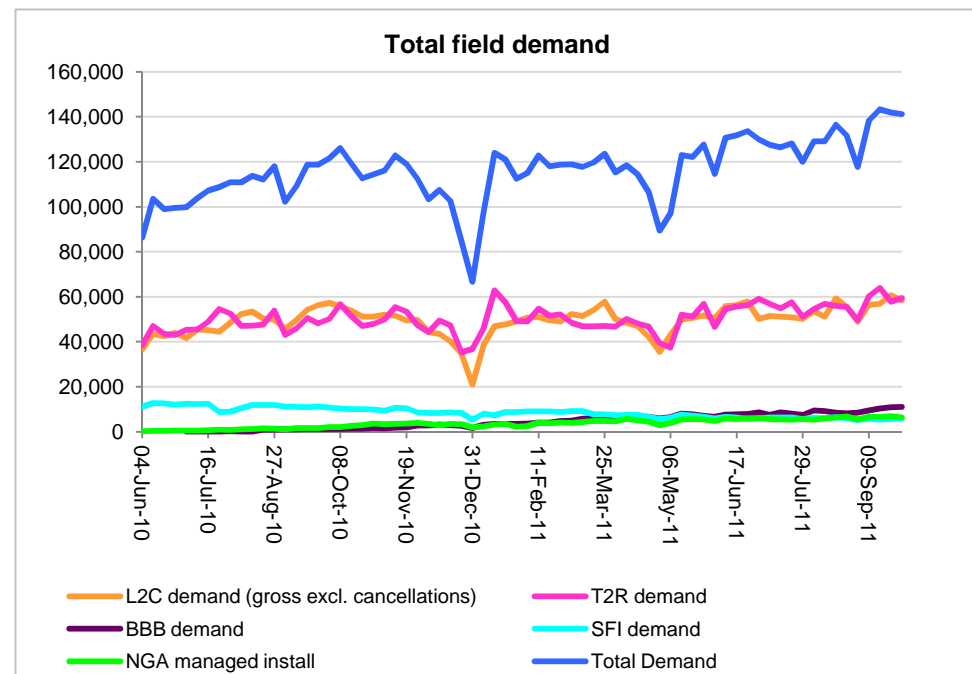
**This is about delivering continuity of great service and putting the right incentives on Openreach and industry to ensure this**

# Service Improvement programme

**Demand for our services remains high**

**Steps have been taken to ensure there is no repeat of last year**

**Open and clear communications**



**Free weekend appointments**

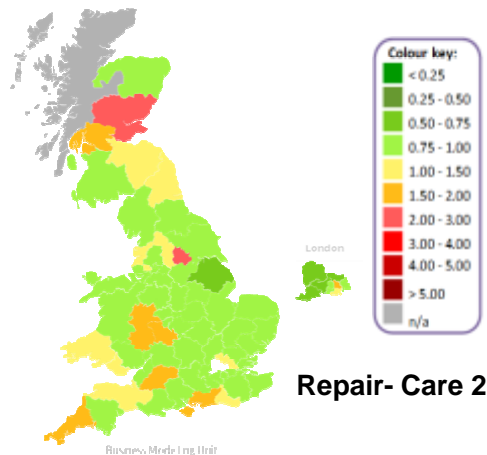
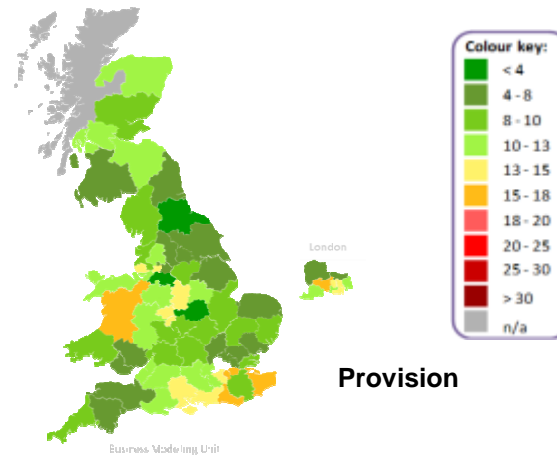
**Recruitment of 1,297 new engineers**

**Mobile workforce**

**Use of Overtime incl compulsory**

# Service Improvement programme

Provision Leadtimes  
currently  
10.8 working days (Ave)



Repair appointed Leadtimes  
currently  
1.12 working days (Ave)

**Productivity is up and we have established a number of activities to ensure this does not happen again**

# Questions ?