

Key Messages for GEA-FTTC (NGA) Engineers



Delivering the best possible
end user customer experience

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Openreach document for sharing best practice. For internal use only

Introduction

With over 12 million premises passed and one million end-users already connected to our superfast fibre access network, delivering great service is essential for continued growth.

Improving the way we interact with your end-users is one of the key drivers to delivering great service and customer satisfaction. We have recently given our engineers a booklet that guides them in best practice based on what we have learnt so far.

We believe this will help us deliver against our commitments and as a result continue to grow our business, but as always we would value your feedback.

This slide-set is designed to let you see some extracts from the booklet.

Booklet Introduction

The best practice guide began being distributed to all engineers (including our contractors) in January 2013

The document is an internal document for sharing best practice.

First impressions

When you visit end user premises you aren't just representing Openreach, you're there on behalf of the CP and in some cases, also the retailer who has the relationship with the end user too.

DO

Read the CP notes on the order before you visit the premises to look for retailer names (can be known as reseller ID) or other important notes that have been added by the CP. If there is a retailer name added, it is recommended that you introduce yourself as representing the retailer as opposed to the CP, unless the notes say to do otherwise. If you aren't sure, it is best to refer to 'your provider.'

DO

Remember that if you are working on NGA installs you are providing end users with "Fibre broadband" and shouldn't be mentioning any brand names.

DO

Act professionally and impartially – stay neutral if you are asked for your opinion of the end user's CP or the service they are getting.

First impressions.... cont

DON'T

Introduce yourself as coming from "BT Openreach"
– always introduce yourself as an Openreach engineer.

DON'T

Recommend the products and services of any CP.
This includes BT Retail.

DON'T

Make negative or derogatory comments about any CP.

DON'T

Get involved in pricing discussions with end users.

DON'T

Write anything inappropriate on the job notes as
these are visible to CPs.

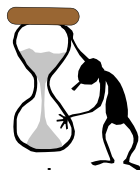
Key Messages from Booklet on Reducing Missed Appointments (Booklet Extracts)

Ring ahead



We all know how frustrating it is to be sitting at home waiting for a delivery or some sort of engineer visit. If you **give advance notice of the time you're going to arrive** it means the end user can pop to the shop or even walk the dog. So, when you've picked up the job, **ring ahead to let the end user know you're coming**. Leave a message if you don't get an answer. Do warn them that their existing broadband will be out of action (if they have it already) until the new installation is complete, and that their voice service will have a short outage while you carry out work at the cabinet in X mins (estimate when you think you will actually be doing the jumphering). Give an estimated time of arrival and ask them to confirm that there will be someone there to let you in.

Give it time



Not everyone is able-bodied, and you may need to **allow someone a little more time** to get to the door. Give them a minute or two.

Keep the appointment – even if there is no response on ringing ahead



If there is no access when you arrive, try to contact the end user on the contact numbers you've been given. The only exception to this is when the end user has confirmed during ring ahead that access won't be provided within the appointment slot. **Try all the contact numbers provided if the end user hasn't answered**. This is especially important if you are visiting business premises, where a number of people, including the CP service contact, might have been added to the contact list to make sure that somebody is available. If you don't make contact, **make sure you update your notes**, adding the numbers you called and mentioning if you left a message or not – **giving the house door colour as the key identifier for premises**. If the end user has declined access or there is another reason why you can't gain access, please make this clear as well. Having this information in our systems helps us when we're explaining the situation back to the CPs.

Also remember to take a photo of the premises (the front of the house, including the door) If you have a smartphone with a camera, and send the picture via the 'User no access' app on your phone. Also **leave an A108 card through the post-box**. Again, this helps us when we're explaining what's happened to CPs. If you can't leave an A108 make sure you explain why on the notes so we can let the CP know.

Fulfilling the Installation (Booklet Extracts)

Be a ‘trusted advisor’

Speak to the end user about key decisions like where to put equipment or the different wiring options. You need to make them feel that they own the decision – with your advice. Always get the end user’s OK before you start any drilling or installation work. In positioning the equipment, there are various options available to achieve the end user’s requirements and these ‘home wiring solutions’ should be openly offered if your skills and local operating procedures allow. The standard product includes:

- Install an external or internal data extension kit up to 30m from the master socket
- Move the master socket
- Change an existing voice extension socket to become the master socket and make the original master socket simply a voice extension (make sure you reconnect all existing extensions and leave them working)
- Or a combination of these.

Installations: Avoid Early Life Failures by following these steps

STEP 1 Check the existing wiring on site.

STEP 2 Check existing extensions are working.

STEP 3 Agree the wiring solution with the end user.

STEP 4 Deliver the solution, making sure you resolve any star wiring or bridge taps.

STEP 5 Confirm the wiring solution with the end user.

STEP 6 Carry out all L2C tests

- a. Pair quality test
- b. 5 minute VDSL closeout test
- c. Eclipse test.



Fulfilling the Installation (Booklet Extracts)

Explain what you will be doing

Talk the end user through the process, including disconnection and any loss of service. If you are there for a Managed Install ask if they have received a router. If they have a card from a failed home delivery, ask them if it's possible for them to go and collect the router so that you can get on with the job. If they haven't received their router use the Hot Spares process (only used for some CPs). Obviously an end user would much prefer it if you could get a spare and avoid having to wait for another visit. Ask if they are aware of the power requirements and if a PC is available to check working service after installation. If you're dealing with a business make sure that they have told their colleagues that the service is about to be disconnected.

When it goes wrong

If you have to leave the job without finishing it, make sure the end user knows exactly what happens next. If you aren't going to return that day you must make arrangements to roll back to the original broadband service.

Remember to reconnect and test

Check that all extensions and telephones which were working before are still working now – and show the end user that you have done so. If an alarm is present confirm how it's connected to ensure you reconnect it properly.

Demonstrate working service on a Managed Install

If there is no computer, use another item of end user's equipment, and show them BBC iPlayer, if you can. If you can't test and display the internet with the end user's equipment, use your laptop and update the notes accordingly.

Be neat and tidy

Always clean up after yourself and ask to borrow any cleaning equipment like a dustpan and brush for example, if you need it. If your shoes are dirty cover them with protective covers.

The booklet also contains technical installation / repair advice, fault lookup tables, internal contact details for additional support