

MBORC Communication

Ethernet MBORC Update

28 July 2020



MBORC has applied across the Ethernet portfolio products since 24 March 2020. On 12 May 2020, MBORC was lifted for all Ethernet and optical repair alongside Dark Fibre X and Cablelink provision.

The Covid impact

The Ethernet primary work stack been severely impacted by Covid-19. Access restrictions and the necessary changes to our working practices, in order to keep with Government guidelines and to ensure the safety of our people and customers, has meant that we have seen a far higher than normal volume of inaccessible work, delayed orders and suspended orders.

We have, wherever possible, continued to build (working within the restrictions) circuits to the curtilage of the customer premises and many of these orders are now awaiting completion, once access can be arranged.

Although lockdown restrictions were eased from 4 July 2020, this has not translated into the wholesale opening of business premises and we are still experiencing difficulties in arranging access to premises which has continued to delay our progress. This is especially true for the survey stage of the provision process, meaning that a high volume of orders are delayed at the planning stage and we are unable to progress them further.

This has a knock-on effect and can cause delays through the subsequent stages of circuit delivery and we are working hard to avoid a planning “bottleneck”.

Although we are now starting to see a steady reduction in the volume of orders affected by Covid-19 related delays, we are still far from normal and any volatility in demand or re-introduction of national or localised restrictions are likely to have a disproportionate impact on our capability.

We have been monitoring a set of MBORC exit metrics which will give us the best indication that we have overcome the main Covid-19 impacts.

These metrics have not yet reached the point at which normal service can resume – particularly in the Survey work stack where site access is required.

However, we are keen to move back to business as usual and if current trends continue and there is no significant increase in the volume of delays we experience, Openreach believes it will be in a position to lift MBORC across Ethernet delivery two weeks from now.

We will continue to monitor and keep Industry updated.

Moving forward

The Ethernet work stack is, in itself, still vulnerable and, as an industry, we know that any sudden shock to the stack has the potential to impact performance across the board, so we look to work closely with you and ask that you adhere to agreed forecasts, including any revised forecasts.

We'd also appreciate if you could inform your Openreach customer experience or account team if you see a particular need for a large intake in any given period. We're keen to support your growth and revenues whilst maintaining the best levels of service as we continue to move forward through this extremely challenging period.

If we experience local lockdown or another broadscale lockdown or anything which will affect our approach we will communicate accordingly.

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