

# Ultrafast working practices

6 January 2021

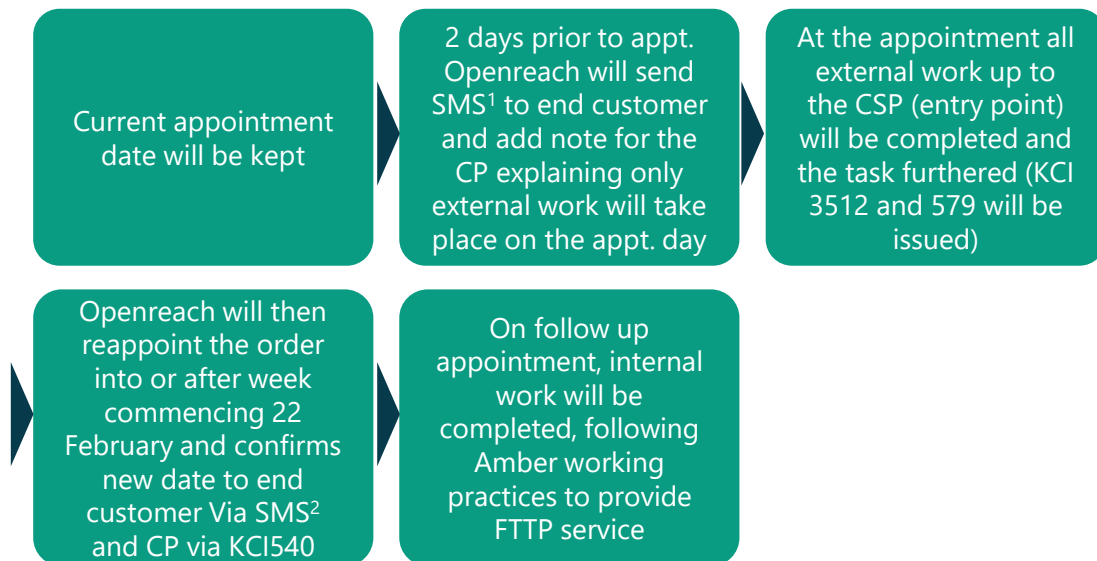


# Ultrafast: appointed FTTP

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

- <sup>1</sup> External work SMS: "OPENREACH – Hello, in order to keep both you and our engineers safe we will be attending your installation appointment date but will only be able to complete the external work by adding our equipment to exterior wall of your premises. Our engineer will make contact with you on the day. We will then send a further message with a future appointment date so we can complete the installation work. Please contact your Service provider if you have any further queries."
- <sup>2</sup> New appointment. end customer SMS: "Hi, it's Openreach contacting on behalf of your Service provider. We are pleased to confirm that an engineer has been booked to activate your FTTP service on <DD-MON HH24:MM – HH24:MM>. Please ensure someone is available to provide access to your premises. If you need to change this to a later date, you can do this by contacting your service provider."
- <sup>3</sup> 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 <30Mbps<sup>1</sup>

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

<sup>1</sup> Please use the Formwize to submit a request

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