

Ultrafast working practices

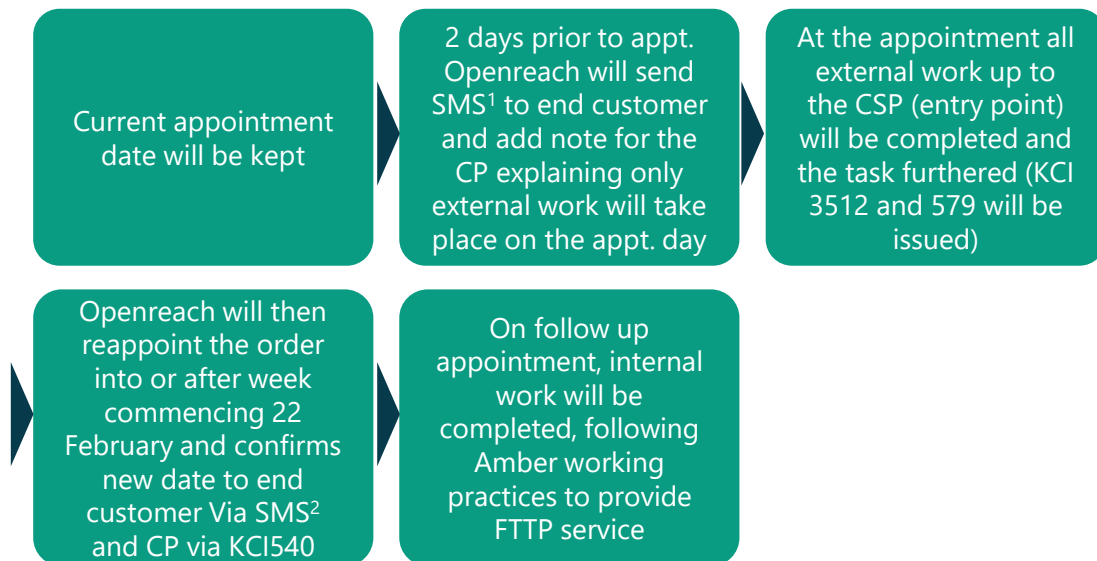
6 January 2021

Ultrafast: appointed FTTP

Working practices with effect from 6 January 2021

In Flight Orders – starting from Monday 11 January 2021

End customer has existing Openreach service with >30Mbps speed



We will identify any inflight copper/FTTC ceases matched to affected FTTP orders and move them initially to 1 March, amending to the second FTTP appointment once it is set

End customer does not currently have Openreach product or has existing service with <30Mbps speed

Continue with appointments on the existing date, following the AMBER working practices, to provide FTTP service. Engineers will continue to work outside of the premises, only going inside premises for short duration working to fit the ONT.

New Orders – starting from Wednesday 6 January 2021

Appointment availability for New Orders will be from 1 March, in line with available capacity

End-customer does not currently have Openreach product or has existing service with <30Mbps speed



Notes

- ¹ External work SMS: "Hi, it's Openreach contacting you about the appointment to install your broadband. Currently we are minimising the times we are entering premises, to keep both you and our engineers safer. On the day of your current appointment we will be only completing external work outside your premises and we will arrange a later date to complete the full installation. Our engineer will be in contact on the day. We'll be in touch shortly after to confirm your new appointment to complete your service."
- ² New appointment. end customer SMS: "Hi it's Openreach again contacting you about your broadband install appointment. An engineer has been booked to complete the work in your premises on xxx. Please ensure someone is at the premises for the appointment. Click here to find out more about how to prepare for your visit [COVID VIDEO LINK] ."
- ³ Please contact the standard Openreach FTTP helpdesk

Ultrafast: appointed Gfast / SOGfast

Working practices with effect from 6 January 2021

In Flight Orders – starting from Monday 11 January 2021

End customer has existing Openreach service with >30Mbps speed

Openreach will reappoint the order into or after week commencing 22 February and confirm new date to CP via KCI540

End customer does not currently have Openreach product or has existing service with <30Mbps speed

Continue with appointments as per AMBER safe working guidance. We'll continue to work outside of the premises, only going inside the premises for short duration working to fit the NTE

New Orders – starting from Wednesday 6 January 2021

Appointment availability for New Orders will be from 1 March, in line with available capacity

End customer does not currently have Openreach product or has existing service with <30Mbps speed

CP can prioritise Gfast / SOGfast orders for end customers with no Openreach product or service <30Mbps¹

Openreach validates Gfast / SOGfast order is eligible, attempts to bring appointment forward and confirms new date to CP via KCI540

On new appointment date, work will progress following the AMBER working practices, to provide service

¹ Please use the Formwize to submit a request

<https://www.formwize.openreach.co.uk/run/survey3.cfm?idx=505d04080b0c0a01>