



# Fibre Installation Working Party Project Scope - Amended

**8 February 2018**

**The project scope was amended to re-baseline the project timeline. This was approved by the working party, including the TCF CEO, at the meeting held 8 February 2018.**

## **1. Introduction**

The UFB Product Forum has had a long standing issue logged regarding the installation of fibre for UFB. After holding a series of customer experience workshops, whereby the industry considered the installation process from the customer's point of view, it was apparent that at each step for the customer there were many activities, varied outcomes and no agreed basic process outputs that the industry as a whole was working to.

At the June 2016 UFB Product Forum meeting the Forum agreed to submit a project proposal to the TCF Board to establish a working party to develop an industry code on the basic minimum standard for the activities required to successfully install fibre at a customers premises.

The project proposal was approved by the TCF Board at the June 2016 meeting.

## **2. Issue**

The UFB installation programme currently has no consistent approach, agreed processes or clear communication plan for customers wanting to have fibre installed at their premises. Existing process gaps and constraints can prevent a smooth install of fibre for customers, resulting in customer uncertainty of the pending process and facing delays in their connection date while scoping, consenting and rescheduling occurs. The worst scenario is that a customer has no real understanding of the installation required at their premises and/or is left without connection which can lead onto disputes.

As demand for fibre increases any weaknesses in the industry processes will become exacerbated therefore there is a need for processes to be clearly documented and agreed in an industry Code.

Communication to customers throughout the process is varied, what we do know is that the customer doesn't really care who is delivering the information as long as it is correct, that updates are regularly provided and that they have someone to contact when things go wrong. The industry agrees that they can do better to keep the customer informed.

### 3. Scope

The purpose of the Fibre Installation Working Party (working party) is to develop a Code which sets out the activities and process steps for fibre installation which will be supported by the opportunity to develop consistent messaging and communication to customers. The focus will be on residential customers with the view that the working party will consider specific business issues as part of the next phase of work once the residential process is defined, however access of service across both business and residential will be covered by the Code.

The objective is to define the steps required to meet the customer expectations this is interpreted as defining the 'what' not the 'how'. In some cases it will be agnostic about how the information is presented to the customer and who meets those expectations, but in other circumstances, it will need to be specific. It is intended to be considerate to the fact that RSPs have their own customer relationship ethos or requirements, allowing the retailer to operate in the way they prefer, for certain steps in the process, whilst still defining the underlying consistent industry process.

The working party intends to reference and build on the work already completed under the UFB Product Forum's consistent install sub-group.

#### 3.1. In scope

The scope will cover all types of new connections for SDU, MDU and RoW premises from the customer's decision to purchasing a fibre service to completing reinstatement at a premises. The following outcomes will be considered as part of the scope:

- Agreement on how the responsibilities will be allocated;
- Guidance on the information that should be presented to the customer during the installation;
- Agreement on the period of time between each step of the process;
- Effective communication between the RSP, LFC, contractor, and end customer;
- Perimeters for managing and forecasting order volume; and
- Reporting key metrics to measure success consistently nationwide.

Specifically the working party will address the following items which were activities identified in the customer experience workshops regarding the information to and from the customer:

- Product & Services information gathering and presentation to and from the customer (including consent process);
- Scope of works including installation quality.
- Install plan
- Install dates
- Preparation of the customer for install
- Internal and external works including reinstatement and quality.
- Connection including failed install process.
- Order complete including post connection customer service

For each of the items above the working party will consider the following:

- Communication / message to and from the end customer;
- What the minimum set of actions are required;

- What the process is for failure or faults;
- Service level agreements;
- Key reporting metrics; and
- Impact assessment on technology to deliver an agreed solution or change.
- Connection of fibre services which are deemed an abandon, intact or transfer type connection.

### 3.2. Out of scope

- Copper installation and process
- Technical specifications of the install technology.
- Transfer of primary and secondary services.

## 4. Deliverables

The deliverables from this project are:

- A Code detailing the agree activities, processes and communication plan (which would include the specific information exchanges and content), responsibilities for fibre installation between the RSP, LFC (including their technician) and the end customer (include details of what a good customer experience is throughout process);
- Agreed reporting metrics to monitor change and success;
- Agreed implementation plan for any technical solution required to be delivered; and
- Agreed change management plan to update documents, contracts and communication channels (websites etc.) to be in-line with the Code.

## 5. Proposed Timeline

The TCF working party notes that implementation of any new processes and supporting system changes may require a phased approach and prioritisation may happen depending on agreement from the working party.

Week	Date	Step	Completed
1	8 Feb	Members complete their review of the Code and provide TCF comments and outstanding issues. Meeting held to review list of issues.	
2	15 Feb	Workshop to address issues list and discuss proposed compliance framework.	
3	22 Feb	Meeting to review drafting changes, new version circulated. Discuss feedback on compliance framework.	
4	1 March	Drafting changes and compliance framework	
5	8 March	Agree final drafting changes and compliance framework	
6	22 March	Code issued for internal review (2 weeks).	
7	5 April	Final comments from members submitted – Meeting to review	
8	12 April	Meeting	

9	20 April	Working Party approval deadline for Code to be submitted to TCF Board for approval for public consultation	
10	3 May	Board Meeting	
11	7 May	Code issued for public consultation (4 weeks)	
12	2 June	Deadline for submissions	
13	X June	Working Party meeting to discuss submissions and agree any changes	
14	7 July	Working Party approve Code to be issued to TCF Board for approval	
15	12 July	Code sent to TCF for inclusion in Board pack	
16	26 July	Board Meeting	

## 6. Working Party Membership

The following representatives are members of the UFB Fibre Installation working party

	Organisation	Name
<b>Project Leader:</b>		Not required at this point
<b>Working Party Members:</b>	TCF	Clare Dobson (Forum Administrator) Geoff Thorn
	2degrees	Julie Harris
	Chorus	Alan Mitford-Taylor Tania Searle
	Enable (LFC)	Malcolm Campbell
	Fusion Fibre	Andrew King
	Kordia	Richard Lewis
	Northpower (LFC)	Greg Tucker
	Spark	Dave Simpson Emma Carboon Joseph Fuller
	Trustpower	Ange Vos Daren Leggatt Hallit Bresloff
	UltraFast Fibre (LFC)	Paul Wilcox Nise Williams
	Unison Fibre	Richard Millea
	Vocus	Matt Egbers
	Vodafone	David Diprose Jeremy Lane Nicole Johnston Steve Milne Vanessa Newman

## 7. Resource Requirements

This project will be funded out of the TCF budget for 2016/17.

## 8. Recommendation

That the working party review and approve this project scope