

Customer briefing

Ethernet 2.5Gb and 10Gb orders - important provision update

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This briefing on the provision of high bandwidth Ethernet services is for Ethernet Communications Providers.

This briefing is to advise Ethernet customers of possible delays to the current provision of high bandwidth services at 2.5Gb & 10Gb. A high number of orders have been placed that were not provided in a forecast to Openreach. The likely impact on delivery timescales and actions being taken are detailed below.

Background

Openreach are keen to work with customers to ensure we deliver service in a timely manner. In order to do this, Openreach request on a rolling quarterly basis that customers submit a forecast for Ethernet services they expect to order.

This is important for Openreach as it ensures we have information to match resources both in terms of people and equipment to meet our customers' requirements.

We have, over a number of months, made customers aware of the need to forecast at both Ethernet Customer Forums and via Round-up. (Please see [ETH 031/08](#), [ETH 015/08](#) & [ETH 004/08](#).)

Forecasting as a Contractual Requirement

Forecasting is a contractual requirement. See Schedule 4 of the contract for example for WES: and <http://www.openreach.co.uk/orpg/products/wes/eoiwes.do#7>.

Note: Where a customer has not provided a quarterly forecast, we will manage the provision of these order against CDD where possible. However, it should be noted that these orders may result in longer delivery lead-times and SLG payments for late delivery of these circuits may be suspended.

Current Situation

Openreach are currently dealing with a high volume of orders which were not forecasted for the 2.5Gb and 10Gb higher bandwidth products. As a result, the corresponding equipment is not readily available for all of the orders which have been placed. We are doing all we can to deliver service to the existing CDD per order and we are working hard to ensure we maximise our assets to do this.

Openreach Actions

We are working with our suppliers to resolve the situation as quickly as possible. The impact of these high unexpected volumes is that we may not be able to deliver to the original CDD. We have made it clear that a failure to forecast may result in longer lead-times. This is currently the case with these services in some circumstances.

Next Steps

We are continuing to review the detail of all orders to ensure each is delivered as quickly as possible.

It is important that we continue to work closely together to avoid a repetition of the current situation. Please continue to make every effort to provide a quarterly forecast. If you become aware of additional volumes in between forecast periods, please make your CBM aware of the details so that we can do all we can to deliver your orders. Please note, the next forecast is due by 18th May, your CBM will support you if required.

We apologise for any inconvenience that this may cause and are doing all we can to resolve the situation.

If you wish to discuss the information contained within this brief, please contact your Customer Business Manager.

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