

Future-proofing Northern Ireland

Our annual review for
2018/19



What's in here

It's been an exciting year here at Openreach Northern Ireland as it's our first year since transitioning to Openreach Northern Ireland. We want to tell you how our year went in 18/19 but since we've passed the one year milestone of being Openreach Northern Ireland we want to tell you how we've been doing so far this year as well.

You can find out what our Managing Director says about our progress, learn about our latest performance, and of course, check the numbers.

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Who are Openreach Northern Ireland?

We're the people behind Northern Ireland's digital network

We connect homes and businesses, large and small, to the wider world. We work every day to get faster broadband speeds, broader coverage and better service for everyone.

How we work

We're an open wholesale network provider. That means our services are available to everybody. And our products always have the same prices, and terms and conditions, no matter who's buying them. We have around 600¹ communication providers as our customers. We connect communication providers to their networks so they can sell the public and businesses landline, mobile, broadband, TV and data services.

We're part of everyday life

We're not exaggerating when we say that our broadband network touches almost every part of daily life. It's the largest in Northern Ireland, covering almost *732,000 homes and businesses. Our point-to-point business lines (called Ethernet lines) connect thousands of schools, hospitals, financial institutions, mobile masts and large businesses – even TV, CCTV and data centres.

Our broadband network is the biggest in Northern Ireland, available to almost

***732,000**
homes and businesses

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We made FTTP available to 108,000 homes and business's last year - more than we had in the 7 previous years put together. This quadrupled our footprint to 138,000. It doesn't stop there - last year we invested around 13.5 million in our full fibre network, this year we will be investing heavily again.

James Dalton, Openreach Northern Ireland Delivery Manager

Openreach Northern Ireland in numbers

We carried out over 400,000 engineering jobs this year. We have over 750 people who work in every community and in all weathers. They tackle complicated engineering problems, coordinating works with councils, highways agencies, energy suppliers and landowners. Our engineers install and maintain the complex kit that provides ultrafast broadband services.

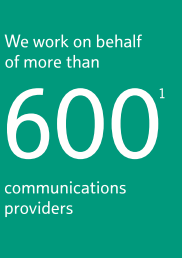
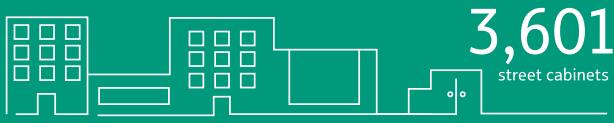
Focusing on a fibre-first future

We want to build more Fibre to the Premises (FTTP) technology. It's faster and ready for the future. And crucially, it's more reliable. We've already reached well over 138,000 properties with our full fibre network. We plan to bring fibre to an additional 187,000 Northern Ireland properties by the end of 2020.

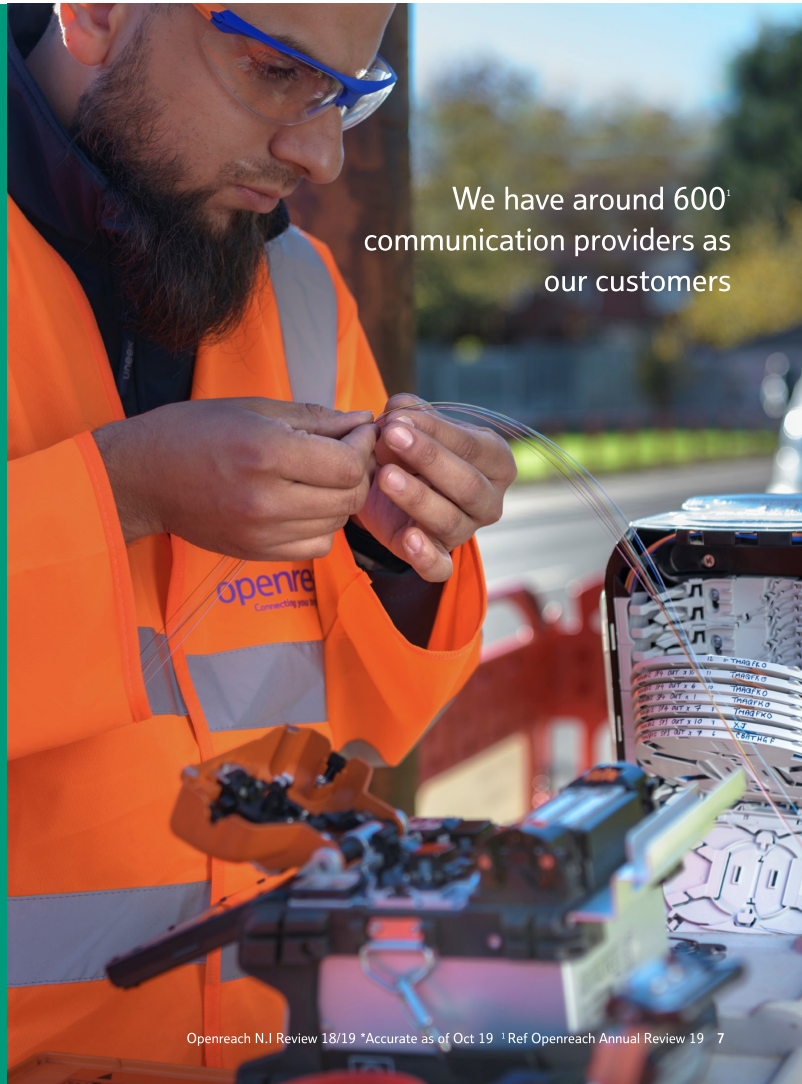
It's an ambitious target. But we believe we can meet it.

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6 Openreach N.I Review 18/19¹ *Accurate as of Oct 19 ¹Ref Openreach Annual Review 19



We have around 600¹ communication providers as our customers

Openreach N.I Review 18/19 *Accurate as of Oct 19 ¹Ref Openreach Annual Review 19 7

A message from our Managing Director, Mairead Meyer



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Our ambition is to drive Northern Ireland's digital future, and we're committed to building the infrastructure the region needs to stay at the forefront of broadband innovation and to compete in the global digital economy.

Mairead Meyer, Managing Director, Openreach Northern Ireland

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Our ambition is to drive Northern Ireland's Digital future, we're committed in building the infrastructure the region needs to stay at the forefront of broadband innovation and to compete in the global digital economy.

The Openreach team here, which is over 750 people strong, continually focuses on providing better, broader and faster connectivity and maintaining our excellent record of serving customers. Our customers rely on us - it's our infrastructure that keeps their customers connected.

Our engineers build and maintain the copper and fibre lines that run from telephone exchanges to local homes and businesses. Many of the communication providers operating in NI use this open access network to connect their customers to phone, broadband, data and TV services.

We are continuing to invest in the roll out of next generation fibre technologies and Superfast Fibre Broadband coverage in NI is now at more than *88%. We're also on track to reach our target of building 40% of homes and businesses with Ultrafast Broadband, bringing fibre all the way to people's front doors, by the end of 2020.

Openreach Northern Ireland are committed to providing customers with the digital connectivity they need and deserve. In fact, in late 2018, we announced that Belfast was the first city in NI to benefit from Openreach's fibre-to-the-premises (FTTP) roll out, where fibre optic cables are laid from the exchange direct to people's front doors.

We know that this news is a boost for the city's already thriving digital sector. Those working from home will also benefit as the technology is made

We are fixing

91.5%

of Ethernet faults within five hours*



We're rolling out fibre across more than

30 locations

by March 2021

available to thousands of homes and businesses in the area, providing more reliable and resilient connections. We now have *almost 60% of businesses in Belfast connected to fibre.

FTTP connections provide even greater capacity for multiple devices and data-hungry services, from High-speed uploads and data sharing to smart home applications and Virtual Reality. The technology can also be a catalyst for greater productivity and improving the way businesses work, enabling SMEs to explore and compete in global markets, use more effective technology, systems and processes, as well as operate more efficiently thanks to improved reliability.

We often face complex engineering challenges as we roll out our fibre network. But it's an exciting time for us - our ambition is to bring the best possible connectivity to everyone, everywhere right across Northern Ireland.

Mairead Meyer, Managing Director Openreach – Northern Ireland

Mairead Meyer
continued

We're rebranding
our correspondence,
workwear and ID cards to
Openreach. And we're well
on the way to rebranding
all of our



Fulfilling our commitments to Ofcom

Following the implementation of the Commitments in 2018, we implemented a series of changes to our governance and operations to give Openreach Northern Ireland control of its strategy, investments and plans within a strategic and financial framework defined by our host organisation, Openreach Ltd.

In October 2018 we began another stage of our journey as we rebranded, introducing the Openreach brand to Northern Ireland for the first time. Our +750 strong team received new uniforms, email addresses and identity cards, and we are continuing to rebrand our vehicle fleet which we hope to complete by March 2020, a year earlier than required by the Commitments.

The local team already delivered Openreach products and services in Northern Ireland and will continue to focus on providing better, broader and faster connectivity for customers. The use of the Openreach brand, in place of the BT logo, has provided greater clarity and confidence for Communications Providers around our independence from BT.

We rebranded in line with voluntary commitments made by BT, following regulator Ofcom's UK-wide Digital Communications Review in 2015. This builds on changes that the BT Group has already made in Great Britain, including the creation of Openreach Limited with its own independent Board. Openreach Northern Ireland still remain employees of BT PLC.

We're committed to staying at the forefront of broadband innovation and maintaining our strong record for serving customers across Northern Ireland who will continue to receive the same levels of service.

We've also invested heavily in a new marketing strategy to raise awareness of the Openreach brand in Northern Ireland, and to help people better understand the infrastructure behind the broadband in their homes and offices.

Our Commitments to Ofcom

April 2018

Agreed a new regulatory framework for Northern Ireland in the Commitments of BT PLC to Ofcom

August 2018

Decision to move Northern Ireland Networks to be hosted by Openreach

October 2018

Northern Ireland Networks renamed Openreach Northern Ireland.

We rebranded our website, laptops and phones.

We launched new Openreach ID cards.

All workwear rebranded to Openreach

December 2019

We've now rebranded 94% of our vans

In 2018/2019 Ofcom raised our Quality of service standards for copper broadband, and these were expanded to cover Fibre to the Cabinet for the first time. We also have tough Quality of service standards for Ethernet. We are working hard to make sure we meet these and deliver a great service to our customers.



We're putting 'fibre first'

FTTP is a vital technology for Northern Ireland's future. It is fast, reliable and future-proof. We believe it is key to the future success of digital services in Northern Ireland and we believe Openreach NI has to underpin this. That is why our strategy is 'Fibre First'. Last year we accelerated our fibre build programme and doubled our FTTP footprint. The new network is now available to more than 138,000 premises in Northern Ireland.

We announced at the end of September 2019 a further 3 locations we will build fibre to, bringing the total to over 30 locations across Northern Ireland by March 2021. We also continue to extend fibre into rural areas – via publicly-subsidised schemes and direct partnerships with local communities. We recently signed our 4th Community Fibre Partnership contract and the BDUK schemes has helped us bring fibre to over 23,000 premises.

Looking to the future we are committed to openness and transparency, so we are now publishing a wide range of information about our 'Fibre First' programme on the Openreach website, including maps and a list of locations we will be building in over the next 12 months.



18/19

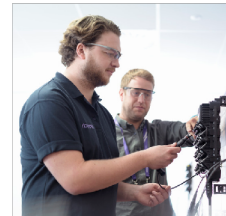
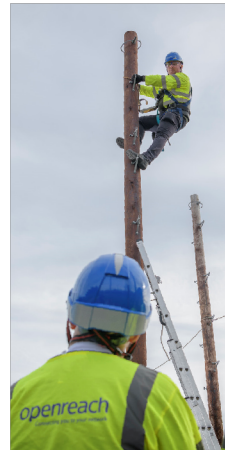
The year we delivered better service, broader coverage and faster speeds



We reduced Ethernet delivery to
38.95 days
In 2018/19 we hit the delivery date 94.74% of the time by improving tools, automating processes and working smarter

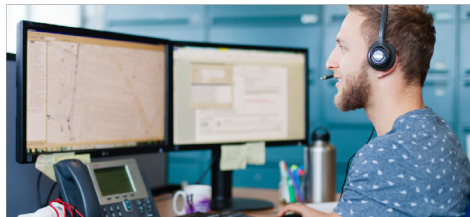


We had around
643
fewer total faults in 2018/19 vs 2017/18



Missed appointments are sitting at
1.4% YTD
in 19/20

We had over
7,500
more provisions in 2018/19 vs 2017/18



In 2018/19 we invested around
£13.5m
in extending our fibre network

Customers can trust us to turn up when we say we will most of the time

We try to keep the appointments we make with our customers, our missed appointments so far this year in 19/20 are sitting at 1.4%. We've done this by improving the way our field and control teams work together.



Investing in our people

We're really proud of our people power. We have more than 750 employees – from network architects and specialists to qualified planners. They're skilled, innovative and resourceful, and their experience, dedication and character are critical to our success.

Engineering the future

We have a great team of engineers here in Northern Ireland. They install, expand, upgrade and maintain our network across the country, in every community. Between Oct 18 and Sept 19, we hired 37 new apprentices to help us keep doing this. In 2019/2020 we're continuing that drive. To help us keep improving our network.

Our apprenticeship programme

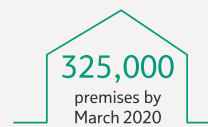
We're really proud of our apprenticeship programme. We've put a lot of work into it to ensure our apprentices get a wide range of training. These are great jobs with real career prospects. Our apprentices start on competitive salary and benefits.



Looking forward

In 2019/2020 we're ramping things up. We've got a target of reaching 325,000 premises with FTTP by the end of March 2020. We also want to help the Government and Ofcom achieve their future plans for nationwide FTTP by 2033.

We want to bring FTTP to...



We invested **13.5m** into our fibre network in 2018/2019 and in 2019/2020 we'll be investing heavily again



We're doing this through four programmes

Fibre cities

To increase access to fibre in highly populated areas

New sites

Where we work with developers to make sure every new home has a fibre connection

BDUK

Our partnership with local government to bring fibre to rural areas

Community Fibre Partnership

We've currently got 4 community fibre partnerships.

We're training more engineers so we can solve problems first time



In Openreach Northern Ireland we are committed to the training and development of our engineers. The majority of our training is completed in house in our training school in Antrim where we use a mix of classroom based and on- site training. Our buddying programme really helps develop new engineering skills further and enhances the experience with hands on learning in the field. We have recently redeveloped our training school with a new fibre training room which will support our future skills training on Fibre.”

Lynda Fox, Senior Engineering Area Manager, Openreach Northern Ireland

Investing in training

It's not just about bringing in new recruits. We want to keep our talented staff happy and motivated, so they stay with us. And that means giving them great training.

- In 2018/2019, we ran 10,000 hours' worth of training and so far in 19/20 we've already provided over 5,000 hours' worth.
- We've also introduced new requirements for our engineers who climb to be Tetra trained. Tetra is safety training for people working at height when using portable ladders for short durations. We're doing this as we want to make sure all our engineers who climb are safe at all times
- We're modernising our training facility in Antrim to make it a more vibrant place for our engineers to learn new skills. We've added more space for training classrooms and are in the middle of revamping the canteen and breakout spaces. We're also rebranding it so it looks and feels like an Openreach training facility.



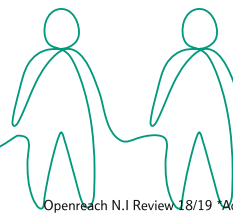
Regulatory compliance

Openreach has a strong compliance culture, which we keep alive by regular communications. We have created a 2019/2020 compliance plan for Openreach Northern Ireland, approved by the Openreach Board Audit Risk and Compliance Committee (OBARCC).

The Openreach Business Integrity team update on the Openreach Northern Ireland compliance landscape twice a year at the Northern Ireland Regulatory Compliance Committee (NIRCC). The dashboard below summarises the Openreach compliance status YTD.

Openreach Northern Ireland and the Openreach Business Integrity team have worked with Ofcom and Communication Providers on a number of enquiries and provided requested information.

Complaints & Queries	1
Ofcom Investigations	1
Commitments Breaches	0



Who are we: our senior management team

1 Mairead Meyer
Managing Director



2 Lynda Fox
Senior Engineering Area Manager

3 Gabrielle Hicks
Senior Manager, Customer & Partner

4 Allen Irwin
Senior Manager, Bids & Funding

5 Garret Kavanagh
Senior Manager, Network Plan & Build

6 David Lucas
Senior Manager, Control & Business Planning

7 Terry McCambridge
Senior Manager, Core Network, Design & Planning

8 Helen Nicholls
Senior Manager, Finance Northern Ireland

9 Joanne Pinkerton
Senior Manager, HR Northern Ireland



Want to know more about Openreach Northern Ireland?



[linkedin.com/company/openreach](https://www.linkedin.com/company/openreach)



twitter.com/weareopenreach



[facebook.com/weareopenreach](https://www.facebook.com/weareopenreach)



[youtube.com/OpenreachOfficial](https://www.youtube.com/OpenreachOfficial)



openreach.co.uk/ni

We'd appreciate any feedback you have on our report. Please send any feedback to **Gabrielle Hicks** - gabrielle.hicks@openreach.co.uk



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openreach
Connecting you to your network

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