Your guide to Openreach
2017
Hello, it's our job to look after the communications network that connects millions of homes and businesses across the UK. We do this on behalf of over 560 service providers who deliver telephone, internet, data and TV services.

We’ve already invested £10.5 billion in digital infrastructure and £3 billion in fibre. Our network upgrade, one of the biggest and fastest in the world, is helping the government achieve its aim of reaching 95 per cent of UK premises with superfast fibre broadband by the end of 2017. Over 26 million premises already have access to fibre broadband, with over 21,000 being added each week. Thousands of our engineers work every day to plan and install the equipment needed to make this possible.

By working through this module you’ll gain a good insight into us.
Contents

04  Who we are
06  Our Customers
08  Snapshot of our business
10  What we do
14  What we stand for
17  Our portfolio
33  What next?
1. Who we are

Openreach is a standalone business with its own distinct identity and over 32,000 employees and 25,000 engineers.
Who we are

Openreach looks after the ‘first mile’ of network, from the exchange through to homes and businesses. We deal directly with the Communications Providers who supply telecommunications service to their customers. We provide fair and equal access to our network for all Communications Providers (CPs).

Openreach is:
• an independent business that’s open to all the UK’s Communications Providers
• regulated by Ofcom
• a unit which combines all BT’s network engineering functions and is independent and impartial
• a big business by any measure; with assets of around £12.5 billion and projected revenues of about £5 billion.
Our Organisation Chart

The Board

Mike McTighe
Chairman

Liz Benison
Non-executive Board member

Edward Astle
Non-executive Board member

Brendan Barber
Non-executive Board member

Clive Selley
Chief Executive

Clare Sadlier
Chief Finance Officer

Simon Lowth
BT Group nominee

Nigel Cheek
Board Secretary
Our customers

Openreach has over 560 Communications Providers as customers, the largest of which are other BT lines of business (particularly Consumer and Business), Sky and TalkTalk.
Our customers

We run the network that all UK Communications Providers (our customers) use to sell phone and internet services. They’re a diverse group of companies, whose customers range from large corporations to individual households.

One thing they have in common is the need to look after their customers, their shareholders and the future of their businesses. Our job is to help them to do that.
3. Snapshot of our business

Read through the facts and figures on the following pages for a quick overview of the business.

- Around 25,000 field engineers
- 30 million customer lines
- Each week Openreach completes around 201,000 jobs in homes and offices
- Around £12.5 billion assets, more than £5 billion projected revenues
- More than 21,000 vans serving our customers
- Over 101,000 street cabinets
Over 8 million jobs completed per year

Over 125 million km copper access

300 million calls a day across our network

Covering 30 million premises connected to our 5,500 exchanges

26 million homes and businesses have access to super fast broadband
4. What we do

Openreach is made up of lots of areas. Explore what each of the different teams do to discover more about our customer focused approach.
<table>
<thead>
<tr>
<th>DESIGN</th>
<th>ENABLE</th>
<th>DELIVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer, Commercial &amp; Propositions</td>
<td>Chief Engineers Office</td>
<td>Service Delivery</td>
</tr>
<tr>
<td>Writes a customer driven brief for the business</td>
<td>Making the network the best it can be</td>
<td>Delivers service to residential, consumer and SME end customers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer Service</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The CP customer interface</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Business and Corporate Delivery</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sits within Service Delivery, Business and Corporate Delivery and Infrastructure Delivery</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Supplier Delivery</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Implements our external sourcing strategy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Central Functions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Provides the critical support services to develop our business</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Service Delivery**: Delivers service to residential, consumer and SME end customers.
- **Customer Service**: The CP customer interface.
- **Business and Corporate Delivery**: Sits within Service Delivery, Business and Corporate Delivery and Infrastructure Delivery.
- **Supplier Delivery**: Implements our external sourcing strategy.
- **Central Functions**: Provides the critical support services to develop our business.
What we do

Customer, Commercial and Propositions

• Sets our strategy
• Writes a customer focused brief for the business
• Takes on board all feedback from our customers
• Manages our investments and our profit
• Creates our propositions.

Chief engineers office

• Responsible for making sure our network meets the needs of customers – not just now, but for the future
• Our biggest priority is to help deliver a better network, with improved capability and reliability, and with greater efficiency.

Customer Service team

• The Communications Provider customer interface
• Sits within our business units, working with our customers to make sure we deliver a reliable and quality service, where issues are addressed quickly and efficiently
• Monitors network for service availability and performance.

Service Delivery team

• Provides service to residential consumer and small or medium enterprises (SMEs)
• This means 25,000 engineers installing and maintaining (fault fixing) our volume voice, data and broadband products
• Fully accountable from planning through provision and repair to tail.
## What we do

### Infrastructure Delivery
- Builds and maintains our network infrastructure
- Programme manages the delivery of network build (BDUK; New Sites; Fibre Cities; Repayments; Asset Assurance)
- Plans and delivers large, complex infrastructure builds and the resources required to execute.

### Business and Corporate Delivery
- Provides service to business and corporate customers (our larger customers)
- Installs and maintains (fix faults) our value products (i.e. Ethernet; Optical Spectrum; Private Services). Also, manages and maintains our access fibre network.
- Fully accountable from planning through provision and repair to tail.

### Supplier Delivery
- Implements our external sourcing strategy
- Creates and manages the commercial relationship with our supply partners.

### Central Functions
- HR, Finance, CIO, Legal Regulatory & Equivalence, Comms, Public Affairs and Strategic Management make up our central functions
- Provides the critical support services to develop our business
- Engages with our people, customers, stakeholders & shareholders.
5. What we stand for

Our purpose is to build Britain’s Connected Future.
Our purpose

Together we’re building Britain’s connected future…

skilled teams delivering a great experience to customers nationwide through better service, broader coverage and faster speeds
# Our purpose

## Better service
Delivering a step change in customer experience, meeting or exceeding Ofcom's Minimum Service Levels and fixing key irritants

Our approach is to deliver on time, right first time, own it, and work smarter

For consumers: that means halving missed appointments, multi-skilling engineers, case managing problems and improving network health

For businesses: delivering 20% more Ethernet, with delivery certainty and owners for complex circuits

## Broader coverage
Go beyond 95%: aiming to extend coverage including 'gain-share' dividend from BDUK areas, to take fibre further

More competition: providing access to Openreach's ducts and poles

Ready to deliver 10Mbps Universal Service Commitment: developing and testing technology and commercial options

## Faster speeds
Taking the UK from Superfast to Ultrafast:

Ambition to extend Ultrafast with mix of technologies to 12m premises by 2020

Delivering G.fast to 10m homes and businesses by 2020

Ambition to increase FTTP to 2m new homes and SMEs
Our Values

Personal
- We come across as human beings.
- We show that we understand and care.
- We respond to what our customers want.

Simple
- We’re straightforward and easy to deal with.
- We make complex things clear.

Brilliant
- We’re ingenious.
- We lead the way in creating new things.
- Whatever we do, we do it really well.

What do our values mean?

Our values influence every part of how we do things here. We need your help to bring our values to life in your work to make sure we deliver the right experience for our customers.
6. Our portfolio

Our business is organised around our customers and operates within three target markets.
Our markets

**Consumer & residential**
Most of the UK’s population relies on our copper and fibre network for communication, access to information, online transactions and entertainment.

The consumer and residential segment includes the tens of millions of people using telecommunication technologies and internet devices within the home.

**Business & corporate**
The segment spans corporations, SMEs and home offices which rely on our Ethernet and Optical products to connect to online storage, business systems and the digital economy.

Business and corporate is our primary base for our Ethernet and Optical products, driven by a demand for high speed data connections and flexible service options.

**Infrastructure**
Demand from these customers push us to expand our network, through pre-building fibre links to data centres, increasing T-node coverage, bringing broadband to new buildings or providing backhaul to Communications Providers.
Our customers

Consumer & residential
- c.5 Communications Providers
- c.27.2m end customers

Business & corporate
- c.532 Communications Providers
- c.5.1m end customers

Infrastructure
- c.60 Communications Providers
- c.3k house builders
- c.550 data centres end customers
Fibre access

We’re revolutionising the online experience and it's not just about speed. It's enabled homes and businesses to simultaneously do more online and is being delivered by us in two ways:

Superfast:

FTTC (Fibre to the Cabinet): a part fibre, part copper infrastructure capable of delivering download speeds of up to 80Mbps, upload speeds of up to 20Mbps

Ultrafast:

FTTP (Fibre to the Premises): a pure fibre infrastructure capable of delivering download speeds of up to 1Gbps and upload speeds of 220Mbps

G.fast: a cutting edge technology that allows us to deliver Ultrafast speeds over existing copper lines, meaning we can deliver far higher internet speeds, more quickly and with minimal disruption
Our fibre network

Our fibre network already passes over 26 million premises - around three quarters of the UK - and is open to all Communications Providers on an equal basis. And we’re still building. This will help the UK boast 95 per cent coverage for fibre broadband within the next few years. Something we can all be very proud of!

And we’re looking to the future too. Bringing ultrafast speeds of up to 330Mbps via G.fast technology to millions of homes and businesses by 2020. And introducing voice over fibre capability to eliminate the need for copper infrastructure.
Local Loop Unbundling (LLU) provides a direct connection to the local network – commonly referred to as the local loop.

LLU enables Communications Providers (CPs) to install their own equipment in (or close to) Openreach exchanges in order to connect end customers’ lines to their own network. This gives CPs the flexibility to differentiate their business and the services they offer.
Local Loop Unbundling (LLU)

Local Loop Unbundling is being delivered by us in two primary ways:

- **LLU MPF**: provides both a voice and data connection over a single copper wire
- **LLU SMPF**: provides only a data connection and must be used in conjunction with another copper product
Wholesale Line Rental (WLR)

Wholesale Line Rental enables CPs to provide their own branded telephony services on the Openreach network. Openreach provide, repair and maintain the line and CPs supply the service, set the price and bill their customers.

Wholesale Line Rental encourages competition in the market place. This is because CPs can supply services to members of the public and businesses without having to maintain or install their own local access networks.

There are more than 18 million lines and channels in service.

There are more than 400 CPs selling WLR – proof that Wholesale Line Rentals are a success in the market place.
Wholesale Line Rental (WLR)

WLR is being delivered by us in two primary ways:

- **WLR Basic**: provides complete flexibility, allowing the CP to overlay the service they want

- **WLR Premium**: is supplied with extra features and functionality that support an enhanced WLR experience
Ethernet services

Our Ethernet products offer Communications Providers a wide choice of high bandwidth, permanently connected circuits, with unrivalled coverage across the UK.

These circuits will extend and build customer data networks enabling service to their end customers. From Access, to Backhaul, to Resilience, our portfolio has it all.

Ethernet services are designed to help CPs extend their networks and deliver a range of high quality services.
Types of Ethernet services

Types of Ethernet services we have available:

**Access**
- Ethernet Access Direct
- Street Access
- CCTV Access
- Aggregation
- Wholesale Extension Services
- Broadcast Access

**Backhaul**
- Ethernet Backhaul Direct
- Backhaul Extension Services
- Bulk Transport Link
- Cablelink

Our range of access products offer point-to-point fixed symmetrical Ethernet bandwidth between two defined sites.
Optical

Our Optical Spectrum Services products provide a highly secure, flexible and cost-effective way of moving very large amounts of data between UK-wide locations via dedicated fibre links.

The combination of high bandwidth, low latency and the ability to aggregate large numbers of network connections, makes them flexible enough to meet a wide range of customer needs.

These include the provision of high quality, future-focused services that support the most demanding cloud applications, next generation data centre connectivity, high-speed file transfer and business continuity data storage and retrieval solutions.
Dark Fibre Access

Dark Fibre Access (DFA) is a new infrastructure product from the Openreach Ethernet portfolio which will be available from 1 October 2017.

Dark fibre access allows customers to design and build connectivity services and solutions.

The regulated Dark Fibre Access product will be available, to all interested CPs, from product launch. It will be available on a national basis in the regulated areas – so the whole of the UK excluding Hull, Central London, core routes and data centres.

Openreach Dark Fibre Access service offers an uncontended, unmonitored, unlit optical path over an end to end radial distance of up to 45km and a maximum route distance of 86km between two sites. This will be a passive service and no equipment will be provided to light the fibre provide, hence the reference to ‘dark fibre’ in the product title.
Service products

We’ve lots of value add service and solution products to offer our customers. To name a few:

- **Engineering Solutions** – we provide CPs with access to our unrivalled engineering expertise to carry out a range of activities beyond the Openreach core network, all on their behalf

- **Number Portability Services** – this allows end customers to change their CP without changing their telephone number

- **Dialogue Services** – this enables our CPs to make real-time, online enquires about plant availability and quality, validate addresses, test lines and reserve appointments

- **Management Solutions** – our own network programmes, and service centres don’t manage themselves, they require the skills of in-house experts. Those same experts can provide our CPs with anything from project management and advice through to customer service support.
Our Mobile Infill Infrastructure Solution supports 3G and 4G mobile coverage across the UK. It enables Mobile Network Operators who have licensed mobile spectrum or Communications Providers (CPs) who have MNO customers with licensed mobile spectrum to improve localised mobile coverage, helping to resolve mobile signal black spots. MiiS provides micro radio cell site solutions which combine the use of our Nationwide network of selected poles with the provision of new powered street cabinets.
Physical Infrastructure Access (PIA) provides the ability for CP’s to share our duct and pole infrastructure in our access network so that they may deploy their next generation access networks in order to offer superfast broadband and telephony services to their customers.

PIA consists primarily of duct and pole sharing:

**Duct sharing**

With the duct sharing product, Openreach grants a licence for CP’s to install sub duct in our access duct within which they can install their cable.

**Pole sharing**

With the pole sharing product, Openreach grants a licence for CP’s to attach and maintain equipment on our existing Openreach owned poles. All work must be done in compliance with specified engineering rules and health and safety standards but it is a much more critical requirement for poles.

Both duct and pole sharing are part of the many things we are doing to underpin the UK digital economy vision.
8. What next?
See where to go to explore more.
Find out how we are performing

Our Key Performance Indicators (KPIs) are published every quarter to show how we’re doing [here](#) (click to see latest dashboard).

---

**Better service for homes and smaller businesses**

**Better service for larger businesses**

**Broader coverage and faster speeds**

We’re reporting on both our copper and fibre networks over and above Ofcom’s mandatory reporting requirements.

---

**We’re making our engineers available ahead of our service level agreements**

<table>
<thead>
<tr>
<th>Service level agreement</th>
<th>12 DAYS</th>
<th>Q3 year-to-date result</th>
<th>8 DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

We’ve included all provision jobs where an Openreach engineer is needed. The Ofcom minimum level of service relates to regulated copper products only.

---

**We’re halving missed appointments to 2.5% this year**

<table>
<thead>
<tr>
<th>Q3 result</th>
<th>2.6%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In Q3 we reduced our missed appointments by 55% compared to the same period last year.

---

**We’re connecting homes and businesses on time**

<table>
<thead>
<tr>
<th>Our 2017 target*</th>
<th>95%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 year-to-date result</td>
<td>93.5%</td>
</tr>
</tbody>
</table>

*Ofcom minimum level of service is 89% for regulated copper products only

---

**We’re fixing more network faults on time**

<table>
<thead>
<tr>
<th>Q3 year-to-date result: <strong>79.7% repaired on time</strong> against 75.8% for the same period last year and against our Ofcom minimum level of service for copper faults of 77%</th>
</tr>
</thead>
</table>

These figures refer to copper and Fibre to the Cabinet across Q1, Q2 and Q3 of the fiscal year 2016/17.
Test your knowledge

Why not see how much you have learnt by trying our quick quiz [here](#)
openreach
a BT Group business
© British Telecommunications plc