

# Customer Establishment

Version 4.0

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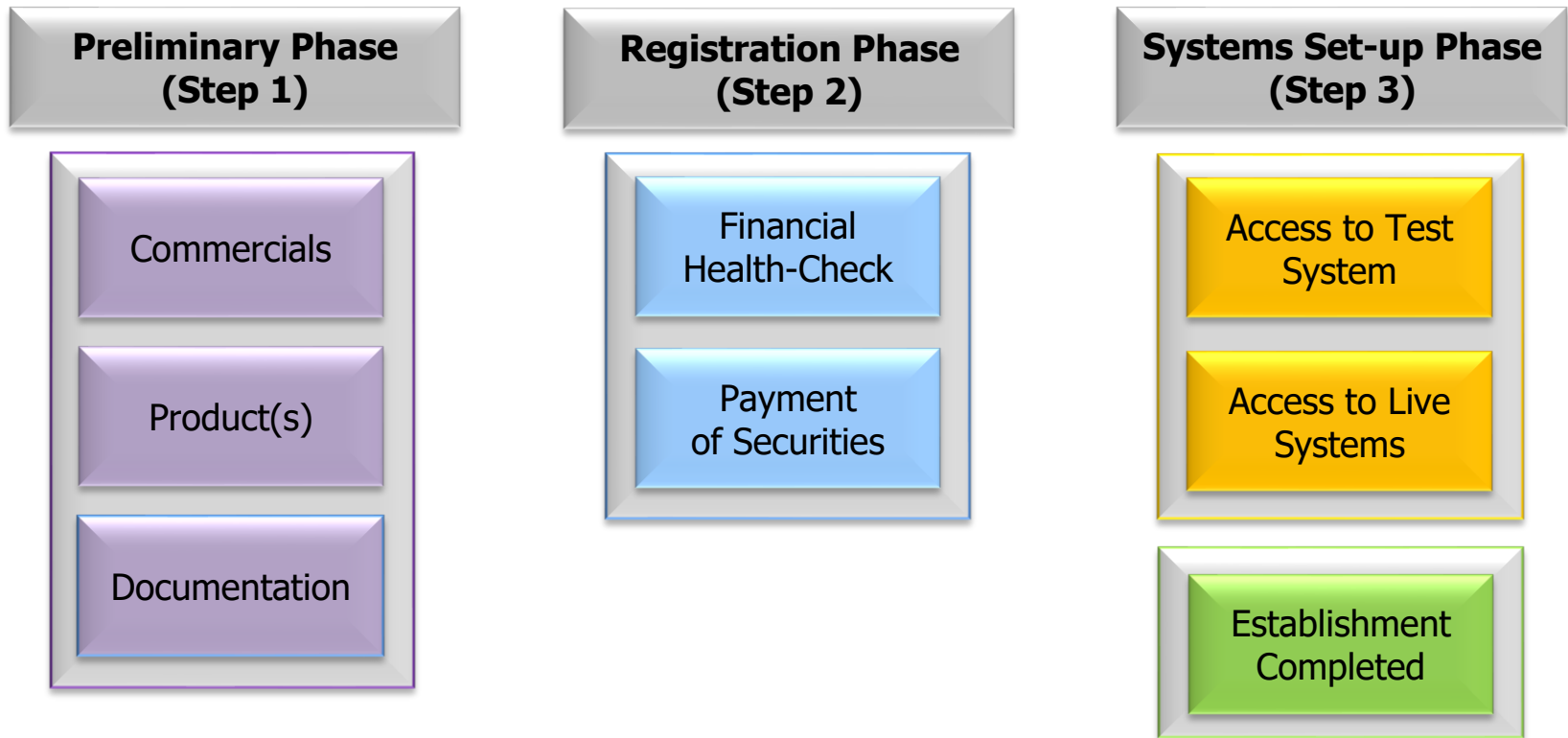
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## Disclaimer

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### ▪ **Commercials**

- To consume Openreach products customers will need to meet the Ofcom requirement of a Public Electronic Communications Network/Service (PECN/S)
- To connect to Openreach systems customers will need to meet certain computer configuration requirements
- Customers will be required to provide an overview of their business model and product requirements
- Openreach will provide customers with an overview of:
  - Contractual obligations
  - Financial health-check
  - How to connect to Openreach
  - Product Establishment

***Openreach reserves the right to reject applications which do not meet the above criteria***

- **Product(s)**

- Openreach will provide an overview of the product(s) customers require

- **Documentation**

- Openreach will send customers the following product-specific documentation where applicable:
  - Account Management Choice Letter
  - Contract(s)
  - Direct Debit Mandate
  - Product Establishment Form
- Customers are required to complete and return the documentation and may also be asked for additional product-specific information

***Once customers have met all criteria within this phase Openreach will confirm progression to the next phase by email***

### ▪ Financial Health-Check & Payment of Securities

- Openreach will conduct a financial health-check for new and existing customers against each additional product setup
  - New customers to Openreach are required to pay an establishment deposit
  - Customers may be required to pay further securities in the form of a Payment in Advance and/or a Security Deposit (any securities requested are required to be paid by BACS/CHAPS transfers)
  - Upon confirmation from Openreach Finance of cleared funds received, Openreach will countersign the product contract
  - The preferred method for payment of Openreach invoices is Direct Debit unless otherwise agreed with Openreach Finance

For further information regarding establishment deposits and additional securities please refer to the Openreach Credit Vetting Policy - <https://www.openreach.co.uk/orpg/home/contactus/customerestablishment/downloads/OpenreachCreditVettingPolicy.pdf>

***Once customers have met all criteria within this phase Openreach will confirm progression to the next phase by email***

- During this phase Openreach will arrange to give customers access to the appropriate platforms and will work with them to undertake related tasks
  
- **Access to the test platform**
  - The test platform is a replication of our live order environment and is called the Customer Verification Facility (CVF)
  - The products and services available on CVF are WLR3, Ethernet Access Direct, Ethernet Backhaul Direct, Local Loop Unbundling, Superfast Fibre Access, Service Based Solutions and Web Services
  
  - Benefits of CVF:
    - Familiarisation with the order and fault journeys
    - Customers can create their own in-house training modules
    - On-going CVF access after completion of establishment
    - 24-hour access to CVF is available
  
  - Openreach will provide a demonstration of the order and fault journeys for relevant products
  
  - Openreach will recommend that customers complete mandatory test scenarios



### ▪ Access to the live platforms

- Openreach will provide customers' nominated personnel with access to the live platforms
- Customers can now place live orders and faults for the established product/s

### ▪ What happens next?

- Openreach will return a copy of the countersigned product contract
- Where applicable Openreach will arrange for a Sales & Relationship Manager and Customer Experience Manager to support the on-going management of the customer's account
- Once customers have completed relevant steps Openreach will confirm by email that the establishment has concluded
- The customer has now completed the product establishment and will move into Business As Usual (BAU)

### ▪ **Help and support**

- Using the Openreach Portal – [http://www.openreach.co.uk/orpg/home/helpandsupport/help\\_support.do](http://www.openreach.co.uk/orpg/home/helpandsupport/help_support.do)
- How to Guides – <http://www.openreach.co.uk/orpg/home/helpandsupport/how-toguides/howtoguides.do>
- How to Videos - <https://www.openreach.co.uk/orpg/customerzone/helpandsupport/howtovideos/howtovideos.do>
- Customer Service Plan – <https://www.openreach.co.uk/orpg/customerzone/products/customerserviceplan/csp.do>
- Customer IT Zone – <https://www.openreach.co.uk/orpg/customerzone/ciz/home.do>
- Openreach Service Desk – [openreach.service.desk@openreach.co.uk](mailto:openreach.service.desk@openreach.co.uk)
- Customer Establishment – <http://www.openreach.co.uk/orpg/home/contactus/customerestablishment/customerestablishment.do>

### ▪ **Products and Pricing**

- Products - <https://www.openreach.co.uk/orpg/home/products/products.do>
- Pricing – <https://www.openreach.co.uk/orpg/home/products/pricing/loadPricing.do>

### ▪ **Tools**

- Order and Fault Trackers – <http://www.openreach.co.uk/orpg/customerzone/products/serviceproducts/orderandfaulttracker/description/productdescription.do>
- Customer Test Facilities – <https://www.openreach.co.uk/orpg/home/helpandsupport/cts/cts.do>

### ▪ **Communications**

- Updates – <http://www.openreach.co.uk/orpg/home/updates/updates.do>
- Registering for Notifications and Briefings - <https://www.openreach.co.uk/orpg/notifications/loadNotificationSettings.do>
- Industry Meetings/Forums – <http://www.openreach.co.uk/orpg/home/products/industryforums/industryforumlanding.do>

# openreach

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