

FTTP on Demand

Product availability

FTTP on Demand (FOD) availability at an exchange level is shown in the exchange rollout lists, available from the 'Questions about fibre availability' page here: <https://www.openreach.com/help-and-support/questions-about-fibre-availability>.

Availability of the product at an individual address level will vary within an exchange area and would need to be checked separately via the Openreach Dialogue Services, please refer to the Dialogue Services Product Guide and the eMLC User Guide, both available from our Help & Support 'Guides' section: <https://www.openreach.co.uk/cpportal/help/guides>.

Multi-Dwelling Units and Multi-Occupancy Units

We recommend that you discuss the property type with your end customer to establish whether their premises is a multi-dwelling unit (MDU), i.e. apartment block, or multi-occupancy business unit (MOU), prior to the order being raised. Any orders received for MDUs or MOUs will be rejected.

Operational Capacity for 2022/23

Our FOD order capacity for the year ahead (April 2022 to March 2023) will support individual FOD customer orders, where possible, within an overall industry-wide operational capacity of 120 orders per calendar month for the UK (GB & NI).

We advise that FOD is not suitable for major multi-site network upgrade projects. Before you commit to any sales plans, please consult us first to ensure suitability of your project for FOD delivery.

When order capacity for a period exceeds our ability to supply, we will advise CPs if they are required to hold back from placing further orders.

We may need to apportion this capacity for single orders and multiple order projects to ensure that we can support CPs selling either type and we will advise further on this as required.

Further information

For more information on FTTP on Demand, download our fact sheet from the Customer Information Zone, refer to the product documentation, or please contact your Sales and Relationship Manager.