

MBORC Communication

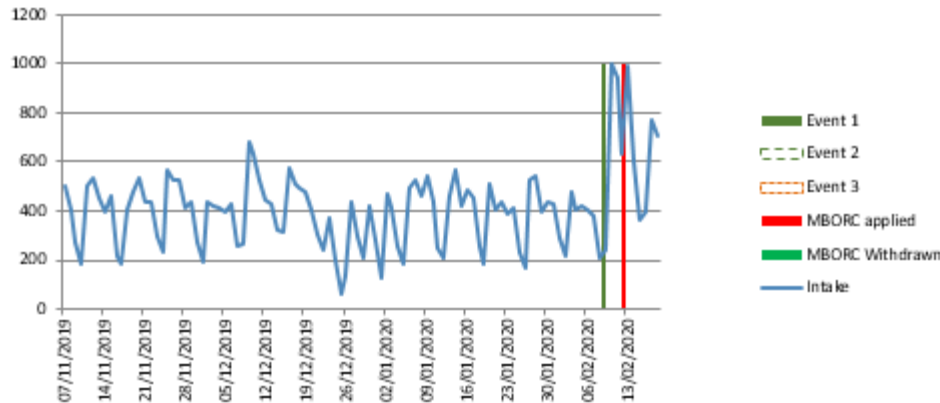
Update Pack 3

MBORC declaration as a result of Storm Ciara

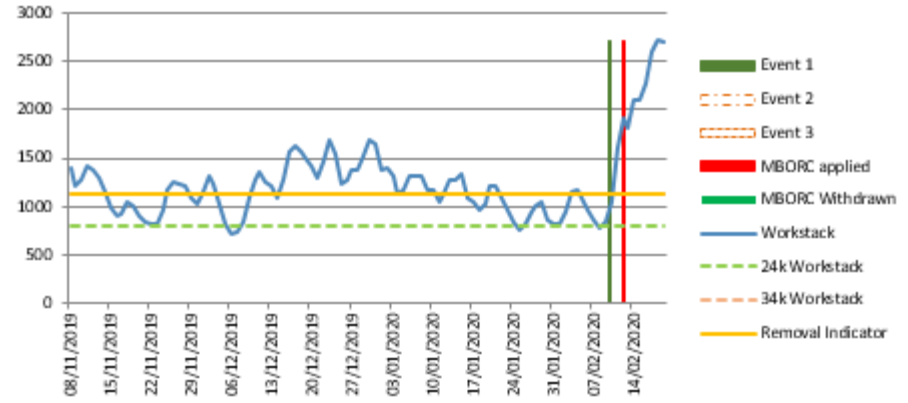
19 February 2020

- Parts of the UK were over the weekend of 08 and 09 February 2020, with severe weather resulting from 'Storm Ciara' with extremely high winds and heavy rainfall and extensive flooding in many areas.. This has resulted in damage to our network, with fault rates in the affected areas at very high levels and mobility challenges for our engineers.
- Openreach declared MBORC for repair activities in 9 areas, with effect from 23:59 11 February 2020, and in a further area, with effect from 23:59 12 February 2020: :
 - We've been working hard to recover the position and were able to remove MBORC for repair activities from the following areas, with effect from 23:59 14 February 2020:
 - MB24588 East Midlands
 - MB24574 East Downs
 - MB24582 North and Mid Wales
 - MB24570 Thamesway
 - MBORC for repair activities remains in place in the following areas:
 - MB24568 Devon and Cornwall
 - MB24580 Somerset
 - MB24584 West Yorkshire
 - MB24576 Oxford and Severnside
 - MB24572 Lancs & Merseyside
 - MB24578 Belfast (Northern Ireland)
- Likely customer impacts in areas where MBORC has been declared include extended repair leadtimes, unavailability of repair appointments within SLA, lower availability of provision appointments, suspension of provision expedite appointments and increased response times when contacting Openreach service centres
- The following slides show the increased fault intake, the current workstack (including the MBORC removal indicators), and impact to appointed and non-appointed leadtimes
- If you have any queries or questions about the content of this pack, please in the first instance refer to the FAQ available on the Openreach portal. Any queries not addressed by the FAQ should be directed to your sales or service manager
- Next Openreach review date – 20 February 2020
- Next chart update – 21 February 2020

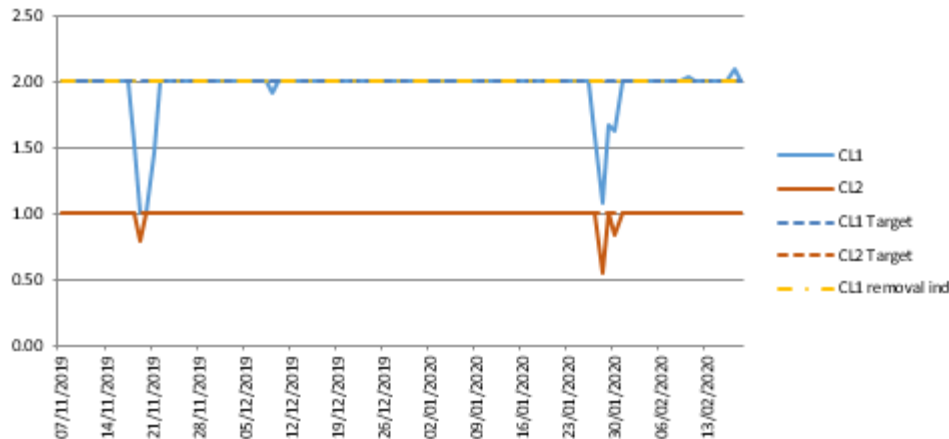
Devon and Cornwall Intake



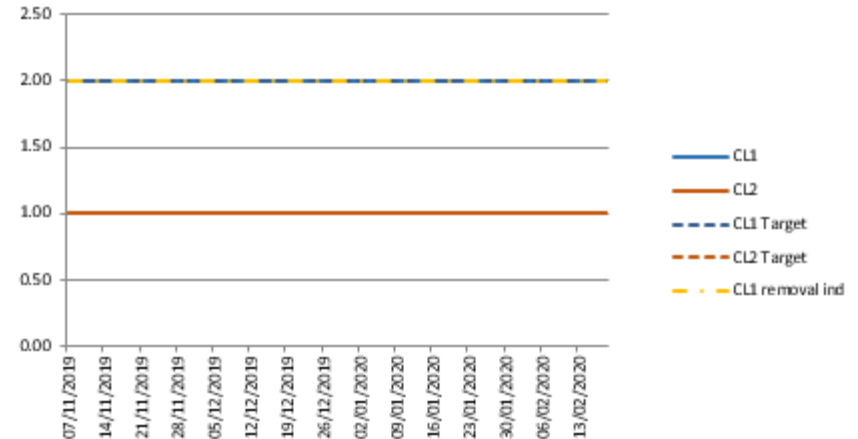
Devon and Cornwall Workstack



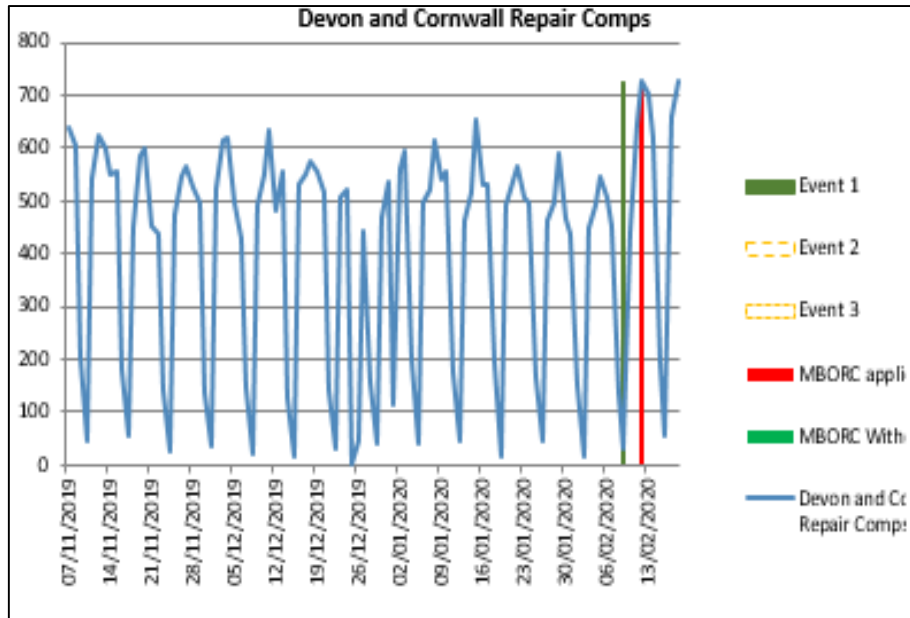
Devon and Cornwall Appt Lead Times



Devon and Cornwall Non Appt Lead times

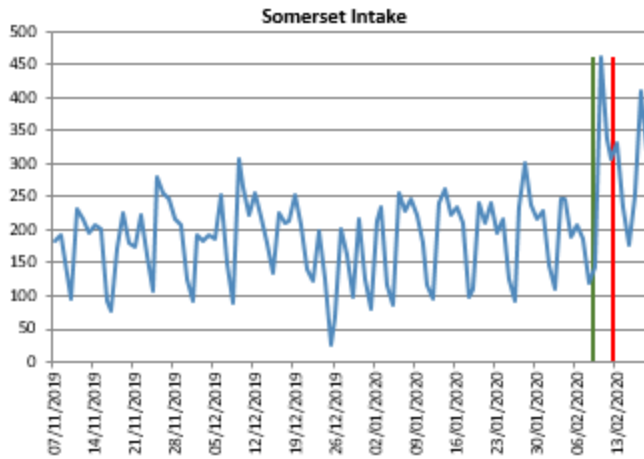


Repair Completions Progress

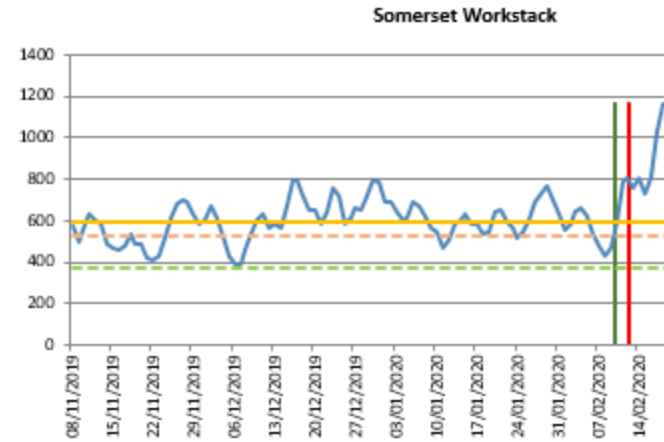


Resource & Recovery Commentary

- Additional overtime
- Loans and lodge loans
- With the exception of safety training all additional training postponed
- Anticipated removal date: W/e 06 March

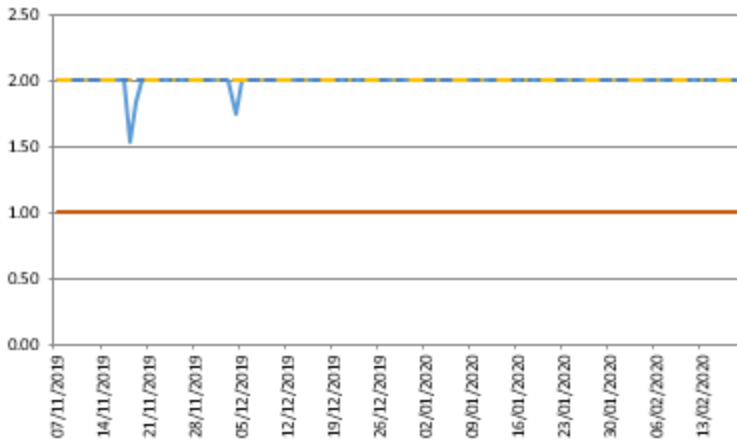


- Event 1
- Event 2
- Event 3
- MBORC applied
- MBORC Withdrawn
- Intake



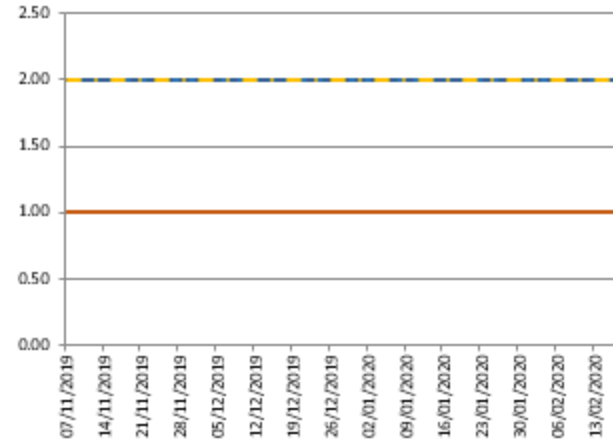
- Event 1
- Event 2
- Event 3
- MBORC applied
- MBORC Withdrawn
- Workstack
- 24k Workstack
- 34k Workstack
- Removal Indicator

Somerset Appt Lead Times



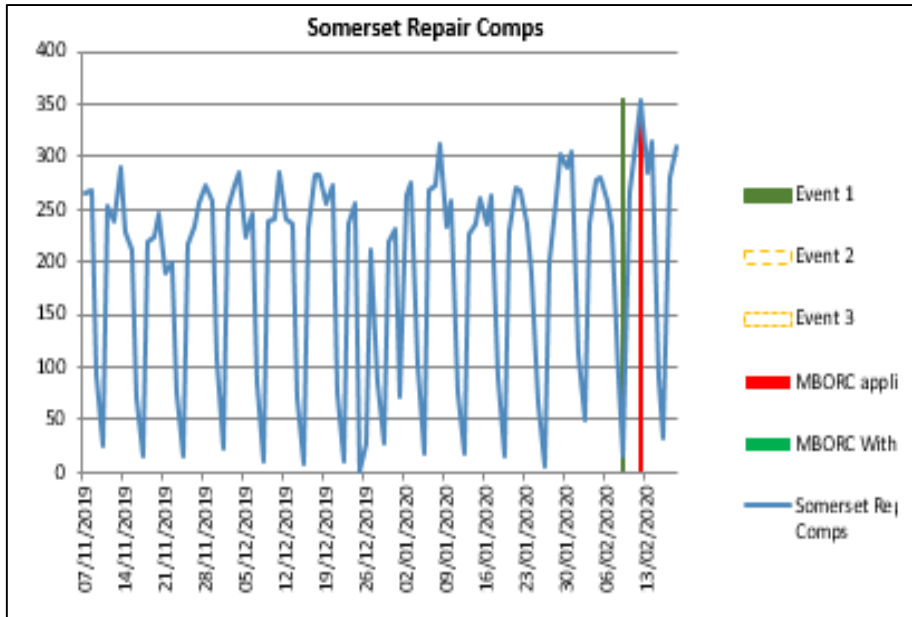
- CL1
- CL2
- CL1 Target
- CL2 Target
- CL1 removal ind

Somerset Non Appt Lead times



- CL1
- CL2
- CL1 Target
- CL2 Target
- CL1 removal ind

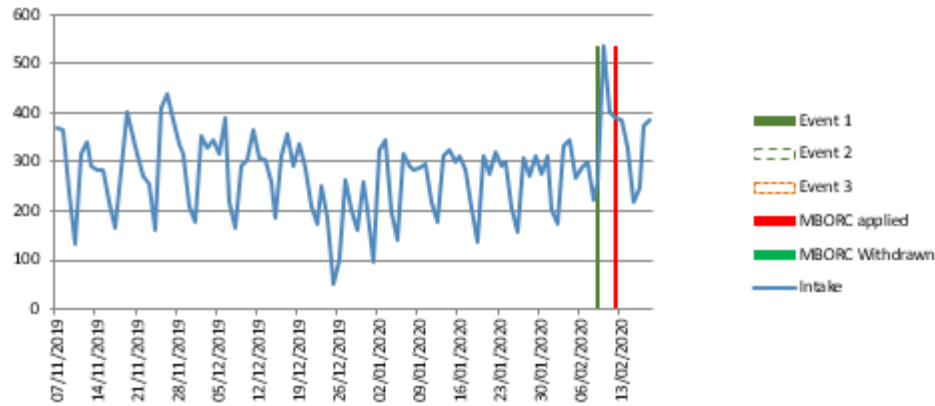
Repair Completions Progress



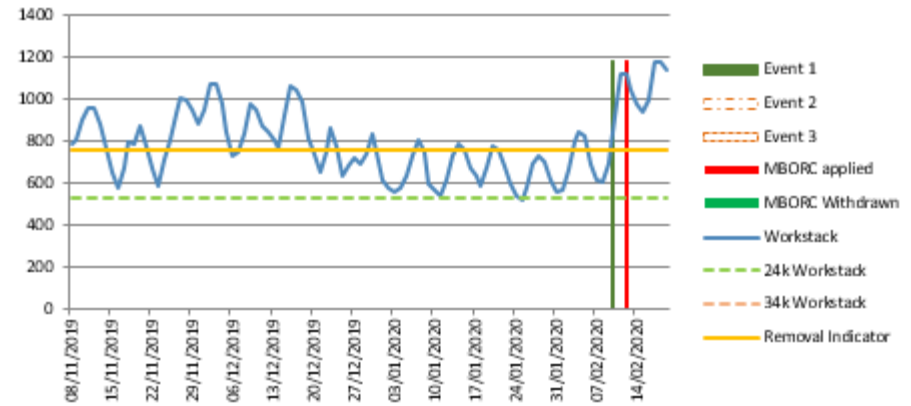
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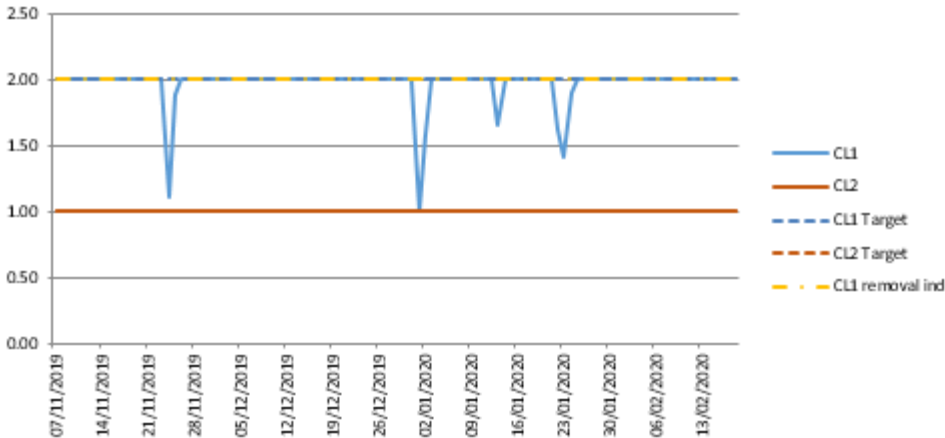
West Yorkshire Intake



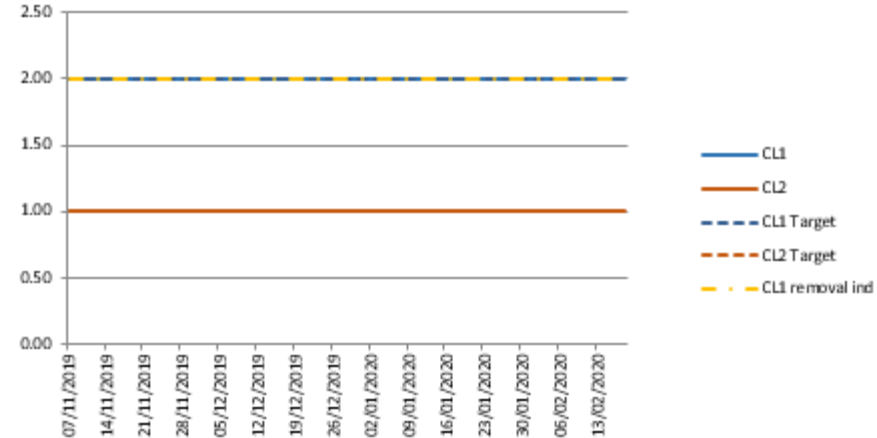
West Yorkshire Workstack



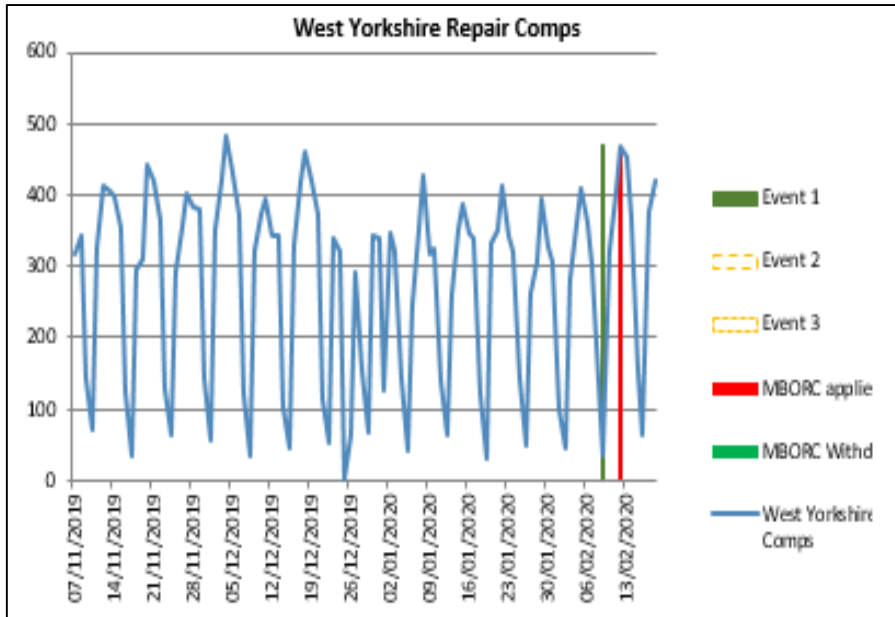
West Yorkshire Appt Lead Times



West Yorkshire Non Appt Lead times



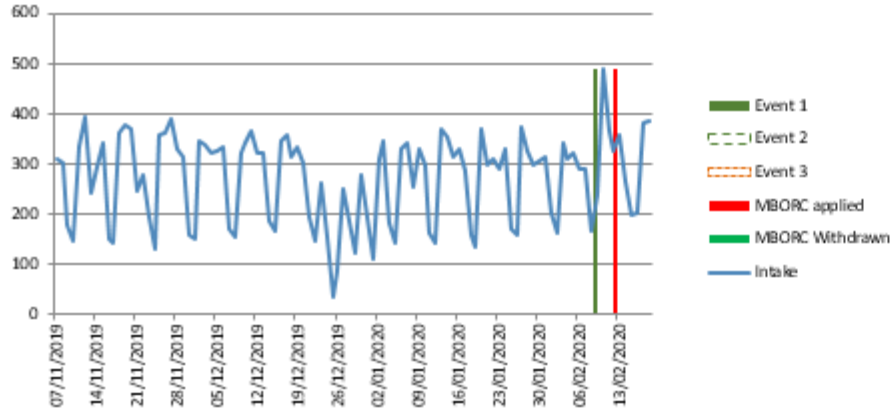
Repair Completions Progress



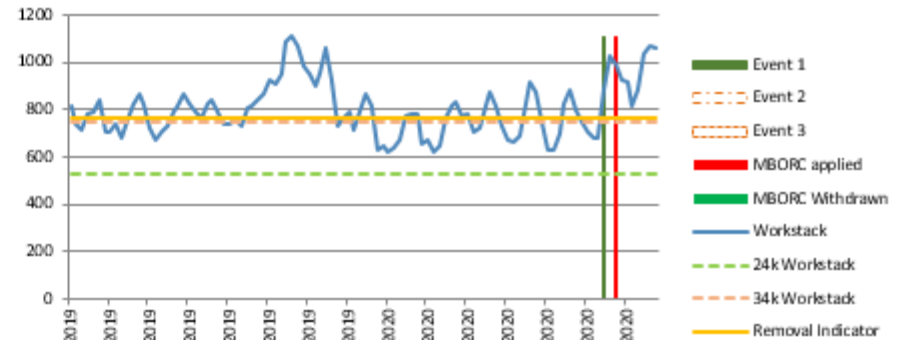
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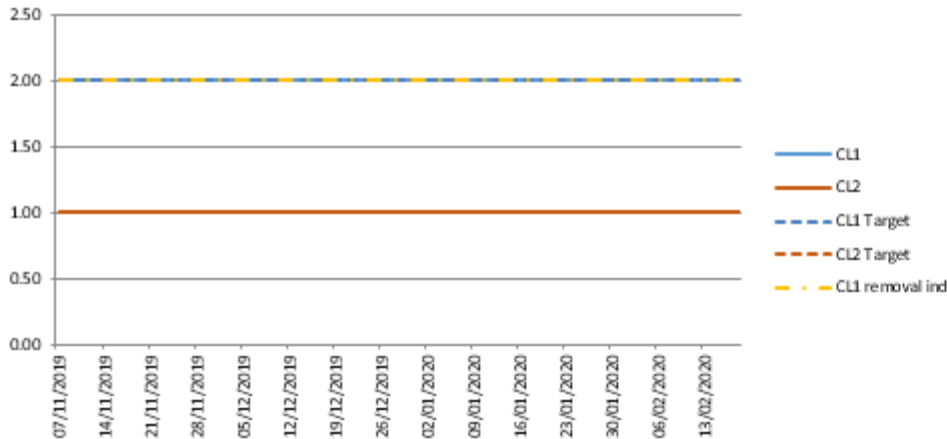
Oxford Severnside Intake



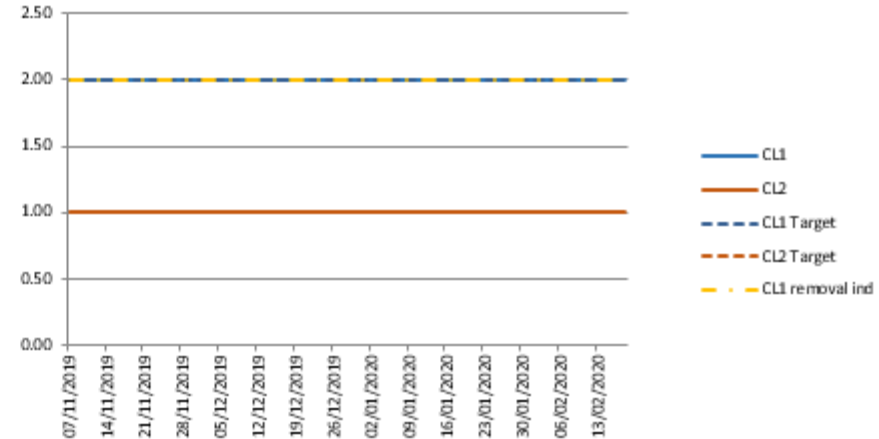
Oxford Severnside Workstack



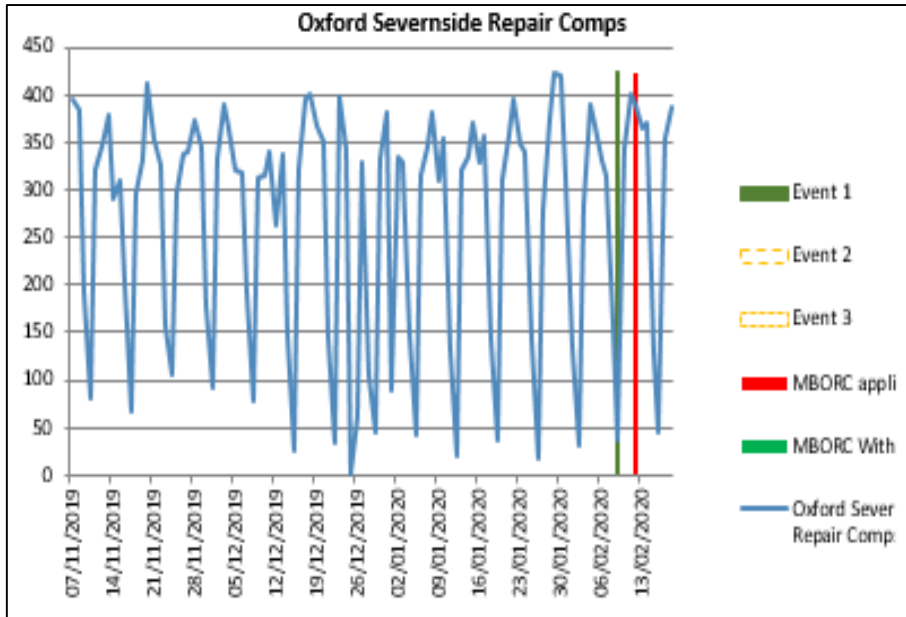
Oxford Severnside Appt Lead Times



Oxford Severnside Non Appt Lead times



Repair Completions Progress

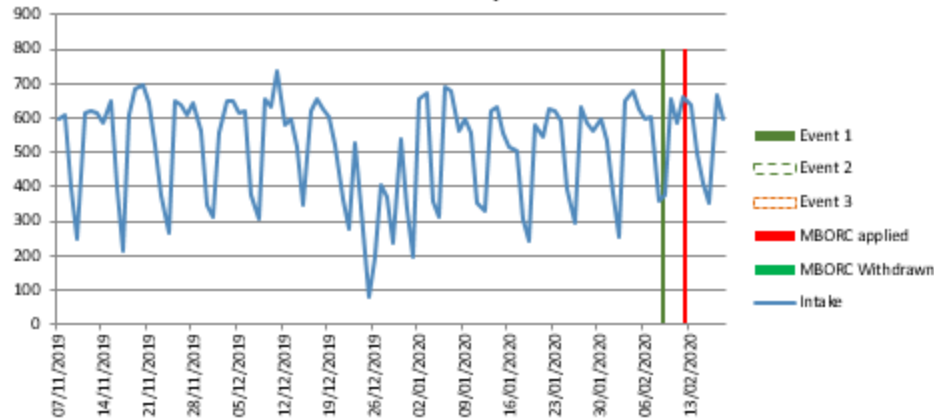


Resource & Recovery Commentary

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- Anticipated removal date: W/e 28 February

Impact: Lancs & Merseyside

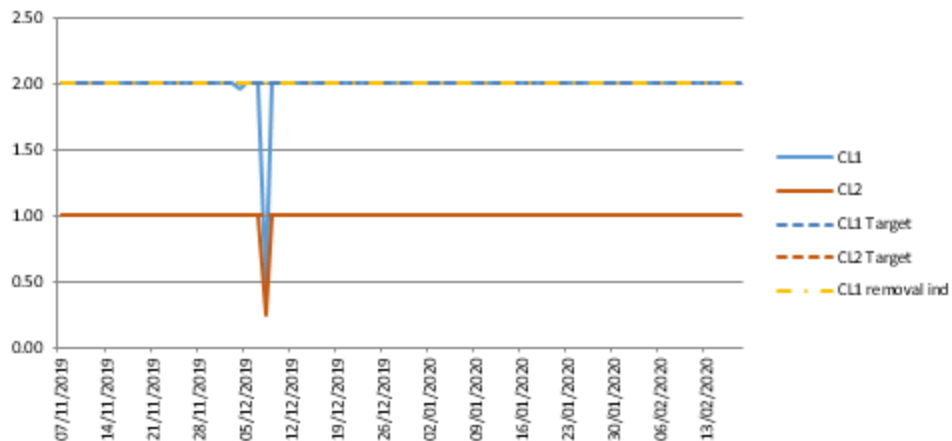
Lancs and Merseyside Intake



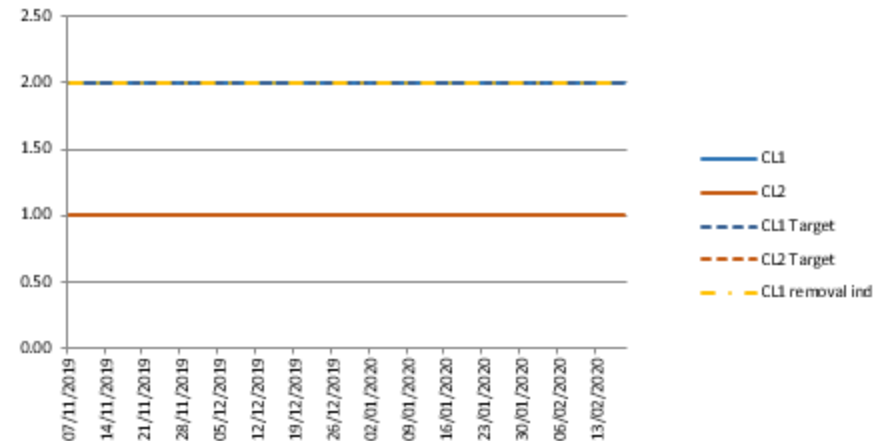
Lancs and Merseyside Workstack



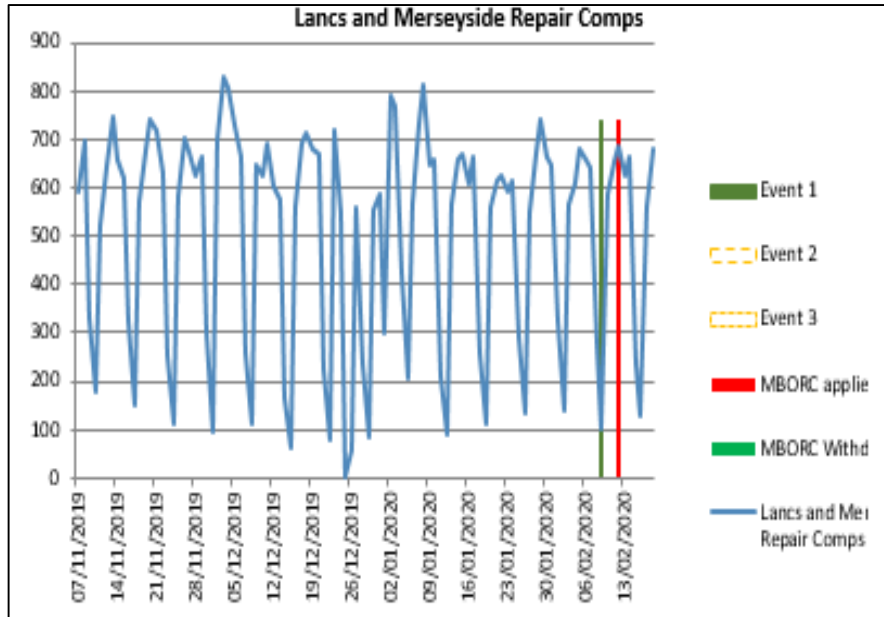
Lancs and Merseyside Appt Lead Times



Lancs and Merseyside Non Appt Lead times



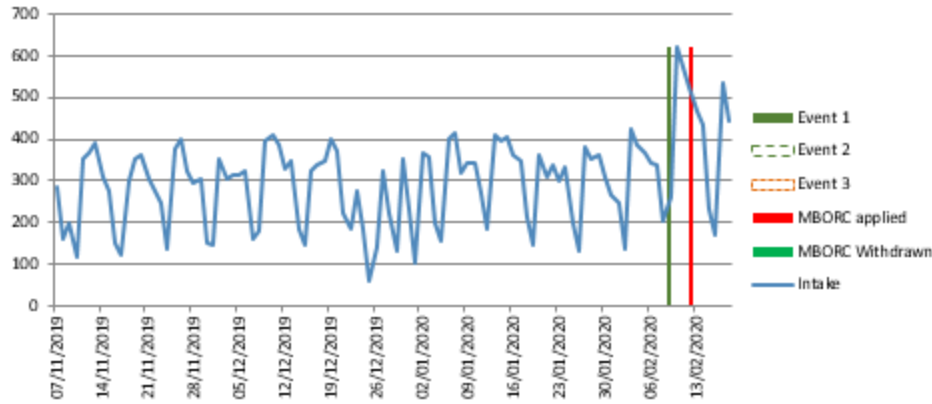
Repair Completions Progress



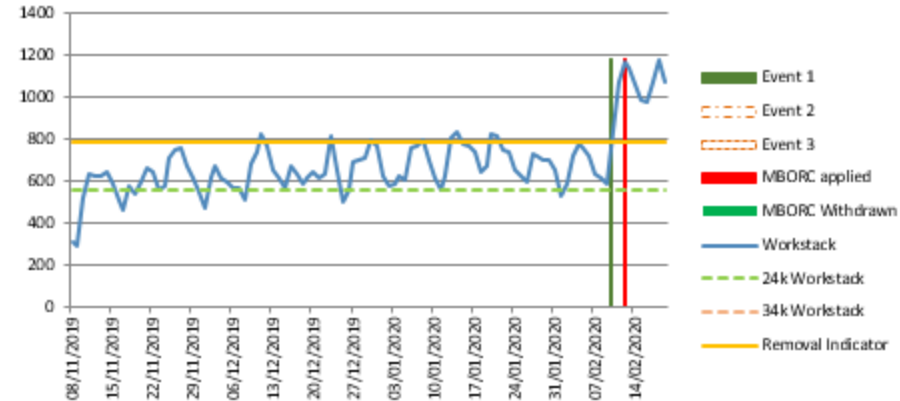
Resource & Recovery Commentary

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- Anticipated removal date: W/e 06 March

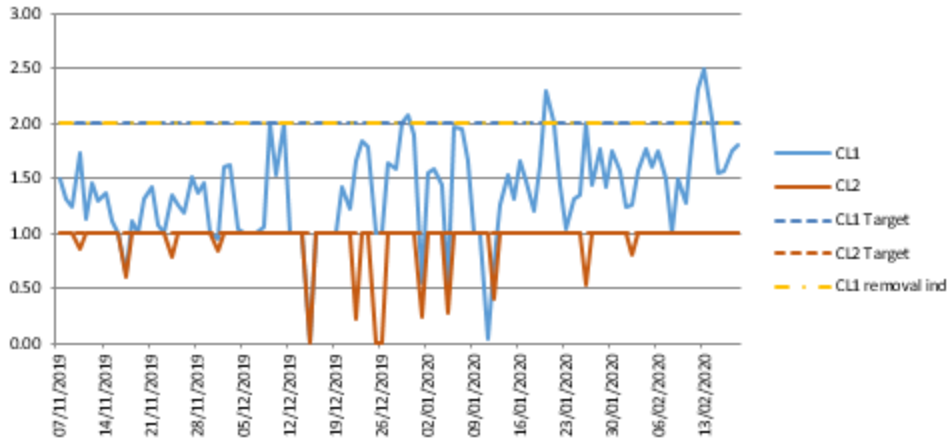
Belfast Intake



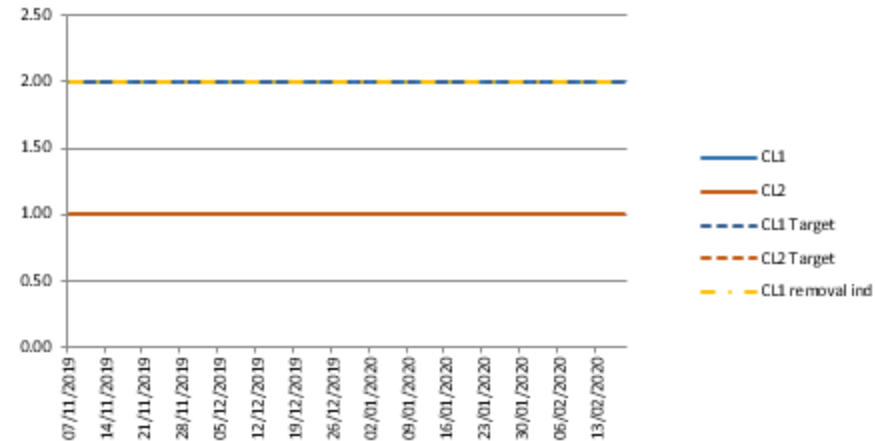
Belfast Workstack



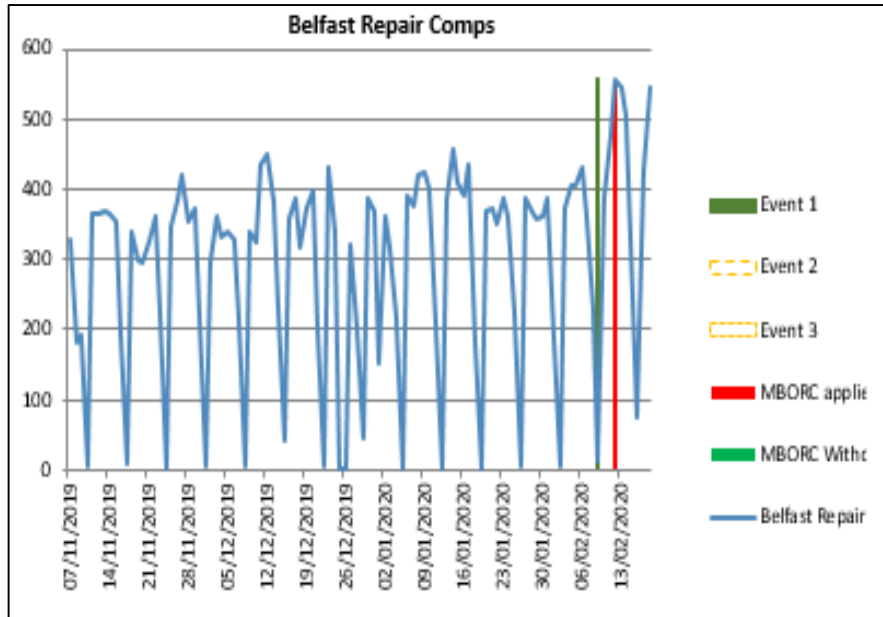
Belfast Appt Lead Times



Belfast Non Appt Lead times



Repair Completions Progress



Resource & Recovery Commentary

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Area	Voluntary Overtime Increased	Deferred Non-Critical Activity	Daily Resource Moves	Cancellation of Proactive Network Work	Resource moves with overnight stays	Contractual overtime	Extended provision lead times within SLA	Extended provision lead times beyond SLA
West Yorkshire	Yes	Yes	Yes	Yes	Under Consideration	Under consideration	Yes	Not under consideration
Lancs and Merseyside	Yes	Yes	Yes	Yes	Under Consideration	Under consideration	Yes	Not under consideration
Oxford Severnside	Yes	Yes	Yes	Yes	Under Consideration	Under consideration	Yes	Not under consideration
Somerset	Yes	Yes	Yes	Yes	Under Consideration	Under consideration	Yes	Not under consideration
Devon and Cornwall	Yes	Yes	Yes	Yes	Under Consideration	Under consideration	Yes	Not under consideration
Belfast	Yes	Yes	Yes	Yes	Under Consideration	Under consideration	Yes	Not under consideration

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