

## Closure of Openreach’s Customer Network Solutions Unit

**1<sup>st</sup> April 2020**

Following a detailed review of our Customer Network Solutions (CNS) business, including the products and services it sells, we’ve decided to close the CNS unit with effect from 1st April 2020 and instead direct new enquiries and orders to the relevant ‘business as usual’ process across Openreach.

Openreach’s service has never been better than it is today – we’re recruiting 6,500 new engineers to keep building new fibre network and keep improving the service we deliver to our customers.

We feel that now is the right time to take this step to simplify our business, re-direct CNS works, and deliver a better customer experience for new orders. We believe that this change is in the long-term best interests of our customers and our business.

From conducting the review, we determined that:

1. Most of the products and services that CNS sells can be delivered through the ‘business as usual’ processes elsewhere in Openreach
2. The CNS customer experience is falling short of expectations, which is symptomatic of using a complex set of bespoke processes and supply chains for CNS delivery

There are two notable exceptions to (1) above.

- Work beyond the end of the Openreach regulated network (such a WiFi or structured cabling) – this represents a small part of the overall CNS business and **we’ll be stopping this work completely.**
- **Fully funded fibre infrastructure across multiple existing sites** for a specific customer project (based on end customers paying for ‘Network in Advance’ (for Ethernet) or ‘Full Fibre Infrastructure Build’ (for FTTP) – we’ll be creating a new team in Openreach’s ‘Customer & Commercial Propositions’ unit responsible for contracting these projects and delivery will move to our large build team: Fibre & Network Delivery.

Please be assured that **the vast majority of our ‘CNS’ activity will therefore continue**, albeit with some changes about how orders are placed, and delivery is managed.

**With effect from 1st April 2020**, we will be re-directing new CNS enquiries and orders as outlined on the table on the following page.

| Work type   | Who will be delivering new orders from 1st April, and how to get in touch  |  |
|---|--|--|
| Network in Advance (except for developers)        | Via CP order   | Through your communication provider  |
| Network in Advance for Developers                 | Openreach New Sites  | <a href="http://www.openreach.com/network-services/providing-new-network/">www.openreach.com/network-services/providing-new-network/</a> |
| Multi-site Fibre Infrastructure Deals (NIA, FFIB) | <b>New</b> team in Openreach CCP   | <a href="http://www.openreach.com/network-services/providing-new-network/">www.openreach.com/network-services/providing-new-network/</a> |
| Business Link Cables (complex provision)          | Via CP order   | Through your communication provider  |
| Resident Engineers and Specialist Sites           | A contact will be made available during April, in the time being <a href="mailto:cnscustomers@openreach.co.uk">cnscustomers@openreach.co.uk</a> with any enquiries |  |
| Volume Drop Wire Rearrangement Works (EWI)        | Openreach Infrastructure Solutions   | <a href="http://www.openreach.com/network-services/altering-our-network">www.openreach.com/network-services/altering-our-network</a>     |
| Tap & Verify / Network Audit / Survey Work        | Openreach Infrastructure Solutions   | <a href="http://www.openreach.com/network-services/altering-our-network">www.openreach.com/network-services/altering-our-network</a>     |

|                                    |  |  |
|------------------------------------|--|--|
| Refurbishment                      | Openreach New Sites                      | <a href="http://www.openreach.com/fibre-broadband/fibre-for-developers">www.openreach.com/fibre-broadband/fibre-for-developers</a> |
| Commercial New Sites               | Openreach New Sites                      | <a href="http://www.openreach.com/fibre-broadband/fibre-for-developers">www.openreach.com/fibre-broadband/fibre-for-developers</a> |
| Community Fibre Partnerships (CFP) | <b>New</b> Community Engagement Managers | <a href="http://www.openreach.co.uk/communityfibre">www.openreach.co.uk/communityfibre</a>   |

The closure of CNS simplifies our business considerably and will ultimately make Openreach easier to deal with through having less channels to market for the same physical engineering activity. We will work diligently to avoid any disruption to existing or new work through the changes.

All existing projects that we have contracted up to 1<sup>st</sup> April will be overseen by colleagues from our current CNS delivery team where they will ensure completion, so you can be reassured that your services will be delivered professionally.

Your local Openreach contacts will be able to provide more detail, or if you have any questions in general, please raise them directly with our Customer Service team via email at [cnscustomers@openreach.co.uk](mailto:cnscustomers@openreach.co.uk)