

# Covid-19 response

Approach reference document

22 May 2020  
Issue 7



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## Approach reference document

Version 7 22 May 2020

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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
<b>Field provisioning</b>	<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 go to the premises if it is a Critical Network Infrastructure (CNI)<sup>1</sup>/welfare/Covid-19 at risk<sup>2</sup> / specific key worker end customer without mobile/phone/broadband or the job can be completed in a short duration</li> <li>If not a CNI/welfare/at risk/specific key worker end customer, or not short duration (as per the above) the engineer will further the task for reappointment by Openreach (note: currently this will be 21 days out)</li> <li>Before entering the premises the engineer will ask the end customer the '<b>3 risk assessment questions</b><sup>4</sup>'               <ol style="list-style-type: none"> <li>If the answer is '<b>yes</b>' to any question, the job will be sent to the Openreach case management team to liaise with the CP and PHE to explore alternative solutions</li> <li>If the answer is '<b>no</b>' to any question, 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>	15/05/20
<b>Field repair</b>	<ol style="list-style-type: none"> <li>Engineer 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:               <ol style="list-style-type: none"> <li>The engineer will <b>only</b> go to the premises if the fault is appointed, AND is a Total Loss of Service (TLOS)<sup>3</sup></li> <li>If appointed and CNI/welfare/Covid-19 at risk/ specific key worker but NOT TLOS, the engineer will <b>not</b> attempt access and the fault will be closed</li> <li>If non-appointed but TLOS, the engineer will <b>not</b> attempt access and the fault will be furthered for re-appointment</li> </ol> </li> <li>Before entering the premises the engineer will ask the end customer the '<b>3 risk assessment questions</b><sup>4</sup>'               <ol style="list-style-type: none"> <li>If the answer is '<b>yes</b>' to either of the <b>two covid-19 exposure</b> questions, then the job will be furthered for reappointment by Openreach when the risk has reduced</li> <li>If the answer is '<b>yes</b>' to the <b>third question</b> concerning the customer being 'Shielded', the job will be sent to the Openreach case management team to liaise with PHE to explore alternative solutions</li> <li>If it's 'no' to the <b>three questions</b>, then the engineer will enter the premises following the protocol set by Openreach</li> </ol> </li> </ol>	09/04/20
<b>Desk</b>	<ol style="list-style-type: none"> <li>For the latest on contact channels availability please see slide 6</li> </ol>	22/05/20

<sup>1</sup> See slide 24 for definition and process; <sup>2</sup> see slide 18 and 19 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

<sup>4</sup> We have introduced the following third question in line with the PHE guidelines: "Have you or anyone else living here received a letter from the NHS to confirm that you are classified as an extremely vulnerable person and should stay inside (known as shielding) for 12 weeks?"

## 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
<b>Field provisioning</b>	<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 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. For other jobs the engineer will assess with the customer and the CP whether the business is open and safe to enter in order to complete the job end to end</li> <li>5. If it is not they will stop at the curtilage and delay the job</li> <li>6. Before entering the premises the engineer will 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>	22/05/19
<b>Field repair</b>	<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 premises following the Openreach and end customer safety protocol to complete the job</li> </ol> </li> </ol>	24/03/20
<b>Desk</b>	<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 16 for definition and process

## Desk functions status

- With effect from 26 May 2020 we will be increasing and standardising our business opening hours
- The table below details the current status of our contact channels.
  - Voice channels will be open on Damage, Welfare, and ISDN
  - Contact will be open on a chat only basis across our volume products

Openreach Critical Functions			Type
<b>Damage</b>	24/7		Voice & Chat
<b>Welfare</b>	Mon-Fri 0800-1900 Sat-Sun 0800-1730		Voice & Chat
<b>DSO</b>	24/7		Portal
<b>Escalations (EPOC)</b>	0800-1800hrs Mon-Sun		Portal
Product	Repair	Provision	Type
<b>Migration Services</b>	N/a	Mon-Sat 0800-2000 Sunday – Closed	Chat only
<b>WLR</b>	24/7	Mon-Sat 0800-1800 Sunday 0800-1300	Chat only
<b>LLU</b>	24/7		Chat only
<b>FTTC</b>	24/7		Chat only
<b>SOGEA</b>	24/7		Chat only
<b>GFAST</b>	24/7		Chat only
<b>SOGFAST</b>	24/7		Chat only
<b>ISDN</b>	7 days 0800-1800		Mon-Fri 0800-1800hrs Sat & Sun - Closed
<b>Ethernet</b>	No change – Please refer to CSP		
<b>FTTP</b>	No change – Please refer to CSP		

### Self-serve reminder

We would like to remind you that the normal self-help options of View My Job (VMJ) / ORDER TRACKER / FAULT TRACKER / HUD should be used for the latest update on Openreach's progress to provide or restore service.

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	BAU*	Accepted now, BAU*
WLR	Non served premises / non standard lines	Y	BAU*	Accepted now, BAU*
SMPF	Addition of SMPF to WLR line	N	BAU	Accepted now, BAU
WLR/MPF/SMPF	ASVRs (e.g. NTE shift)	Y	BAU*	Accepted now, BAU*
ISDN	New Provide	Y	BAU*	Accepted now, BAU*
ISDN	Additional channels	N	BAU	Accepted now, BAU
All Products	Appointed Modify (e.g. NTE Shift)	Y	BAU*	Accepted now, BAU*
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	Accepted now, BAU
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

\* Inflight orders, re-appointed orders and new orders post 18 May 2020, will first be attempted in the network, or if possible through a short duration in premises visit or furthered if unsuccessful



## 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, or with short duration visit or furthered if unsuccessful*	Accepted now, BAU*
Gfast	Gfast MI	Y	Attempted as SI, or with short duration visit or furthered if unsuccessful*	Accepted now, BAU*
SOGEA	SOGEA SI (migration)	N	BAU	Accepted now, BAU
SOGEA	SOGEA MI (migration)	Y	Attempted as SI, or with short duration visit or furthered if unsuccessful*	Accepted now, BAU*
SOGEA	New Line Provide - SOGEA MI	Y	Attempted as SI, or with short duration visit or furthered if unsuccessful*	Accepted now, MI attempted as SI
SOGfast	SOGfast MI (migration)	Y	Attempted as SI, or with short duration visit or furthered if unsuccessful*	Accepted now, BAU*
SOGfast	New Line Provide – SOGfast MI	Y	Attempted as SI, or with short duration visit or furthered if unsuccessful*	Accepted now, BAU*
FTTP	FTTP MI	Y	Attempting as SI, or with short duration visit or furthered if unsuccessful*	Accepted now, BAU*

\* Inflight orders, re-appointed orders and new orders post 18 May 2020, will first be attempted in the network, or if possible through a short duration in premises visit or furthered if unsuccessful

## Broadband and Voice - 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. Intermittent broadband	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)
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 premises, ask the 3 safety questions, (including additional COVID-19 symptoms), if 'no' to all, we will enter following spacing and hygiene processes. If the end customer answers 'yes' to any question the Openreach desk will liaise with CP to explore alternative solutions.</p>	
Total loss of service <sup>1</sup> Appointed fault	<p>We will attempt to fix the fault by working in the network but if we cannot, we will go to the premises, ask the 3 safety questions. If the answer is 'yes' to either of the two covid-19 exposure questions, the job will be furthered for reappointment by Openreach when the risk has reduced</p> <p>If the answer is 'yes' to the third 'shielding' question the job will be sent to the Openreach case management team to liaise with PHE to explore alternative solutions</p> <p>If 'no' to the three questions, then the engineer will enter the premises following the protocol set by Openreach</p>		

<sup>1</sup> total loss of service definition (TLOS): End 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

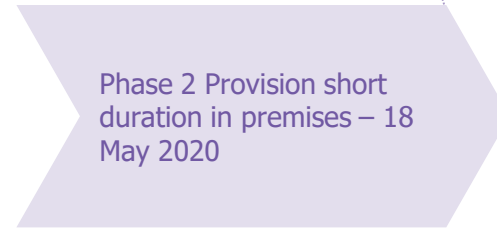
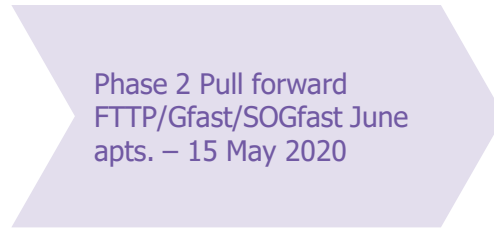
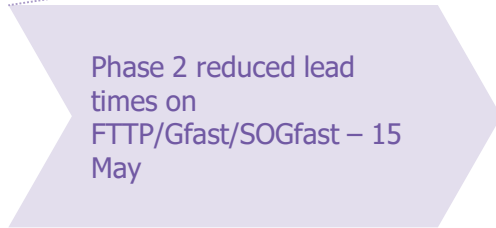
Product	Order Type	Orders in flight	New orders
Ethernet and optical	CNI Covid-19	BAU with service wrap	Accepted now, BAU with service wrap
	CNI	BAU	Accepted now, BAU
	Non-CNI	Built to curtilage	Accepted now, Built to curtilage*
Cablelink	NGA	BAU	Accepted now, BAU
	Ethernet internal and external	BAU	Accepted 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

\*The engineer will assess with the customer and the CP whether the business is open and safe to enter in order to complete the job end to end

Transition to new  
normal



- Bringing GEA-FTTP provisioning lead-times back to standard levels
- Bringing Gfast and SOGfast provisioning lead-times back to standard levels
- Other key provisioning journeys were already back to standard lead-times

- As for WLR/MPF NLP, we are proposing to implement a process whereby Openreach will bring forward GEA-FTTP, Gfast and SOGfast June appointments, where appropriate, on their behalf subject to availability of appointment
- This will be a CP opt-in process

- Engineers will return to working inside end customers premises for:
  - o Short-duration provision
  - o Where the job is considered low risk
  - o When provision cannot be carried out externally, which remains our first preference

# Guidance for CPs and contact strategy

## Updated Guidance for CPs and Customers

To protect our people and your customers we are asking your customers to help us make their home safe pre visit.

### Overview

Due to the ongoing COVID-19 situation we wanted to make you aware of some changes to our processes to ensure we keep your customers and our engineers safe. We also have a couple of things to ask you to do to ensure we can provide service as quickly and safely as possible.

### **When you're in contact with your customer about our visit we need your help setting expectations for the day, including what they can do before the engineer arrives:**

We've developed a video which will let you know what work we may carry out. We'll be texting this to your customers ahead of the appointment to support you in setting expectations for the day, which you can watch here – [www.openreach.co.uk/coronavirusengineervisit](http://www.openreach.co.uk/coronavirusengineervisit)

Our engineers will do all they can to get your customers up and running without entering your customers' homes. However, there may be instances where we need to enter the premises for a short duration. In case this is needed please can you ask your customers to do the following 3 simple steps in advance of our engineering visit:

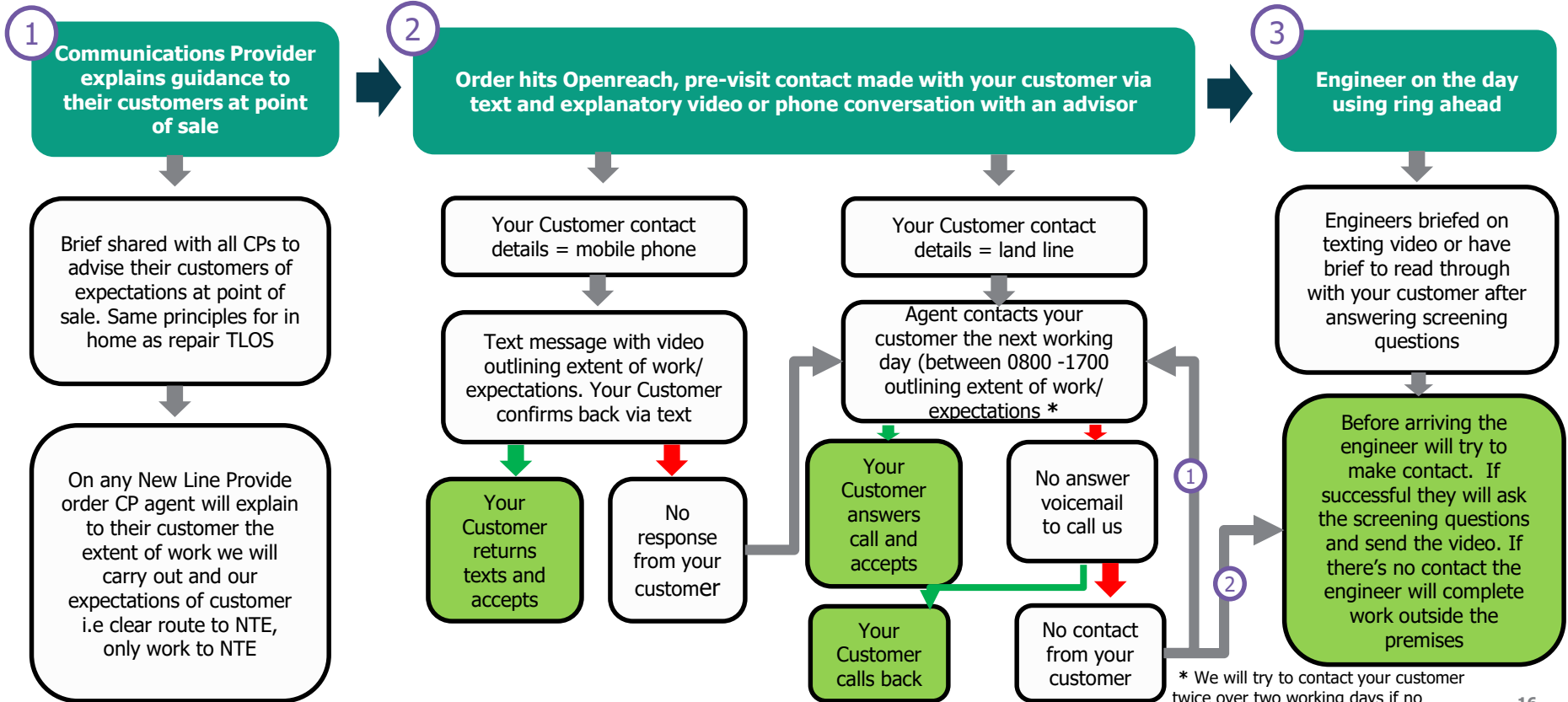
- 1. Please clear a path to the main telephone socket if you have one*
- 2. Please wipe down any surfaces around the telephone socket our engineers may come into contact with*
- 3. Please open any windows or doors if possible where the Openreach engineer will likely have to work*

Please can you also help us to set expectations for the customer on the day:

- 1. On the day of the visit our Openreach engineer will contact you asking a number of screening questions which will allow us to identify if any circumstances have changed*
- 2. If an engineer does needs to enter your home, please be aware that they may put on a mask and/or gloves*
- 3. Please keep 2 metres social distancing from the engineer and if possible move to a different room*
- 4. Once the engineer has finished working in your home they will wipe down any surface they have touched before leaving*

# Customer Contact Strategy

We are using three processes to ensure that your customers understand the limitations of the work we will do and outlining our expectations of them if we need to enter the premises



\* We will try to contact your customer twice over two working days if no contact is made on the first attempt



# 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 end 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:

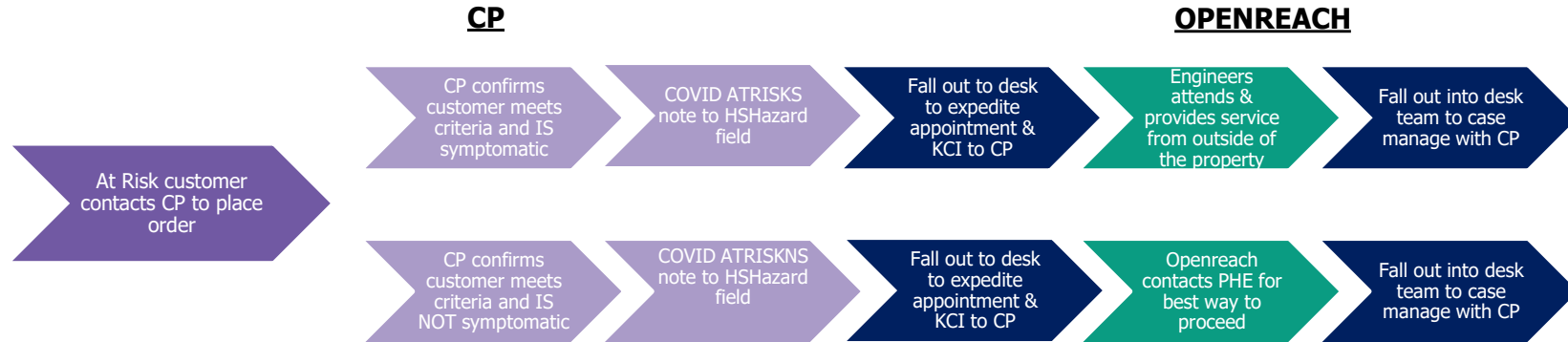
- Openreach will try to provide service up to the premises
- When safe to do so, we will complete the work in the premises (this could be on the day if safe or a mutually agreed later date)
- If we are unable to provide service on the day we will work with you through our case management team so you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

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

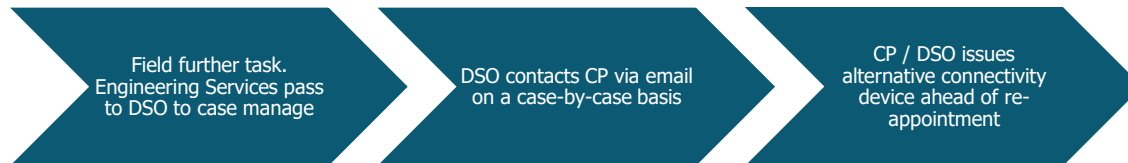
## Handling "At Risk" end customers across our organisations



### At Risk Criteria:

- 1) The end 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

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

Handling "At Risk" end customers across our organisations

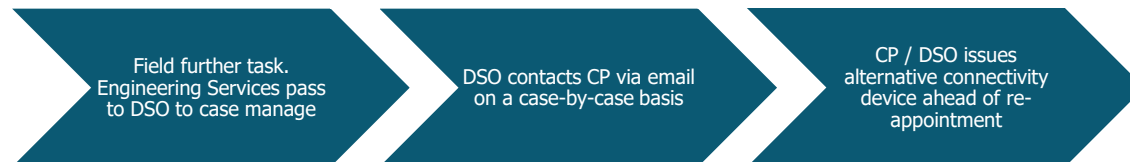


*\*The process will work in the HSHazard field only but best practice is to populate in both fields to help provide additional checks*

## At Risk Criteria:

- 1) The end 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 (default 21 days) for CPs by working with end customer and Openreach

Enhancing our  
escalation process to  
include Provision for all  
Key workers

# Identifying and prioritising all key workers

## We have expanded our escalation process to identify and prioritise all key workers

On 1 April we increased the scope our escalation process for all CPs, to include Provision for Category 1 key workers. We are pleased to say we are now able to accept Provision escalations for all key workers. This is live as of 8 April 2020.

### Criteria for ALL key workers\*

- Provision (new and in-flight) – home addresses and copper and fibre services only

The following escalation criteria already exists for all customers:

- Repair (beyond SLA)
- Home move orders needing cancellation past point of no return (PONR)
- Divert requests where the CP is unable to do this

We have temporarily increased the limit of escalations from 500 to a total of 1500 per week. We are not enforcing a limit per CP but we may need to review this if required.

### Process



### What if I need further support?



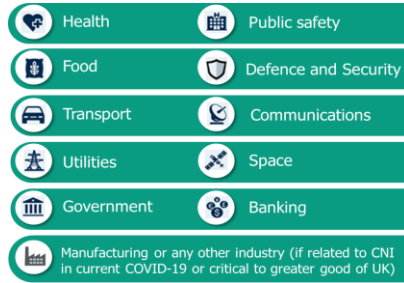
\* As defined by UK Government [here](#)

# CNI Covid-19 and CNI process

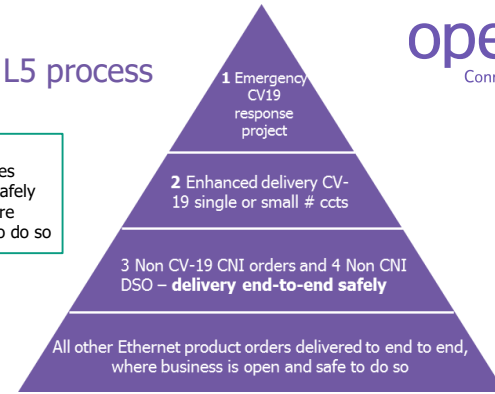
# Critical National Infrastructure approach

Our order prioritisation approach during Covid-19 pandemic, with changes to L5 process

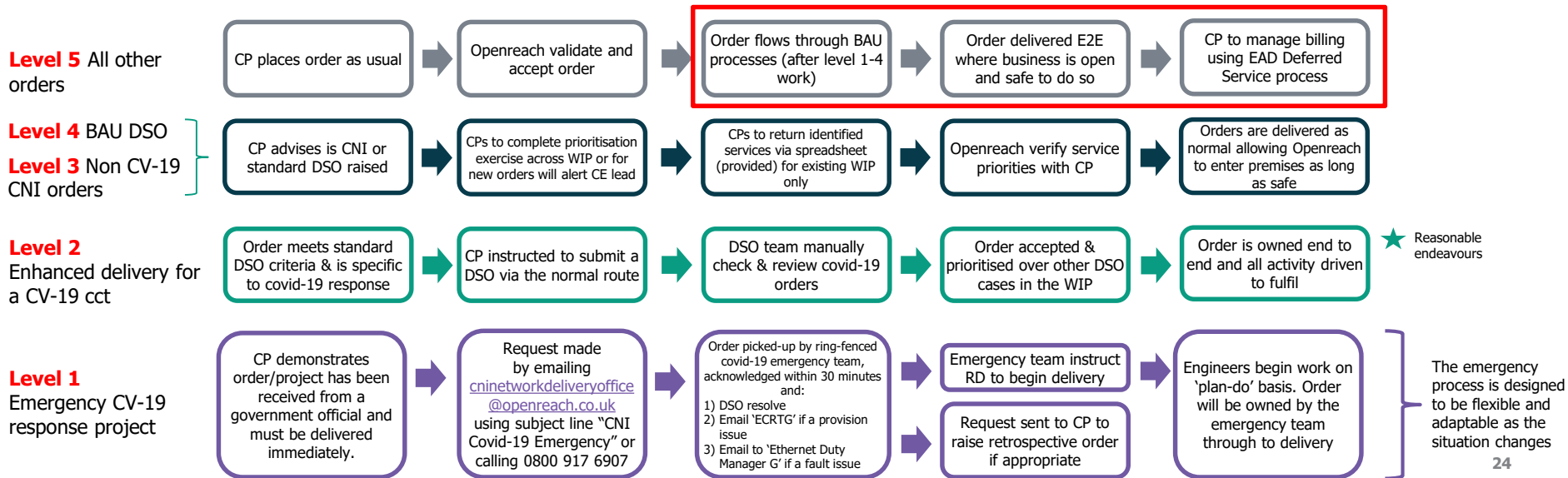
## CNI Sectors



1&2 project managed and delivered safely into premises  
3&4 delivered end to end safely  
5 delivered end to end where business is open and safe to do so



## Processes





## Level 5 Ethernet orders – process update

- Level 5 orders will be booked in for fibre/F&T using our BAU process. Allocation controls will call/email the B end contact and agree a date to visit
- Standard appointment KCI generated. On receipt of KCI, CP decides if they want the circuit completing, or if they wish to delay billing or cancel appointment
  - **If CP is happy for order to complete and handover no further action required**
  - **If CP is happy for order to complete but wishes to delay billing they should allow order to progress and invoke the deferred service process – see details on next slide**
  - **If CP is not happy for order to progress they should suspend the order or contact the service desk to arrange for the appointment to be cancelled**
- CP to advise their customer if appointment is cancelled
- CP retains the option of proactively managing their orders by setting the delivery dates or suspending orders at any point during the journey prior to fibre/F&T appointment taking place.

## Level 5 orders – EAD deferred service process

- CPs can take part in this offer by submitting the circuit id of any EAD 100Mb or 1Gb orders they wish benefit from the offer by completing the EAD Deferred Service Form, which CPs should submit by 5pm on a Thursday.
- This form should ideally be submitted before order completion and no later than 5pm on the first Thursday after the order has completed. Should an order complete on a Thursday it will be accepted in the following Thursday's submission.
- If a CP wishes to re-start service ahead of the 90 days, they must submit the circuit ids of those circuits using the following EAD Start Service Form, which CPs should submit by 5pm on a Thursday. With Service restarted by the following Monday at the latest.
- Openreach is refining this process and aims to improve both the frequency and speed with which service is restarted, with reasonable endeavours to offer next working day. Openreach will update CPs if and when these timescales improve.
- These forms should be submitted to [deferred.service@openreach.co.uk](mailto:deferred.service@openreach.co.uk)
- CP may submit multiple orders for participation in the deferred service at once using the forms. Please note only one form submission will be accepted from each CP per week (running Friday to Thursday). In the event of multiple form submissions in a week Openreach will progress the first form received.



EAD Deferred  
Service Form



EAD Start Service  
Form

Openreach has received a notice from Ofcom to waive the standard notification that applies. This means that Openreach is now able to commence the special offer terms for orders completed from, and including, 21 May 2020.

# openreach

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