



Updated Openreach Guidance on Assessing Provisioning Priority

Please read the below information about how Openreach are prioritising installations in order to better understand how your request for your Cloud Business Communications circuit installation to continue will be assessed.

1: Changes being made to how work will be prioritised.

Openreach will use the following priority principles:

1. Blue light services
2. Critical national infrastructure
3. Welfare customers
4. Covid-19 at risk
5. Customers with no service: repair (total loss of service) / provisioning (new line where none exist)
6. Customers with significantly degraded service
7. Customers with intermittent service
8. Other repair and provisioning jobs

2: How Openreach will identify and prioritise vulnerable groups and information changes.

Openreach seeks to work with CPs to help identify 'COVID at risk' in order to prioritise these orders and faults. Please note the Openreach welfare process remains in place and below is a supplementary process to this.

Criteria:

1. The customer meets the Public Health England criteria for 'Covid at Risk'.
E.g. Pregnant/Over 70/under 70 with an underlying medical condition.
2. The customer has no working telephony service.
3. The household does not have access to a mobile.

3: Changes to other engineering questions.

Where an Openreach engineer is attending a property, they will continue to ask if anyone:

1. Has anyone in the premises been diagnosed with COVID-19, has been asked to self-isolate, or has been travelling to a coronavirus high-risk area or country in the last 14 days?
2. Is anyone in the premises suffering from flu-like symptoms?

If the answer to either of those questions is "yes", the engineer will not enter the premises and the job will be reappointed for four weeks later.

If the answer to both questions is "no" the engineer will enter the premises taking additional precautions (such as asking the end customer to vacate to another room)

**Time in the premises will be limited to providing service to the Network Terminating Equipment (NTE) – additional work such as removing bridge taps, NTE shifts, internal wiring/additional cabling, etc. will not be done.*

4: Prioritisation of critical national infrastructure.

Critical national infrastructure orders will be prioritised in the following ways:

1. Emergency COVID-19 Response
2. Enhanced DSO (+) for CNI
3. BAU DSO Orders
4. BAU Orders