

Updated Guidance for CPs and Customers

To protect our people and your customers we are asking your customers to help us make their home safe pre visit

Overview

Due to the ongoing COVID-19 situation we wanted to make you aware of some changes to our processes to ensure we keep your customers and our engineers safe. We also have a couple of things to ask you to do to ensure we can provide service as quickly and safely as possible.

When you're in contact with your customer about our visit we need your help setting expectations for the day, including what they can do before the engineer arrives:

We've developed a video which will let you know what work we may carry out. We'll be texting this to your customers ahead of the appointment to support you in setting expectations for the day, which you can watch here – www.openreach.co.uk/coronavirusengineervisit

Our engineers will do all they can to get your customers up and running without entering your customers' homes. However, there may be instances where we need to enter the premises for a short duration. In case this is needed please can you ask your customers to do the following 3 simple steps in advance of our engineering visit:

1. *Please clear a path to the main telephone socket if you have one*
2. *Please wipe down any surfaces around the telephone socket our engineers may come into contact with*
3. *Please open any windows or doors if possible where the Openreach engineer will likely have to work*

Please can you also help us to set expectations for the customer on the day:

1. *On the day of the visit our Openreach engineer will contact you asking a number of screening questions which will allow us to identify if any circumstances have changed*
2. *If an engineer does needs to enter your home, please be aware that they may put on a mask and/or gloves*
3. *Please keep 2 metres social distancing from the engineer and if possible move to a different room*
4. *Once the engineer has finished working in your home they will wipe down any surface they have touched before leaving*

Customer Contact Strategy

We are using three processes to ensure that your customers understand the limitations of the work we will do and outlining our expectations of them if we need to enter the premises

