

# Covid-19 response

Approach reference document

27 March 2020  
Issue 1



Latest status and  
approach

## Top level status – Broadband and Voice

All work remains subject to resource and skills availability and will follow the shared priority principles where/if needed

Area	Status	Latest change
Field provisioning	<ol style="list-style-type: none"> <li>Engineer will attempt to provide the service by working in the network and close the job if successful</li> <li>If unable to provide service externally, the engineer will only go to the premises if it is a Critical Network Infrastructure (CNI)<sup>1</sup>/welfare/<sup>2</sup>Covid-19 At Risk end customer without mobile/phone/broadband</li> <li>If not a CNI/welfare/at risk end customer, the engineer will further the task for reappointment by Openreach for the next available appointment (note: provisioning appointment books currently pushed to June 2020)</li> <li>If CNI/welfare/at risk, the engineer will go to the premises and ask the end customer the '2 risk assessment questions'               <ol style="list-style-type: none"> <li>If the answer is 'yes' to either question, the job will be sent to the Openreach case management team to liaise with the CP to explore alternative solutions</li> <li>If the answer is 'no' to both questions, the engineer will enter the premises following the Openreach safety protocol to complete the job to the master socket (no extra work performed)</li> </ol> </li> </ol>	24/03/20
Field repair	<ol style="list-style-type: none"> <li>Engineers will attempt to repair the service by working in the network and close the job</li> <li>If they are unable to fix the fault in the network, the engineer will only go to the end customer premises if the fault is appointed, AND is a Total Loss of Service (TLOS)<sup>3</sup></li> <li>If they are unable to fix the fault in the network (but the end customer is Critical Network Infrastructure (CNI)<sup>1</sup>/welfare/<sup>2</sup>Covid-19 At Risk, the engineer will go to the premises, if the fault is a Total Loss of Service (TLOS)</li> <li>If appointed and NOT TLOS or if non-appointed, the engineer will not attempt access and the fault will be closed</li> <li>If the fault is appointed AND the fault is TLOS, the engineer will go to the premises and ask the end customer the '2 risk assessment questions'               <ol style="list-style-type: none"> <li>If the answer is 'yes' to any of the 2 questions then the job will be furthered for reappointment by Openreach when risk has reduced</li> <li>If 'no' to both the questions, then the engineer will enter the premises following the protocol set by Openreach</li> </ol> </li> </ol>	24/03/20
Desk	<ol style="list-style-type: none"> <li>Open contact channels – Damage, Welfare, DSO, FTTP, ISDN (limited service)</li> <li>Closed contact channels – WLR, LLU, FTTC, SOGEA, Gfast, SOGfast, Migration services</li> <li>Number porting - Despite a reduction in available resource at the start of the week caused by our India site closures, we have continued to operate with reduced agent numbers. We expect to be back within SLA in the early part of next week</li> </ol>	25/03/20

<sup>1</sup> See slide 13 for definition and process; <sup>2</sup> see slides 10 and 11 for definition and process

<sup>3</sup> Customer is unable to make or receive a call on their landline or only one-way speech is possible; or when they are unable to access the public internet on their broadband line

## Top level status – Ethernet, Optical, Cablelink, DFX, PIA

All work remains subject to resource and skills availability and will follow the shared priority principles where/if needed

Area	Status	Latest change
Field provisioning	<ol style="list-style-type: none"> <li>1. For 'network-only' products – i.e. Cablelink, DFX, PIA – engineers will provide the service by working in the network and close the job</li> <li>2. For other products – Ethernet, Optical – engineers will first progress the work up to the end customer curtilage</li> <li>3. The engineer will then only go to the premises to complete the provisioning task if it is 'Critical Network Infrastructure (CNI) Covid-19<sup>1</sup>' or a 'standard CNI' job<sup>1</sup></li> <li>4. If not a CNI Covid-19 or a 'standard' CNI job, the engineer will stop at the curtilage and delay the job</li> <li>5. If a CNI Covid-19 or a 'standard' CNI job, the engineer will go to the premises and assess the risk level               <ol style="list-style-type: none"> <li>a) If the risk level is deemed too high, the job will be sent to the Openreach case management team to assess options with the CP</li> <li>b) If the risk level is deemed acceptable, the engineer will enter the premises following the Openreach and end customer safety protocol to complete the job</li> </ol> </li> </ol>	27/03/19
Field repair	<ol style="list-style-type: none"> <li>1. For 'network-only' products – i.e. Cablelink, DFX, CL – engineers will repair the service by working in the network and close the job</li> <li>2. For other products – i.e. Ethernet, Optical – engineers will attempt to repair the service by working in the network and close the job if successful</li> <li>3. If they are unable to fix the fault in the network, the engineer will go to the premises and assess the risk level               <ol style="list-style-type: none"> <li>a) If the risk level is too high, the job will be sent to the Openreach case management team to assess options with the CP</li> <li>b) If the risk level is acceptable, the engineer will enter the premise following the Openreach and end customer safety protocol to complete the job</li> </ol> </li> </ol>	24/03/20
Desk	<ol style="list-style-type: none"> <li>1. All Customer Service contact channels remain open</li> </ol>	24/03/20

<sup>1</sup> See slide 13 for definition and process

By product/journey  
status

## Broadband and Voice - Current provision journeys

All work remains subject to resource, skills and supply availability and will follow the shared priority principles where/if needed

Product	Order Type	Appointed	Orders in flight	New orders
WLR/MPF	CP to CP migrations	N	BAU	Accepted now, BAU
WLR/MPF	Start of stopped line / Working Line Takeover	N	BAU	Accepted now, BAU
WLR/MPF	New Line Provide	Y	Attempted as SI, furthered if unsuccessful	Rolling 45 working day lead time
WLR	Non served premises / non standard lines	Y	Attempted as SI, furthered if unsuccessful	Rolling 45 working day lead time
SMPF	Addition of SMPF to WLR line	N	BAU	Accepted now, BAU
WLR/MPF/SMPF	ASVRs (e.g. NTE shift)	Y	Attempted as SI, furthered if unsuccessful	Rolling 45 working day lead time
ISDN	New Provide	Y	Attempted, furthered if unsuccessful	Rolling 45 working day lead time
ISDN	Additional channels	N	BAU	Accepted now, BAU
All Products	Appointed Modify (e.g. NTE Shift)	Y	Attempted, furthered if unsuccessful	Rolling 45 working day lead time
Fibre Products	Non Appointed Modify (e.g. bandwidth changes)	N	BAU	Accepted now, BAU
SBS	SBS for TV	Y	Verbal co-op only, furthered if unsuccessful	Rolling 45 working day lead time
FTTC	FTTC SI	N	BAU	Accepted now, BAU
FTTC	FTTC MI	Y	Attempted as SI, furthered if unsuccessful	Accepted now, prefer to submit as SI
FTTC	FTTC SIM (where copper is NLP)	SI=N, MI=Y	Attempted as SI, furthered if unsuccessful	Accepted now, prefer to submit as SI

## Broadband and Voice - Current provision journeys

All work remains subject to resource, skills and supply availability and will follow the shared priority principles where/if needed

Product	Order Type	Appointed	Orders in flight	New orders
Gfast	SIM (WLR or MPF) appointed	Y	Attempted as SI, furthered if unsuccessful	Rolling 55 working day lead time <sup>1</sup>
Gfast	Gfast MI	Y	Attempted as SI, furthered if unsuccessful	Rolling 55 working day lead time <sup>1</sup>
SOGEA	SOGEA SI (migration)	N	BAU	Accepted now, BAU
SOGEA	SOGEA MI (migration)	Y	Attempted as SI, furthered if unsuccessful	Rolling 55 working day lead time <sup>1</sup>
SOGEA	New Line Provide - SOGEA MI	Y	Attempted as SI, furthered if unsuccessful	Rolling 55 working day lead time <sup>1</sup>
SOGfast	SOGfast MI (migration)	Y	Attempted as SI, furthered if unsuccessful	Rolling 55 working day lead time <sup>1</sup>
SOGfast	New Line Provide – SOGfast MI	Y	Attempted as SI, furthered if unsuccessful	Rolling 55 working day lead time <sup>1</sup>
FTTP	FTTP MI	Y	Attempting, furthering if unsuccessful	Rolling 45 working day lead time

\* 55 working day lead time vs. 45 as GFAST, SoGEA and SoGfast have a 6 day working week

## Current repair journeys

All work remains subject to resource, skills and supply availability and will follow the shared priority principles where/if needed

Fault Type	BAU Faults	Welfare faults	COVID At Risk faults
Service working, but speeds under expected, etc.	We will attempt to fix the fault by working in the network, but will not go to the premises	Not applicable (welfare covers total loss of service)	Not applicable (COVID at risk covers total loss of service)
Intermittent broadband			
Total loss of service <sup>1</sup> Non-Appointed fault	We will attempt to fix the fault by working in the network, but will not go to the premises	<p>Prioritised engineer visit.</p> <p>We will attempt to fix the fault by working in the network. If we cannot fix externally we will go to the customer premises, ask the 2 safety questions, if 'no' to both, we will enter following spacing and hygiene processes. If the end customer answers 'yes' to either question the Openreach desk will liaise with CP to explore alternative solutions.</p>	
Total loss of service <sup>1</sup> Appointed fault	We will attempt to fix the fault by working in the network. If we cannot fix externally we will go to the premises, ask the 2 safety questions, if 'no' to both, we will enter following spacing and hygiene processes. If the end customer answers 'yes' to either question, we will reappoint job when the risk has reduced.		

<sup>1</sup> total loss of service definition (TLOS): Customer is unable to make or receive a call on their landline or only one-way speech is possible; or when they are unable to access the public internet on their broadband line



# Ethernet, Optical, PIA, DFX, Cablelink - Current journeys

All work remains subject to resource, skills and supply availability and will follow the shared priority principles where/if needed

## Provisioning

Product	Order Type	Orders in flight	New orders
Ethernet and optical	CNI Covid-19	BAU with service wrap	Accepted now, BAU with service wrap
	CNI	BAU	Accepted now, BAU
	Non-CNI	Built to curtilage	Accepted now, Built to curtilage
Cablelink	NGA	BAU	Accepted now, BAU
	Ethernet internal and external	BAU	Accepted now, BAU
PIA	NOI; Network Adjustments – Openreach/Self-serve	BAU	Accepted now, BAU
DFX	DFX	BAU	Accepted now, BAU
LLU / Access Locate	LLU, Access Locate	BAU	Accepted now, BAU

## Repair

Product	Order Type	Orders in flight	New faults
Ethernet and optical	CNI Covid-19	BAU with service wrap	Accepted now, BAU with service wrap
	'Standard CNI' and non-CNI	BAU	Accepted now, BAU
Cablelink	NGA	BAU	Accepted now, BAU
	Ethernet internal and external	BAU	Accepted now, BAU
PIA	NOI; Network Adjustments – Openreach/Self-serve	BAU	Accepted now, BAU
DFX	DFX	BAU	Accepted now, BAU
LLU / Access Locate	LLU, Access Locate	BAU	Accepted now, BAU

# Covid-19 At Risk process

## Identifying and prioritising “Covid At Risk” end customers

We are enhancing our processes to help identify end customers that need our help the most

Based on PHE’s advice, Openreach seeks to work with CPs to help identify “Covid At Risk” customers so should Openreach need to, we can prioritise these orders and faults. Please note the Openreach Welfare process remains in place and below is a supplementary process to this.



### Criteria:

- 1) The customer meets the PHE’s criteria for “Covid At Risk” & equivalent for Northern Ireland, Scotland & Wales - <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
- 2) The end customer has no working telephony and/or Broadband service\* – see definition below
- 3) The household does not have access to a mobile



If criteria 1,2 and 3 are met we will ask you to highlight this on the Hazard field on Provision and Hazard + Short Description fields for Repair

We also ask CPs should establish if the end customer/anyone in the household are showing symptoms. We propose 2 processes based on the answer to protect a) your customers and b) our workforce

### What Openreach will do:

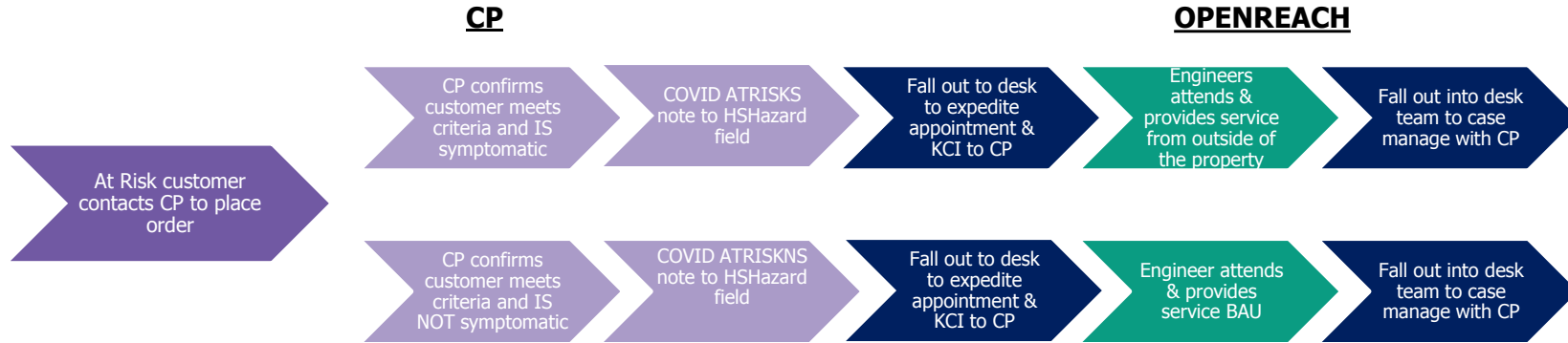
- Openreach will try to provide service up to the property
- When safe to do so, we will complete the work in the home (this could be on the day if safe or a mutually agreed later date)
- If we are unable to provide service on the day we will work with you through our case management team so you are able to provide a temporary solution



\* A consumer is unable to make or receive a call on their landline or only one-way speech is possible; or when they are unable to access the public internet on their broadband line

# E2E high level Provision process for dealing with customers identified as Covid At Risk

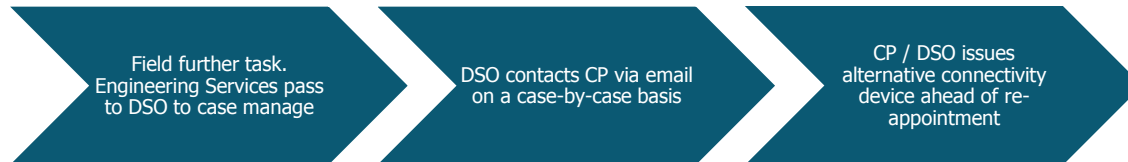
We must agree how to best handle "At Risk" customers across our organisations



## At Risk Criteria:

- 1) The customer meets the Public Health England criteria for "Covid Extremely Vulnerable"
- 2) The end customer has NO working telephony and/or Broadband service
- 3) The household does not have access to a mobile

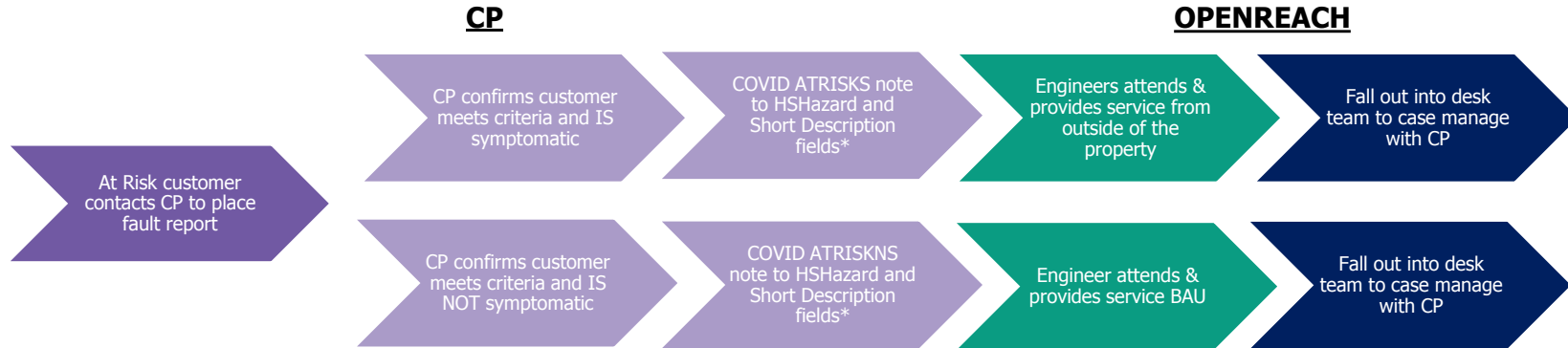
## Fall out process – High Risk



Follows existing approach for reappointing work whilst working to provide temp service. Ownership of customer relationship with CP. Improvement of date available (early June 2020 current first available date) for CPs by working with end customer and Openreach

# E2E high level Repair process for dealing with customers identified as Covid At Risk

We must agree how to best handle "At Risk" customers across our organisations

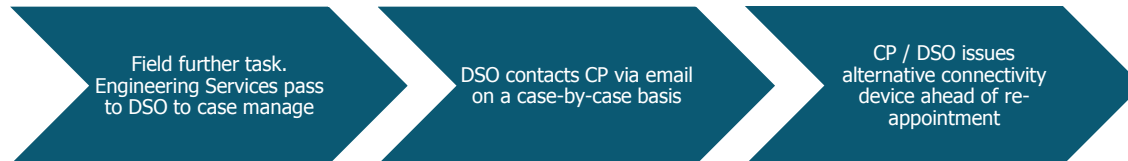


*\*The process will work in the HSHazard field only but best practice is to populate in both fields to help provide additional checks*

## At Risk Criteria:

- 1) The customer meets the Public Health England criteria for "Covid Extremely Vulnerable"
- 2) The customer has NO working telephony and/or Broadband service
- 3) The household does not have access to a mobile

## Fall out process – High Risk



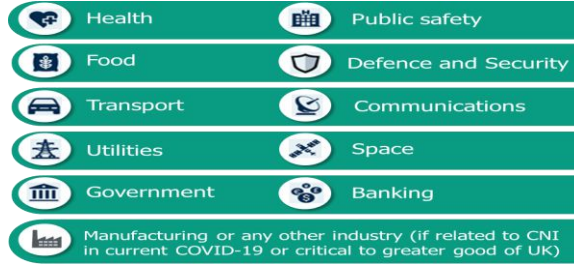
Follows existing approach for reappointing work whilst working to provide temp service. Ownership of customer relationship with CP. Improvement of date available (default 21 days) for CPs by working with end customer and Openreach

# CNI Covid-19 and CNI process

# Critical National Infrastructure approach

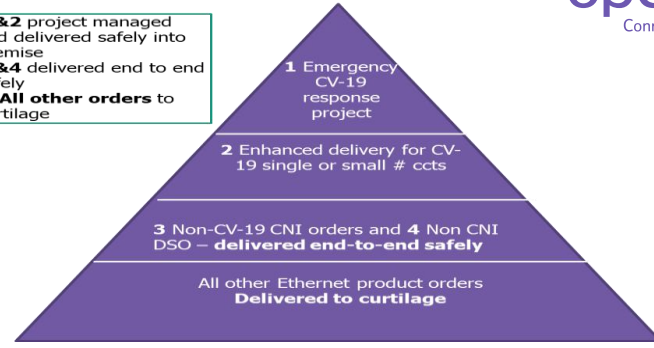
Our order prioritisation approach during Covid-19 pandemic

## CNI Sectors



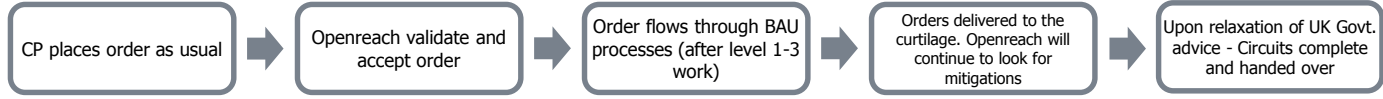
## Hierarchy of orders

**1&2** project managed and delivered safely into premises  
**3&4** delivered end to end safely  
**5 All other orders** to curtilage

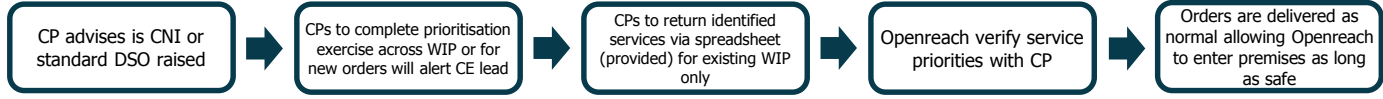


## Processes

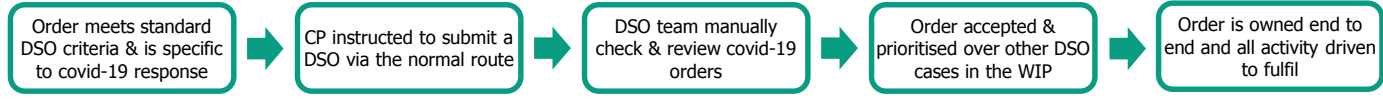
**Level 5** All other orders



**Level 4** BAU DSO  
**Level 3** Non CV-19 CNI orders

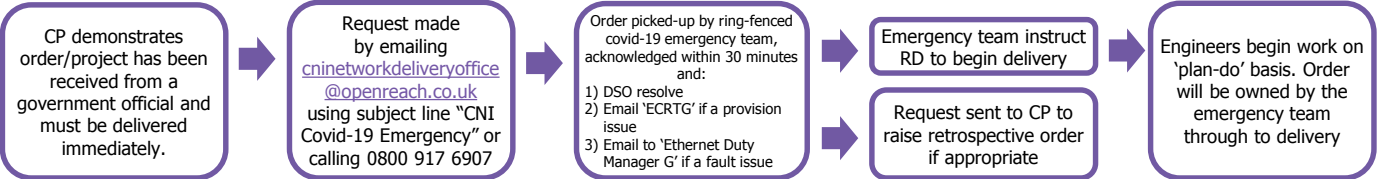


**Level 2** Enhanced delivery for a CV-19 cct



★ Reasonable endeavours

**Level 1** Emergency CV19 response project



The emergency process is designed to be flexible and adaptable as the situation changes

# openreach

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