

Customer briefing

Clarification on the use of LMO LVR

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Status: **For Information**

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This briefing on the Link Multiple Orders Low Volume Request form is applicable to all Wholesale Line Rental (WLR2) Communications Providers.

Clarification on the use of LMO LVR

Openreach has been asked to provide clarification in relation to how and when this LVR should be used.

Feedback from Communications Providers (CPs) has highlighted that not all our customers are aware of the process triggered by the use of the Link Multiple Orders LVR.

The Link Multiple Orders LVR should only be used in those circumstances where a CP wishes to ensure that several orders raised at the same address are appointed on the same date.

Submission of the the Link Multiple Orders LVR is a request to:

Please link all orders to the earliest available appointment date, where all the orders can be completed on the same day.

For further information please contact your Openreach Customer Business Management representative.

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