

## Questions and Answers

Please note with all of the Questions and Answers listed there may be exceptions. These exceptions will typically apply where the case applies to a Vulnerable Customer, meeting the Openreach criteria or the activity is required to support Critical National Infrastructure.

All Products/ General
<b>Network</b>
<p><b>Q. Can I make network or infrastructure changes?</b>            A. We will only support you in making these types of changes if it meets the high level escalation criteria.</p>
<b>Escalations</b>
<p><b>Q. I have an open HLE/DSO case within Jeopardy/BAU. How do I escalate a critical order linked to a site providing support for COVID essential services?</b>            A. A business case needs to be submitted to highlight how this site/order falls into the criteria set out by Openreach for a critical national infrastructure service. This case will be reviewed and submitted to Openreach for acceptance or rejection. If accepted, then you will be notified, and guidance given on how this will proceed and when this is ready for install. If rejected, then a clear reason will be given, and guidance offered around when this is expected to progress.</p>
<p><b>Q. I have an open HLE/DSO ready for install. Will my install go ahead?</b>            A. Any install on an escalated/HLE/DSO order will follow the guidance released by Openreach. Only orders ready for install and sat with Openreach critical national infrastructure team will go ahead providing it has been confirmed safe to do so.</p>
<p><b>Q. I require an urgent upgrade/install to provide capacity or enable/support remote working.</b>            A. All urgent request will be reviewed on a case by case basis in line with the guidance issued by Openreach. If this is found to fit circuit falls into the category of critical national infrastructure, then this may go ahead.</p>
<p><b>Q. I have an open Jeopardy/HLE/DSO with external civils or contractor led work ongoing. Will the provision of this service continue?</b>            A. Openreach briefing states only internal access dependent work is being restricted at this time. External work will still go ahead where safe to do so but any work (physical or administrative) will be subject to change at any time dependent on the ability for Openreach, or 3rd party contractor, being able to support this due to available resource. Please note this is subject to change daily and further guidance from Government and/or Openreach in relation to isolation rules.</p>
<b>Assurance &amp; Repair Activity</b>
<p><b>Q. Can you still contact Openreach to chase fault resolution/ updates (for non EAD)?</b>            A. This activity is currently limited to checking Openreach fault trackers as their call centres are currently closed. For Vulnerable customers meeting the required criteria critical national infrastructure we can continue to chase on your behalf. However, if your fault is for a Key worker who is working from home, please follow the process we have detailed in the communication we sent on the 2<sup>nd</sup> April.</p>
<p><b>Q. Can you still contact Openreach to chase fault resolution/ updates (for EAD)?</b>            A. At the current time we are still able to contact Openreach. There are, however, are extended waiting times for support.</p>
<p><b>Q. How will we know if fault appointments have been unsuccessfully resolved as unable to enter the property?</b></p>

A. Openreach will provide engineer notes when the job is closed back for re-appointment at a safe time agreed with the Partner and the end user.

**Q. Am I still able to raise a fault and receive support from TTB aligned to my contracted support hours?**

A. Yes access during your contracted support hours still applies. Where possible please use online portals where available and utilise calls for vulnerable end users or critical national infrastructure cases wherever possible.

**Q. If the repair will need to be resolved by engineering work within the property. Will Openreach still attend?**

A. Openreach will attend and try to complete all works as long as the engineering questions are responded to successfully i.e. no one in the property is symptomatic. Please note that on a number of occasions where engineer appointments have taken place, the fault actually relates to end user set up or equipment. We strongly recommend first line diagnostics procedures are fully followed in line with product manuals.

**Q. Can TTB still utilise Openreach Formwise for BAU escalations?**

A. We are currently unable to raise any new cases to Openreach for the next 7 days. This timescale may be extended.

**Q. Can I continue to use my Customer Service Plan (CSP) and escalate repairs within TTB?**

A. Yes, there are no changes. Please continue to follow your CSP as normal and we will advise where we are unable to progress your request.

**Q. Can we continue to raise major incidents e.g. network related issues?**

A. Yes - these can continue to be raised via standard routes

**Q. Will major incidents continue to be communicated?**

A. Yes. These will follow the standard business communication route.

**Q. What do we need to do with cases that require access to a property to resolve?**

A. Openreach will fix faults in line with the latest communication which has been sent on the 31<sup>st</sup> March. Openreach will only go the premises if the fault is appointed, AND is a total loss of service.

**Q. Will onsite 3rd party engineering support still be available for ethernet products?**

A. For the time being there is no impact to engineering support. The engineers will continue to complete a health and risk assessment and then proceed as normal.

## General

**Q. How does the TalkTalk change freeze affect the development roadmap including network improvements and product developments?**

A. Due to the change freeze all non-essential development has been placed on hold. Therefore, this will impact our current change roadmap and alter any dates previously communicated. We will communicate revised dates in due course.

**Q. Will I continue to see changes completed by Openreach or TalkTalk?**

A. During the change freeze, we may still see some essential maintenance change being implemented to protect the network and provide capacity.

## Broadband (FTTC, MPF, WLR, etc)

### On-boarding

**Q. I am a Layer 2 provider. If we run out of interconnect capacity can I install a new interconnect or modify the existing interconnect?**

A. We are currently reviewing this process and will let you know as soon as possible.\*

**Q. Can I on-board new products?**

A. Due to the current change freeze, we cannot make any network changes. If on-boarding only needs tariff changes, we can still complete this work.\*

### Provisioning

**Q. Can I raise new orders?**

A. Yes you can continue to raise new orders. Please see the Openreach product matrix which shows the different scenarios by order types on new orders. Also any COVID related orders, please see communication sent on the 31<sup>st</sup> March which details the process to follow in this scenario.

**Q. What should I do if my order is for a key worker who works from home?**

Please refer to the communication we sent on the 2<sup>nd</sup> April 20, which details the criteria for a key worker, and the process for you to follow. Please ensure when you raise a ticket in for a key worker, that you ring into the provisioning desk and ask us to prioritise the ticket. Please also note we have a fair usage policy on these, so make sure you only raise urgent cases.

**Q. What will happen to my inflight order where a managed installation is required?**

A. Openreach will not complete any orders that require the engineer to enter the end user premises, unless this is for a vulnerable group or to support critical national infrastructure as set out in our communication. Where possible you should try and use existing line plant using the provisioning tools, rather than new line installations. Where appropriate utilise self-install options on the FTTC product. Any in-flight managed install inflight orders, OR will try and connect as a self-install, if not possible you will need to re-appoint from the 01<sup>st</sup> June.

**Q. What will happen to an inflight order which has an appointment?**

A. With the exception of vulnerable customers or critical national infrastructure activities, Openreach will try and install the service without going to the customer premises, if they cannot do this you will need to:

1. Re-appoint within 10 days to a date post 01st June.
2. Cancel the order and re-submit as a non-appointed order if possible.

**Q. Will I get charged for an order cancellation?**

A. If the order is not re-appointed the order will automatically cancel in 10 days. If you choose to cancel the order, currently the cancellation charge still stands. Note we are actively working with Openreach to understand their policy on this point.

**Q. What happens to my non-appointed in flight orders?**

A. If the order does not need a number port, the order will go through as BAU.

If it does need a number port, the following will happen:

1. If your order has an agreed porting date, it will progress through the BAU journey.
2. If the order goes into delay, and the port expires, these may need to be re-submitted.
3. If your order does not have an agreed porting date, you may experience a delay in KCI2 notification – OR have had a backlog, however we expect this to be cleared by 31<sup>st</sup> March.

**Q. What will happen if we have a customer with a care line who needs their line provisioned?**

A. We anticipate these customers will meet the vulnerable customer criteria and you would need to follow the vulnerable customer journey we have detailed.

**Q. If I have a customer without broadband or telephone can I place an order for them?**

A. If the customer falls into the vulnerable customer category or supports national critical infrastructure the order will be prioritised to deliver. In other cases, you can still place the order and it will proceed in accordance with the product matrix from OR that we have shared with you.

**Q. I have a stuck order, can you speak to Openreach to push this through?**

A. The Openreach contact centres are closed, so we cannot contact them and 'push through' your orders.

**Q. I class my order as urgent, what is the criteria for an urgent order placement?**

A. Please see the general communication update which provides the criteria for urgent orders.

**Q. Can I request a cease?**

A. You can request a cease. However if the cease is stuck, we cannot chase this through with Openreach.

**EAD (For EFM and EoFTTC where an engineer is required on site, the underlying delivery is based on Openreach broadband product sets, as described above).**

**Onboarding**

**Q. Can I onboard new products?**

A. Due to the current change freeze, we cannot make any network changes. If on-boarding only needs tariff changes, we can still complete this work. Any new product you need to support national critical infrastructure will follow the HLE process.

**Provisioning**

**Q. Can I place new orders?**

A. Yes, orders will be validated and processed with Openreach up to KCI1, at that point OR will try and progress the order without a site appointment and build to the curtilage.

While Openreach will continue progressing your order up to the perimeter of the building, they are still looking to potentially schedule Site Survey Appointments.

With the COVID-19 restrictions, Openreach have split the survey into 2 parts -

- Internal – this is within the walls of the customer building
- External – this is just outside the building but within the borders of the customers premises

If Openreach contact us to schedule appointments, we will always try to determine if this is going to be internal or external. If the appointment requested is for an internal appointment, we will prioritise CNI orders over all other orders. If you are concerned about this, then please follow your CSP.

**Q. Why can I still see available dates in MyNet for appointments before 1st June for these products?**

A. MyNet will allow you to place before the 1st June, as the system is currently designed to allow you to do this. We are looking at options to change this. Please place any new order with delivery date post 1st June.

**Q. What will happen to my in-flight orders?**

A. They will continue to be built and will only stop if Openreach need to do a site visit, i.e, Fit and test.

**Q. Will my order still cancel after 90 days in CP delay?**

A. Yes, we are working with Openreach to understand if this will change, we will update as soon as we can.

**Q. Can I cancel my order without any cancellation charges?**

A. At the moment, you will receive cancellation charges. We are working with Openreach on this question and will update as soon as we can

**Q. Will Talk Talk be using alternative providers to deliver service?**

A. Our alternative provider is Virgin Media Business. They have advised the following: Depending on the severity of the situation, changes and prioritisation will be made to our engineer visits where required and limiting activity to only that deemed necessary/critical. Daily reviews with all team members to assess health and in the event of a significant impact on our workforce we have planned for various scenarios. This includes the prioritisation of major faults and resolving any capacity-based issues over more day-to-day tasks such as quality improvement work, risk factors, capacity, prioritisation and travel plans. One day prior to a site visit, the customer will be required to complete a declaration form, answering the COVID19 standard questions.

**Q. Can I place a shift?**

A. All shifts require an engineer to visit the site, therefore, these will not be processed before the 1st June, unless it is a HLE.

**Q. Can I order a re-grade of existing bearer?**

A. Only High level escalations will be completed. Other BAU regrades will not be completed. You can order them, however they will only be completed post 1st June.

**Q. Can I request a bandwidth change?**

A. Bandwidth changes are part of our network change freeze. Some of them can be completed, please speak to your account or service manager about the process we will be rolling out.

**Q. Can I cease my circuit?**

A. Yes, you can place a cease on the circuit.

**EofTTC and EFM**

**Q. Can I place an order?**

A. You can place an EFM order, we will do our planning and internal process, however you will need to order it post 01st June.

**Q. Can I place a shift?**

A. All shifts require an engineer to visit the site, therefore, these will not be processed before the 1st June, unless it is a HLE.

**Q. Why can I still see available dates in MyNet for appointments before 1st June for these products?**

A. MyNet will allow you to place before the 1st June, as the system is currently designed to allow you to do this. We are looking at options to change this. Please place any new order with delivery date post 1st June.

**Voice**

**Q. What porting journeys are impacted?**

A. Any number port order where BT are the Number Range holder and/or the current service provider.

**Q. What will happen to my inflight accepted order?**

A. As long as no amendments are required to this order the port will be honoured and activation will be completed. You may however experience delays with activation due to an alternative contact route for escalations, but we will still pursue the activation.

**Q. What will happen if I have requested a port, but not yet received confirmation of order placement, or port acceptance?**

Talk Talk will endeavour to acknowledge your order in standard lead times, however as porting requires bi-lateral agreements with other CPs who may be experiencing difficulties, we cannot commit to targets on their responses and acknowledgement. We are actively working with industry on this point, at the moment we are not seeing any significant impact to porting timelines.

**Q. What should I tell my customer if we cannot proceed with the port?**

A. If you cannot proceed with the port, we recommend you speak to your customer to understand their options. They maybe able to stay with current provider, or attempt at a later date.

**Q. What if the port activation fails on day of port?**

Openreach has confirmed they will prioritise any loss of service.

**Q. What if my customer's contract is coming to an end with the previous provider and the customer wants to move rather than a re-sign?**

A. If you cannot currently port, we recommend you speak to the customer on their options.

**Q. My port requests a Customer Letter Of Authority however the customer does not have access to a printer to sign and scan back. How will this be supported?**

A. We are currently trying to confirm a process for this with the OTA and Openreach. However they are currently recommending e-signature where possible.