

Re-imagining Ethernet Provision

Faster, simpler, and more responsive Ethernet delivery

26 September 2018

A replay of this call is available here [View Recording](#)

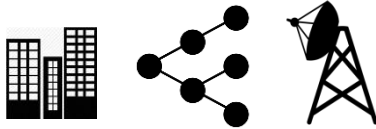


Ethernet provision has improved dramatically. But there is more we can achieve together.

- EAD provision performance has improved dramatically in recent years, but **delivering significant further improvements is becoming more challenging** as we move to efficient levels of operation within Openreach
- We believe that greater service benefits could be unlocked if we can improve the end to end operational processes and **interworking between Openreach and Communication Providers**
- We have identified a **set of key opportunity areas** that offer **further operational benefits** for both Openreach and CPs, and an **improved experience for end customers**
- We have **a new proposed design for EAD provision** that we believe addresses these opportunities
- The design implies some significant changes to how we collectively operate today, and ultimately this initiative may lead to some or all of the following: **changes to Openreach/CP processes, changes to Openreach/CP systems interfaces, changes to contract**
- We want your input and we are running a **formal industry consultation** on the design. The consultation will be available in September 2018

Faster, simpler, and more responsive Ethernet delivery

Sector support



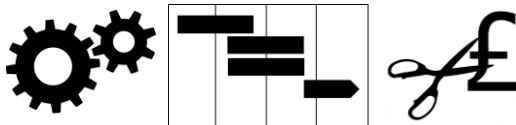
Tailored offering that supports **different sectors and business models** – business connectivity, backhaul and mobile, direct or wholesale

Flexibility & choice



Meets full **range of customer needs** – from acquisition support, solution design, project planning – not simply “connectivity asap”

E2E efficiency



Optimised **cost to serve** – through automation, process efficiency, reduced touches, simpler management

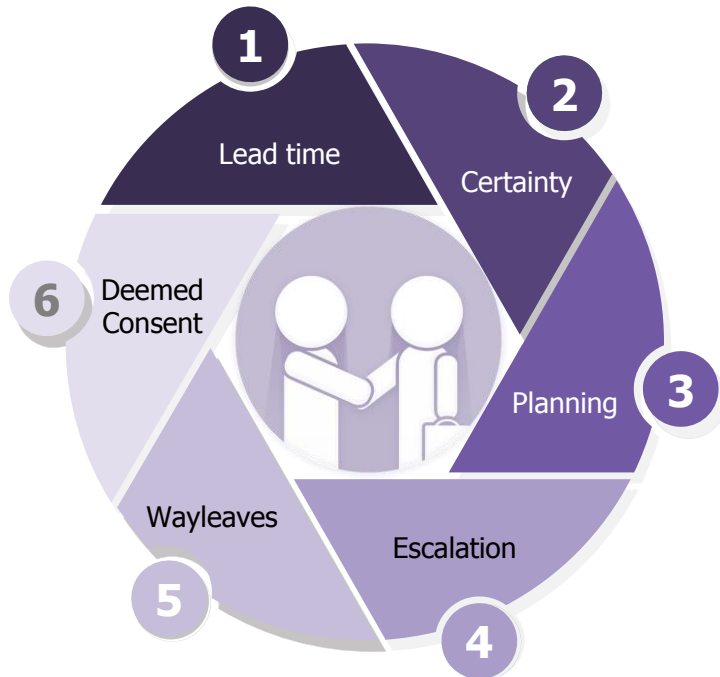
Customer experience



Transformed **customer experience** – brilliant information flow, ever-improving service performance

EAD provision performance has improved significantly in recent years, with record levels of completions, a healthier workstack, a 40% improvement in MTTP, and a 60% reduction in tail orders between the last quarters of 2016 and 2017.

But we can achieve even more by moving to a new model for Ethernet provision.



Lead time

c. **10%** improvement in E2E lead time due to increased fluidity and reduction in dwells

Certainty

Improvement in certainty through more accurate date setting resulting in **40%** reduction in CDD shifts

Planning

c. **9%** reduction in planning lead times due to reduction in dependencies and increased fluidity

Escalation

Reduce need for escalations by c. **20%** due to clearer and more transparent touch points and hand-offs

Wayleaves

c. **25%** reduction in end to end lead time if Openreach initiate network build prior to securing wayleaves

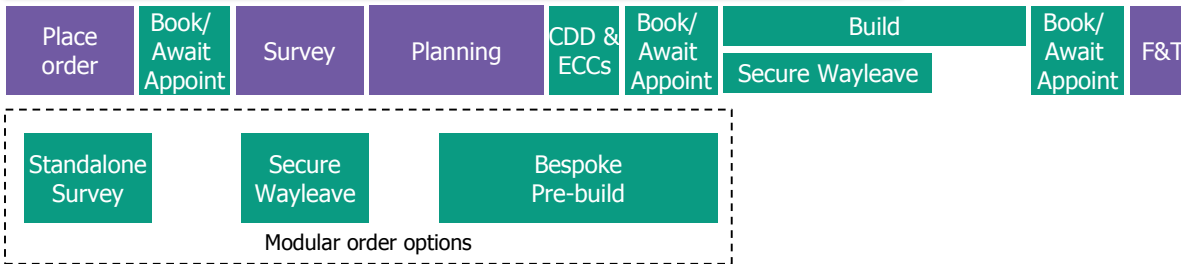
Deemed consent

Remove up to **100k** deemed consent applications per year by simplifying date setting and introducing clear customer clock rules

Today: Stabilised performance, but inefficiencies persist



Vision: Transformed experience - faster, simpler, more responsive



Key Elements

- **Collective commitment** to delivery date, organising of work to achieve that
- **Modular order options** where CP cannot commit to date
- Direct **access to appointment books** for engineer scheduling
- Clearer **planning SLAs**
- Parallel working on **wayleaves**
- **Deemed consent removed**, customer delay simplified

Industry Consultation

Timeline plan



- The briefing will be published on the Openreach website
<https://www.openreach.co.uk/orpg/home/updates/briefings/ethernetservicesbriefings/ethernetservicesbriefings.do>
- The briefing will include the link the consultation document
- We have set up a dedicated email inbox for CP responses ead.consultation@openreach.co.uk