

Openreach Board Audit Risk & Compliance Committee (OBARCC) bulletin November 2021

The OBARCC is the Openreach Board committee responsible for monitoring Openreach's regulatory compliance. This is our eleventh bulletin, reporting on our meeting in October 2021.

The Commitments Monitoring Office (CMO) supports the OBARCC. Communications Providers (CPs) who have queries or concerns about the Commitments are welcome to raise them with the CMO – either informally or as formal complaints. Details of how to contact the CMO, including guidelines for raising formal complaints, are available on the OBARCC [page](#) on the Openreach CP portal.

Headlines

The key headlines since our last bulletin are as follows:

- On 30 September OBARCC members attended the OTA Executive to present a summary of the OBARCC's annual report.
- The CMO updated us on its ongoing monitoring of key compliance risks.
- Openreach reported two trivial non-conformances to policy.

Report on the October 2021 OBARCC meeting

Commitments compliance

At our October 2021 meeting we noted the following:

- During the OBARCC's presentation to the OTA Executive a CP had raised a product pricing query which is being considered by the CMO.
- Ofcom's Openreach Monitoring Unit (OMU) is planning to publish its annual review of the Commitments during the third quarter of this financial year.
- The CMO is reviewing the governance in relation to the recent Equinox pricing offer to confirm its compliance with the Commitments.
- The Commitments Assurance Office (CAO) is continuing to monitor the interactions between BT Enterprise and Openreach from a Commitments perspective.
- BT and Openreach have completed a refresh of the Guidance Notes and, once approved, the revised Guidance Notes will be published externally.
- The OBARCC is continuing to pay particular attention to Commitments Risk 1 (Sustaining Openreach's greater independence of strategic decision making) in light of recent BT shareholder developments, and Commitments Risk 5 (Erosion of Commitments culture and behaviours) in light of recent and planned leadership changes in BT).

Breaches and complaints

At our October 2021 meeting no new breaches and two trivial non-conformances to policy were reported.

The first non-conformance arose when Openreach did not process a customer request for FTTP via the standard engagement and ordering process. However, if the request had been progressed through the correct channel the outcome would have been the same.

The second non-conformance arose when information relating to an Openreach press release was inadvertently shared with some members of the BT Group communications team who did not have the

required compliance marker. However, the information was not confidential as it had already been shared with industry.

No new formal or informal complaints were received by the CMO during this quarter.

BTCC bulletin

Our colleagues in BT have asked us to mention that they too publish a [bulletin](#) following each BTCC meeting.

Next OBARCC meeting

Our next quarterly meeting is scheduled for January 2022.

If you have any comments on the bulletin or our annual report, or would like to be added to our contact list for future publications, please contact us using the following email address:

commitments.monitoring.office@openreach.co.uk.