

Coronavirus (covid-19)

Engineer Advice on Visiting End Customers
Premises

11/03/2020

Engineer advice on visiting end customers premises or business

During the Coronavirus outbreak period Openreach engineers from 9 March will follow a new contact process when visiting end customer premises or during the ring ahead call. This is intended to safeguard our engineers and the general public.

On our engineer visiting the premises or business and before they enter the engineer will ask:

Q1) Have you or anyone else here been asked to self-isolate, or have been to a Coronavirus high-risk area or country in the last 14 days?

If the end customer answers yes to Q1 the engineer will call engineering support helpline for the latest advice. This may lead to the engineer being advised not to enter the premises.

Q2) Do you or anyone else here have any flu-like symptoms?

- If the end customer answers no to Q1 however answers yes to Q2 the engineer will take extra precautions by:
 - Cleaning surfaces
 - Maintain distance from the end customer
 - Will not ask the end customer to complete a survey on the engineer's iPhone.
- If the end customer answers no to both Q1 & Q2 the engineer will complete task as BAU.

Tasks requiring a re-appointment

- Where the engineer is unable to enter the premises on the advice given to them, the engineer will return the task for future re-appointment.
- The engineer will add extra clear notes within the QBF to confirm they are unable to complete due to Coronavirus advice given.
- This will enable the Openreach revenue assurance team to waive any associated abortive visit charges.
- Impacted tasks will be collated by Openreach and the CPs customer experience lead will be able to share these as a safety net to the KCI information flowing through.
- Appointed missed appointment SLGs (including automatic compensation) will be non-payable on tasks that are impacted by the Coronavirus outbreak where the engineer has attempted access. In this scenario we will also stop the clock on any late provision or late repair SLGs (including automatic compensation) until an appropriate appointment is made to enable completion.

Ask of CPs

- CPs to ask similar questions at the first point of contact with the end customer to mitigate the number of times engineers encounter potential Coronavirus hazards and to help manage expectation and improve customer experience

End to End process for dealing with identified CV19 Risk

Below is Openreach's process on a customer journey



- Standard approach for furthered work via specialist desks in Openreach including workflow & notes.

Reappointment for 4 weeks from date of commitment. Identifiable note added for both CP & revenue assurance unit for removing aborted visit charges.

KCI messages Repair (KCI4465)
Provision Copper (KCI579)
Provision NGA (KCI9227)
Provision FTTP – Provision (KCI579)
Repair FTTP (KCI4276)

- Follows existing approach for appointing work.
- Ownership of customer relationship with CP. Improvement of date available for CPs by working with customer and Openreach

DSO case manage identified welfare

Welfare process

- DSO will engage with existing CP contacts

We offer alternative network

- We will offer a Mifi / PAYG offering for your customer to use

CP choice

- You have the choice to provide your own device or we can do that for you.

Device sent

- Openreach device not required to be returned
- Loaded with data / call value.

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