

# openreach

a BT Group business



## Openreach Engineers

Due to the UK Governments announcement yesterday evening Openreach has amended their ways of working. Openreach will now prioritise only the essential work and absolutely minimise work that requires engineers entering customer premises.

**Repair work** will continue to be focused on restoring service with safe working practices, and with revised processes to further reduce social interaction wherever possible.

### With immediate effect:

- **Appointment books will be closed for new appointed provision with books moved out to 1<sup>st</sup> June 2020**
- Attempt to complete appointed inflight orders outside of the premises
- **Non appointed** orders will continue to go ahead where no visit is required to go to the premises (transfers, upgrades to Fibre to the Cabinet)
- **Repair books will remain open** at this time - non urgent repairs are being reviewed
  
- **Engineers will be asked NOT to enter the end customer premises and to enable/restore service where possible from outside of the premises. However, if the fault has been appointed and service cannot be enable/restored externally the engineer will ask the COVID questions prior to entering the premises.**

**Provision work** will be limited to:

- **Self-install activities** (i.e. where there is no engineering visit to the end customer premises)
- **Service to vulnerable customers** (in-home and carried out safely, only where essential)
- Those customers who have no other form of broadband or telephony available - and will look to deal with these via escalation channels to find a solution that doesn't require a home visit.

Should you come across a **RED** banner when trying to book an appointment - **Please search from the 1<sup>st</sup> June onwards as this may bypass the issue.**

Openreach will be sharing more details as it becomes available.