

## Differentiated Order Journey – information breakdown

The aim of the Differentiated Order Journey (DOJ) Trial is to prove the benefits of the new DOJ approach and Date Management policy for BT Wholesale Ethernet Access fulfilment.











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# Differentiated Order Journey (DOJ) Customer Trial Scope

The aim of the Differentiated Order Journey (DOJ) Trial is to prove the benefits of the new DOJ approach and Date Management policy for BT Wholesale Ethernet Access fulfilment.

In 2014, BTW in partnership Openreach developed a solution on the existing order management platform to provide progressive date certainty on the EAD product – this is referred to as Differentiated Order Journey (DOJ). Following industry engagement, solution design and an operational Proof of Concept (POC) trial, a customer trial commenced on 20th April 2015.

This DOJ solution will be tested in a limited geography (the North West of England), to prove the technical and operational changes and benefits that are being deployed as part of the solution.

### Aims of the Trial

To test and measure the benefits of:

- 1. Working 'Left to Right' to fulfil EAD orders.
- 2. Improved date stability through the use of statistical analysis to inform lead times at KCI2 and setting the order specific Target Completion Date (TCD) at KCI3.
- 3. A revised date management policy including:
  - 3.1 a more stringent policy for how we manage dates: 'legitimate' (the task driving the change can amend the CCD if it is on the critical path) and 'non-legitimate' (the task driving the change cannot amend the CCD);
  - 3.2 clearer evidence for legitimate date changes, and basis for setting the CCD >30 days will be evidenced through the Event Plan, with KCl and Clarity updates provided to customers in a timely manner;

- **3.3** progressive limited use of deemed consent through the order journey, e.g. we would not apply DC22 for Infrastructure Build after KCl4.1;
- 4. To test progressive date certainty through the life of an order with measurement points at each KEY KCI milestone;
- 5. To test the quality of the categorisation of orders by reviewing the changes to orders against their actual delivery times and the anticipated spread of order types CATs 1, 2.1, 2.2, 3 & 4; and
- 6. To provide quality data to inform separate discussions on a suitable Service Level Agreement/Service Level Guarantee (SLA/SLG) framework and support any move to take DOJ into a 'Business as Usual' state.

All BTW Ethernet orders which meet the trial criteria in the trial exchange areas will follow the DOJ process, and customers will receive the DOJ KCls for these orders. BT Wholesale have been working with Openreach & Industry to agree the changes which will apply during the trial period.

The trial KCIs, including the event plan, have been reviewed with Openreach & Industry and are included in this handbook for reference.

The trial will include a revised policy on date management, which will specify the conditions under which BT Wholesale in partnership with its supplier can amend the CCD or TCD. The date management policy for the trial has also been reviewed with Industry.









### Trial Scope

#### **Order Types**

The Trial will apply to all BT Wholesale Ethernet orders where the customer site is in the trial location, excluding:

- BTW Ethernet orders which include a Project ID
- Upgrades
- Shifts
- Modifies
- Ceases BTW Ethernet orders raised via the Equivalence Management Platform (EMP).

Any in-flight orders at the start of the trial will continue to follow the BAU process.

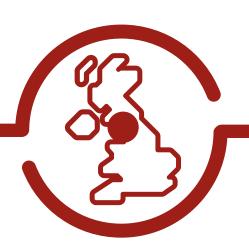
#### Location

The trial will take place in the North West of England.

A version of the Local Access Dataset (LAD) file will be created which will include a column to indicate whether the exchange is in the DOJ trial.

BT Wholesale reserves the right to expand the trial area to additional exchanges if the volumes in the selected 3 exchange areas are not likely to achieve a statistically significant number to measure the success of the DOJ process.

Any BT Wholesale Ethernet Order which falls within the Trial area will be considered to be included in the trail.











### Trial Entry Criteria and Start Date

The trial began on 20th April 2015.

#### **Entry Criteria**

- Date management policy for the trial agreed with Openreach & Industry, together with a suitable mechanism for the consumption of Clarity updates from Openreach to the BTW Job Controllers.
- 2. Trial KCIs, event plan and clarity updates agreed with Openreach & Industry.
- 3. Trial scope (this handbook) and supporting documentation is provided to customers (where needed).

- BT Wholesale operational readiness sign off for trial start.
- 5. Trial MIS is documented.
- 6. BT Wholesale/Openreach & Industry Working Party formed to review the trial data and agree plans for next steps, including any changes to the design and deployment beyond the trial area.

#### **Trial Success Criteria**

BT Wholesale expects to complete circa 40 orders (to KCI7) during the trial, which will take a minimum of 3 months, with additional orders completing KCI2, KCI3, KCI4 or KCI5 milestones. We expect the category of trial orders in the trial area to reflect the business as usual split of order categories.

During the trial we will be measuring key metrics on all orders fulfilled via the DOJ process, to provide data for review with our customers/Openreach & Industry Working Party - this will include the:

- Quality of the category assigned at KCl2;
- Delivery of KCI2 by working day 10 (current metric), by working day 8 excluding customer delay, and by working day 10 including customer delay;
- Delivery of KCI2 delay on working day 10, if KCI2 has not been returned;
- Delivery of KCI3 including the event plan by working day 20 (excluding customer delay);
- Delivery of KCI3 delay on working day 20, if KCI3 has not been returned;
- Stability of the initial CCD returned to customers;
- Accuracy of the initial TCD returned to customers; and
- Use of deemed consent.

Any orders which do not achieve the KCI2 or KCI3 milestone expectations will be analysed to understand the root cause.

BT Wholesale & Industry have shared its target figures with Openreach for these key metrics, which we will use as a comparison with actual trial performance:

- Quality of the category assigned at KCI2 >90%
- Delivery of KCI2 by day 8 >95%
- Delivery of KCI3 including the event plan by day 20 100%
- Accuracy of the initial CCD returned to BT Wholesale Customers 80%
- Accuracy of the initial TCD returned to BT Wholesale Customers 80%
- Use of deemed consent <20%









### **BT** wholesale

#### **Exchanges part of the Trial**

Aintree         LV/AIN         LVAIN         Great Crosby         LV/CRE         LV/CRE         Padgate Park         PTP         LVPADPK           Alderley Edge         ACJ         MRALD         Hale         LV/HAL         LVHAL         Pendleton         MR/PEN         MRPEN           Alderton         LVJALT         LVALT         Hartford         HAR         MRHAR         Pendleton         MR/PEN         MRPEN           Altrincham         MR/ALT         MRALT         Heaton Moor         MR/HEA         MRHAR         Pendleton         MRYEN         MRPEN           Arrowchrok         MR/ARD         MRARD         Heswall         LV/HES         LVHES         Prescot         LV/PRE         LV/PRE           Arrowebrook         LV/ARR         Hooton         LV/HOO         LVHOO         Prestury         PCK         MRPBE           Arrowebrook         LV/ARR         Hooton         LV/HOV         LVHOY         Radciffe         MR/RAD         MRRAD           Ashton         MR/RAD         MRASH         Hoylake         LV/HOY         LVHOY         Radciffe         MR/RAD         MRRAD           Billinge         OXQ         LVBIL         Hutne Ball         MR/HUR         MRHUR         MRHUR	Fuebanes	11/11	CALLID	l Fushanas	11/11	CALUD	l Euchana	1141 4-	CALIID
Alderdop Edge	Exchange			Exchange			Exchange		
Allerton         LIV/ALL         LV/ALL         Hartford         HAR         MRHAR         Penketh         PKH         LVPEN           Altrincham         MR/ALT         MRALT         Heaton Moor         MR/HEA         MRHEA         Pickmere         PMW         MRPDY           Arfeled         LV/ANF         LVANF         Heswall         LV/HES         Prescot         LV/PRE         LVPRE           Arrowebrook         LV/ARR         Hooton         LV/HIG         LVHIES         Prestbury         PC         MRPPY           Arrowebrook         LV/ARR         LVASRR         Hooton         LV/HOV         LVHOO         Prestbury         PC         MRPRE           Ashton         MKRASH         MRASH         Holoton         LV/HOV         LVHOO         Prestbury         PC         MRPRE           Ashton         AUT         LVAUG         Hulmst Gross         LV/HUN         LVHON         Radiffe         RA/RIN         MRRPA           Billinge         QXQ         LVBIL         Hulst Gross         LV/HUN         LVHUN         Rock Ferry         LV/ROC         LVROC           Blackriaris         MK/JED         MRRBLA         Hyde         MR/HYD         MRHYD         Rock Ferry         LV/RO				,	•		_		
Altrincham         MR/ALT         MRALT         Heaton Moor         MR/HEA         MR/HEA         Pickmere         PMW         MRPOL           Anfield         LV/ANF         LVANF         Helsby         HEL         LVHEL         Prestoon         PCE         MRPOY           Ardwick         MR/ARD         MRARD         Heswall         LV/HES         LVHES         Prestour         LV/PRE         LV/PRE           Arrowebrook         LVARR         LVARR         Hooton         LV/HIG         LV/HIG         Prestbury         PCK         MRPBRE           Ashton         MR/ASH         MRASH         Hooton         LV/HOV         LV/HOY         Radiffee         MR/RAD         MRPRE           Ashton         AUT         LVAUG         Hum Hall         MR/HUL         MRHUL         Rainford         RJ         LV/RAD           Billinge         QXQ         LV/BIR         Huydron         LV/HUV         LVHUY         Rainford         RJ         LV/RAD           Billington         BJU         MRBOL         Hybr         LV/IRB         LV/IRB         RVIRO         RWRRIN           Bootle         LV/BOO         LVBRO         LVBRO         LVBRO         LVBRO         LVRNO         LVIROY <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>									
Anfield         LV/ANF         LV/ANF         LVANF         LVANF         Lebsby         HEL         LV/HES         Poption         PCE         MRPOY           Ardwick         MR/ARD         MRARD         Heswall         LV/HES         LV/HES         Prescot         LV/PRE         LV/PRE           Ardrey         ARY         MRARL         Hooton         LV/HOO         LVHOO         Prestbury         POK         MRPBY           Arrowebrook         LV/JARS         LVABR         Hooton         LV/HOO         LVHOO         Prestwich         MR/RPE         MRPBY           Aughton Green         ALT         LVAUG         Hulme Hall         MR/HU         MRHUL         Raddiffe         MR/RRD         MRRDA           Billington         QXQ         LVBIR         Huntor         LV/HUN         LVHU         Raddiffe         Raddiffe         RAI         LVRA           Boote         LV/BOD         LVBRO         LVBRO         LVBRO         LVBRO         LVBRO         LVBRO         LVBRO         LVBRO         LVBRO         KRRUS         MR/RL         MRRO         Raviton Spencer         RZ         LVRNM           Bromborough         LV/BRO         LVBRO         KRBRO         Kringsley									
Ardwick         MR/ARD         MR/ARD         Hexwall         LV/HES         LV/HES         Prestor         LV/PRE         LV/PRE         LV/PRE         Arrey         Arrey         MRARL         Hightown         LV/HIG         Prestbury         PCK         MRPBY           Arrowebrook         LV/ARR         LV/ARR         Hooton         LV/HOO         LVHOY         Prestbury         PR         MRRAD           Ashton         MR/ASH         MRASH         HARSH         Hooton         LV/HOY         LVHOY         RAGUAL         MRRAD									
Artey         ARY         MRARL LVARR         Hightown         LV/HIG         LVHIG         Prestbury         PCK         MRPBY           Arrowebrook         LV/ARR         LVOARR         Hooton         LV/HOO         LVHOO         Prestwich         MRPRE         MRPRE           Ashton         MR/ASH         MRASH         Holdwise         LV/HOV         LVHOO         Prestwich         MRPRE         MRPRE           Aughton Green         AUT         LVAUG         Hullmts Cross         LV/HUN         LWHUR         Radiciffe         MRRNA         MRRAD           Billingen         QXQ         LVBIR         Huyton         LV/HUV         LVHUY         Rock Ferry         LV/ROC         LV/ROC           Blackriaris         MRRAL         Hyde         MR/HVD         MRHYD         Roosal         LV/ROC				,			- 5		
Arrowebrook         LV/ARR         LV/ARR         Hooton         LV/HOO         LVHOO         Prestwich         MR/PRE         MRPRE           Ashton         MR/ASH         MRASH         Hoylake         LV/HOY         LVHOV         Redcliffe         MR/RAD         MRRAD           Aughton Green         AUT         LVAUL         Hulme Hall         MR/HUL         MRHUL         Rainford         RAI         LVRAI           Billinge         QXQ         LVBIL         Hunts Cross         LV/HUN         LVHUN         Rainford         RAI         LVRAI           Billinge         LVBIR         LVBIR         Huyton         LV/HUN         LVHUN         Rock Ferry         LV/ROC         LVROC           Billington         BIJ         MRBOL         Hyde         MR/HYD         MRHYD         Rock Ferry         LVROC         LVROC           Bootle         LV/JBOO         LVBOO         LVBOO         LVIROR         LVIROR         LVIROR         RAIR           LVJROD         LVBRO         L									
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Aughton Green         AUT         LVAUG         Hulme Hall         MR/HUL         MR/HUL         Rainford         RAI         LVRAI           Billinge         QXQ         LVBIL         Hunts Cross         LV/HUY         LVHUY         Rode Ferry         LV/ROC         LVROC           Blackfrars         MR/BLA         MRBLA         Hyde         MR/HDV         MRYD         Royal         LV/ROC         LVROC           Bollington         BJU         MRBDL         Hyde         MR/HDV         MRYBYD         Royal         LV/ROC         LVROC           Bootle         LU/JBOO         LVBRO         LVBRO         LVBRO         LVBRO         LVRR         RAI         LVRNB           Bromborough         LVJBOO         LVBRO         LVBRO         Krutsford         KU         MRKIRL         Runcorn Main         RZ         LVRNB           Broughton         MR/BRA         MRBRA         Kinutsford         KU         MRKIRL         Rushton Deporter         RR         MRRSA           Burkton         MR/BUR         MRBUR         Longford         MR/LON         Saint Helens         SBK         LVSA           Burton         BX         MRBUX         Lover Peover         LPV         MRLON									
Billinge         QXQ         LVBIR         Hunts Cross         LV/HUN         LVHUN         Ringway         MR/RIN         MRRIN           Birkenhead         LV/BIR         Huyton         LV/HUY         LVHUY         LVROC         LVROC         LVROC         LVROC         LVROC         LVROV         LVROV         LVROV         LVROV         LVROV         LVROV         LVROV         LVROV         LVROV         LVRNM         LVRNM         LVRNM         LVRNM         LVRNM         LVRNM         LVRNM         Runcorn East         RZE         LVRNM         LVRNM         LVRNM         LVRNM         LVRNM         Runcorn East         RZE         LVRNM         LVRNM         LVRNM         LVRNM         Runcorn East         RZE         LVRNM         RUNCORN MRRD         LURSM         MRRUS         LVRNM         MRRUS         LVSAI         MRRUS         LURSM         MRRUS <td></td> <td></td> <td></td> <td>· ·</td> <td></td> <td></td> <td></td> <td></td> <td></td>				· ·					
Birkenhead         LV/BIR         LV/BIR         Huyton         LV/HUY         LV/HUY         Rock Ferry         LV/ROC         LV/ROY           Blackfriars         MR/BLA         Hyde         MR/HYD         MR/HYD         Royal         LV/ROY         LV/ROY           Botte         LV/BOO         LVBOO         Irby         LV/IRB         LV/IRB         Runcorn East         RZE         LVRNM           Borobroorugh         LV/BRO         LVBRO         Krustford         KU         MR/RL         Runcorn Main         RZ         LVRNM           Broughton         MR/BRO         LVBRO         Knutsford         KU         MRKNU         Rushton Spencer         RUR         MRRBSP           Bucklow Hill         JUC         MRBRO         Longford         MR/LON         MRLON         Saint Helens         SBK         LVSAI           Buxton         BX         MRBUX         Lower Peover         LPV         MRLON         Sandiway         SDL         MRSAN           Central         LV/CAL         LVCAL         LVCAL         LYMM         Sefton Park         LV/SEF         LV/SEF           Central         LV/CEN         MRCEN         Macclesfield         MC         MRAC         Simonswood <td< td=""><td>-</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>	-								
Blackfriars         MR/BLA         MRBLA         Hyde         MR/HVD         MRHYD         Royal         LV/ROY         LV/ROY           Bollington         BJU         MRBOL         LI/BB         LV/IRB         LVIRB         Runcorn East         RZE         LVRNE           Bromborough         LV/BOO         LVBOO         Kingsley         KSY         LVKIN         Rushom Familian         MR/RUS         MRRUS           Bromborough         LV/BRO         LVBRO         Kontsford         KU         MRKNU         Rushon Spencer         RUR         MRRUS           Broughton         MR/BRO         MRBRO         Lark Lane         LV/LAR         LVLAR         LVLAR         XVAGIdelworth         XYS         MRSAD           Bucklow Hill         JUC         MRBUR         Longford         MR/LON         MRLON         Saint Helens         SBK         LVSAI           Bury         MR/BUR         MRBUR         Lower Peover         LPV         MRLOW         Sandiway         SDL         MRSAI           Central         LV/CAL         LVCEN         Macclesfield         MC         MRMAC         SkG         LV/SEF         LVSEF           Chapel-En-Le-Frith         CES         MRCH         Magne	-							,	
Bollington   BJU   MRBOL   Irby   LV/IRB   LVIRB   Runcorn East   RZE   LVRNE   Bootle   LV/BOO   LVBOO   Irlam   MR/IRL   MRIRL   Runcorn Main   RZ   LVRNM   Ramhall   MR/BRA   Kingsley   KSY   LVKIN   Rusholme   MR/RUS   MRRUS				,			-		
BootleLV/BOOLVBOOIrlamMR/IRLMRIRLRuncorn MainRZLVNMMBramhallMR/BRAMRBRAKingsleyKSYLVKINRusholmeMR/RUSMRRUSBromboroughLV/BROLVBROKnutsfordKUMRKNURushton SpencerRURMRRSDBroughtonMR/BROMRBROLark LaneLV/LARLVLARSaddleworthXYSMRSADBucklow HillJUCMRBUCLongfordMR/LONMRLDNSaint HelensSBKLVSAIBuryMRYBURMRBURLongnorLMRMRLNRSaleMR/SALMRSANBuxtonBXMRBUXLower PeoverLPVMRLOWSandiwaySDLMRSANCaldyLV/CALLVCALLymmLPALVYLYSefton ParkLV/SEFLVSEFCentralLV/CENMRCENMacclesfieldMCMRMACSimonswoodLV/SIMLVSIMCentralMR/CENMRCHAManlelyMYXLVMAGSkimonswoodLV/SIMMRSTACheetham HillMR/CHEMRCHAManlelyMYXLVMAGSkapbridgeMR/STAMRSTACheifordCEXMRCHLMarpleMR/MRStapping HillMR/STAMRSTAChildwallLV/CHILVCHIMarshalls CrossMSLLVMSXStockportMR/STOMRSTOChinleyZNLMRCHIMarchonMR/MRMRMEStockton HeathWNTLVSTKChorlyturs		-			-		-		
BramhallMR/BRAMRBRAKingsleyKSYLVKINRusholmeMR/RUSMRRUSBromboroughLV/JROLVBROLVBROKnutsfordKUMRKNURushton SpencerRURMRRSDBroughtonMR/BROMRBROLVLARLVLARLVLARLVLARSadleworthXYSMRSADBurdyMRBURLongfordLMRMRLNRSaint HelensSBKLVSAIBurtonBXMRBUXLongnorLMRMRLNRSaleMR/SALMRSANCaldyLV/CALLVCALLymmLPALVLYMSerton ParkLV/SEFLVSEFCentralLV/CENLVCALLymmLPALVYMAGSchonswoodLV/SIMLVSIMCentralMR/CENMRCHNMaghullLV/MAGLVMAGSkelmersdaleSKGLVSKEChapel-En-Le-FrithMRCHManleyMYXLVMAGSkelmersdaleSKGLVSKECheetham HillMR/CENMRCHEManor ParkMPRLVMPKStanleyLV/STALVSTAChelfordCFXMRCHLMarpleMR/MARMRMRStepping HillMR/STAMRSTOChildwallLV/CHILVCHIMarshalls CrossMSLLVMSXStockportMR/STOMRSTOChorltonMR/CHOMRCHOMercuryMR/MERMRMERStockton HeathWNTLVSTGChorltonMR/CHOMRCHOMiddledrohMR/MIDMRMIDSwintonMR/SWIMSWI <t< td=""><td>-</td><td></td><td></td><td>-</td><td></td><td></td><td></td><td></td><td></td></t<>	-			-					
Bromborough LV/BRO LVBRO Knutsford KU MRKNU Rushton Spencer RUR MRRSP Broughton MR/BRO MRBRO Lark Lane LV/LAR LVLAR Saddleworth XYS MRSAD Bucklow Hill JUC MRBUC Longford MR/LON MRLON Saint Helens SBK LVSAI Bury MR/BUR MRBUR Longnor LMR MRLON Saint Helens SBK LVSAI Bury MR/BUR MRBUR Longnor LMR MRLON Saint Helens SBK LVSAI Bury MR/BUR MRBUR Longnor LMR MRLON Saile MR/SAL MRSAL Galdy LV/CAL LVCAL LVGMP LPV MRLOW Sandiway SDL MRSAN LOWER Peover LPV MRLOW Sandiway SDL MRSAN Caldy LV/CEN LVCEN Macclesfield MC MRMAC Simonswood LV/SIM LVSIM LVSIM Central LV/CEN MRCEN Maghull LV/MAG LVMAG Simonswood LV/SIM LVSIM LVSIM Central MR/CEN MRCEN Maghull LV/MAG LVMAG Skelmersdale SKG LVSKE Chapel-En-Le-Frith CES MRCHA Manley MYX LVMAN Stalybridge MR/STA MRSTA Cheetham Hill MR/CHE MRCHE Manor Park MPR LVMPK Stanley LV/STA LVSTA Chefford CFX MRCHL Marple MR/MAR MRMAR Stepping Hill MR/STA MRSTE Childwall LV/CHI LVCHI Marshalls Cross MSL LVMSX Stockport MR/STO MRSTO Chorlton MR/CHO MRCHO Mecrury MR/MER MRMER Stockton Heath WNT LVSTK Clollyhurst MR/COL MRCOL Middleton MR/MID MRMID Sutton XMF MRSUT Collyhurst MR/COL MRCOL Middlewich MJM MRMDW Swinton MR/SWI MRSWI Comberbach CMH MRCON Moore MRE LVMON MRMOS Winton MR/SWI MRSWI Clomberbach CMH MRCON Moore MRE LVMON WARMOS MRMOS Urmston MR/URM MRRWD Cressington LV/CRE LVCRE Moss Side MR/MOS MRMOS Urmston MR/URM MRRWD Clicheth NCH LV/CUL Mossley MMF MRMSL Walkden MR/MAR MRWAL Denton MR/DEN MRDEN Mountwood LV/MOU LVMOU Warrington WA LVWAR Disley DCW MRDIS Neston LV/NES LVNES Waterloo LV/WAT LVWAT Droylsden MR/CAS MREAS New Mills NDD MRNEW Westwood WTW LVWAW Eastham LV/EAS LVEAS Newton-Le-Willows NEG LVNLE Whale Bridge WCU MRWHA Ecles MR/FAI MRFAI North Rode NNQ MRNOR Windes LV/WID LVWID LVWID LVWID LVWID Wilmslow WJF MRWIL Frodsham FEH LVFRO Northwich NO MRNOR Windes WKJ MRWNI LVWID Wilmslow WJF MRWIL Frodsham FEH LVFRO									
Broughton MR/BRO MRBRO Lark Lane LV/LAR LVLAR Saddleworth XYS MRSAD Bucklow Hill JUC MRBUC Longford MR/LON MRLON Saint Helens SBK LVSAI Bury MR/BUR MRBUR Longer LMR MRLON Saint Helens SBK LVSAI LVSAI Bury MR/BUR MRBUR Lower Peover LPV MRLOW Sandiway SDL MRSAN SAID									
Bucklow HillJUCMRBUR MR/BURLongfordMR/LONMRLON MRLONSaint HelensSBK MRSAL MRSAL MRSAL MRSAL MRSAL MRSAL Lower Peover LPVLMR MRLOW MRLOW MRLOW Sandiway Sondi	_								
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EastMR/EASMREASNew MillsNDDMRNEWWestwoodWTWLVWTWEasthamLV/EASLVEASNewton-Le-WillowsNEGLVNLWWhaley BridgeWGUMRWHAEcclesMR/ECCMRECCNorcott BrookNOKLVNCBWhitefieldMR/WHIMRWHIEllesmere PortLV/ELLLVELLNorthLV/NORLVNORWidnesLV/WIDLVWIDFailsworthMR/FAIMRFAINorth RodeNRQMRNRDWilmslowWJFMRWILFrodshamFEHLVFRONorthwichNOMRNORWincleWKJMRWNC	Disley	DCW	MRDIS	Neston	LV/NES	LVNES	Waterloo	LV/WAT	LVWAT
EasthamLV/EASLVEASNewton-Le-WillowsNEGLVNLWWhaley BridgeWGUMRWHAEcclesMR/ECCMRECCNorcott BrookNOKLVNCBWhitefieldMR/WHIMRWHIEllesmere PortLV/ELLLVELLNorthLV/NORLVNORWidnesLV/WIDLVWIDFailsworthMR/FAIMRFAINorth RodeNRQMRNRDWilmslowWJFMRWILFrodshamFEHLVFRONorthwichNOMRNORWincleWKJMRWNC	Droylsden	MR/DRO	MRDRO	Netherley	LV/NET	LVNET			MRWEA
EcclesMR/ECCMRECCNorcott BrookNOKLVNCBWhitefieldMR/WHIMRWHIEllesmere PortLV/ELLLVELLNorthLV/NORLVNORWidnesLV/WIDLVWIDFailsworthMR/FAIMRFAINorth RodeNRQMRNRDWilmslowWJFMRWILFrodshamFEHLVFRONorthwichNOMRNORWincleWKJMRWNC	East	MR/EAS	MREAS	New Mills	NDD	MRNEW	Westwood		LVWTW
Ellesmere Port LV/ELL LVELL North LV/NOR LVNOR Widnes LV/WID LVWID Failsworth MR/FAI MRFAI North Rode NRQ MRNRD Wilmslow WJF MRWIL Frodsham FEH LVFRO Northwich NO MRNOR Wincle WKJ MRWNC	Eastham	LV/EAS	LVEAS	Newton-Le-Willows	NEG	LVNLW	Whaley Bridge	WGU	MRWHA
Failsworth MR/FAI MRFAI North Rode NRQ MRNRD Wilmslow WJF MRWIL Frodsham FEH LVFRO Northwich NO MRNOR Wincle WKJ MRWNC	Eccles	MR/ECC		Norcott Brook				MR/WHI	
Frodsham FEH LVFRO Northwich NO MRNOR Wincle WKJ MRWNC		LV/ELL	LVELL						LVWID
	Failsworth		MRFAI	North Rode	NRQ	MRNRD	Wilmslow	WJF	MRWIL
Gateacre LV/GAT LVGAT Oldham MR/OLD MROLD Winsford WKK MRWIN	Frodsham			Northwich	NO	MRNOR		WKJ	MRWNC
	Gateacre	LV/GAT	LVGAT	Oldham	MR/OLD	MROLD	Winsford	WKK	MRWIN
Gatley MR/GAT MRGAT Ormskirk OR LVORM Woodley MR/WOO MRWOO	Gatley	MR/GAT	MRGAT	Ormskirk	OR	LVORM	Woodley	MR/W00	MRW00
Glossop GBB MRGLO Padgate PGT LVPAD Wythenshawe MR/WYT MRWYT	Glossop	GBB	MRGLO	Padgate	PGT	LVPAD	Wythenshawe	MR/WYT	MRWYT







### At the end of the trial BT Wholesale will be able to review:

- The suitability of the new KCl structure and the associated information flow;
- The accuracy of the assumptions in the Required By Date (RBD) calculator used to create the Event Plan and TCD at KCI3;
- The date derived from the Event Plan compared to the final delivery date at KCI7;
- The accuracy of the statistically derived category based lead time compared to the final delivery date at KCI7;
- Date stability during the order journey;
- Mean Time To Provide (MTTP); and
- Any lessons learned for the improvement of the underlying processes and task management.

Critical to the success of the trial will be feedback from BTW Customers whether they felt that the DOJ process is more transparent than our business as usual process, and whether they feel that the DOJ date management/deemed consent policy is better than that in use outside the trial.



### Trial Exit Criteria

The data from all the orders processed via the DOJ process will be included in a formal review at the end of the trial, which will include a review of the category based default lead times used to set CCD.

During the trial period BT Wholesale will continue to review options to extend the geographic scope of the trial (for example, if trial results were positive/a wider area was needed to generate the optimum number of trial circuits within the allocated time).

Post-trial any plans to extend the geographic scope will be subject to trial results and learning gained through the trial.

Management of in-flight orders post trial, i.e. whether they continue to be managed using the DOJ process or revert to BAU, will be dependent on the outcome of the trial.

Lessons learned checkpoints will be held throughout the life of the trial – not just at an end point – to review progress against success criteria and any issues.

### Trial Management

The BT Wholesale trial manager will be Jeff Rawlings, who can be contacted via email at:

jeff.rawlings@bt.com

Alternative contact will be Tim Nolan at:

tim.nolan@bt.com











# Order categories for the DOJ Trial and key principles for date management

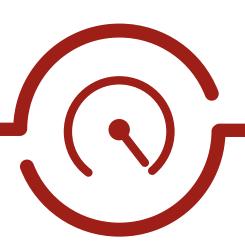
CCD is set at KCI2 based on the category based default lead time:

DOJ Category for Trial	Definition	Lead time (working days) for Trial		
Cat 1	Standard delivery	30		
Cat 2.1	Local end cabling with no duct work required	55		
Cat 2.2	Local end cabling with duct work required	80		
Cat 3	Spine cabling required	90		
Cat 4	Core cabling required	55		
Cat 5 (Resilient)	Ro1 only	90		

At KCI3 (by day 20) Openreach will calculate the Target Completion Date (TCD) using the Required By Date (RBD) calculator. BT Wholesale expect 80% of orders to have a TCD within the CCD, and 20% to have a TCD beyond the CCD. The details of the order and the TCD will be communicated to customers via an Event Plan.

At KCI3 we will also assess whether there are any legitimate reasons on the critical path which require an amendment to the CCD e.g. CP taking up to 30 days to approve an ECC charge, Traffic Management (TMA) required etc.

At each KCI we will assess any changes which will impact the TCD (legit or non-legit delays on the critical path) and/or the CCD (legit delays on the critical path) and update customers via an updated Event Plan.











### Differentiated Order Journey (DOJ) Trial: KCls

#### What are the KCIs?

KCI, or "Keeping Customer Informed" messages are emails that we send at specific points in the order journey, usually when certain pieces of work have completed. These are the key milestone KCIs associated with an BT Wholesale Ethernet circuit provision order:

KCI1:	Order Acknowledged		
KCI2:	Survey Complete, Category and ECCs confirmed		
KCI3:	Planning Complete, Event Plan available		
KCI4.1:	Network Readiness Check Complete		
KCI4.2:	Network Build Status Update, Event Plan re-validated		
KCI5:	Network Build Complete		
KCI7:	Handover Complete		

In addition, in between milestones, if we need to formally notify a delay to any particular task, BT Wholesale will issue one of the following:

KCI Delay message:	When BTW are unable to deliver a KCI milestone message on the agreed date of that message, BTW will issue a KCI Delay Message.
Customer/ 3rd Party Delay:	If BTW proactively identify that a task delay has occurred which will drive a change to the contractual delivery date, even if this is for legitimate Openreach infrastructure reasons, during the trial we will use our existing Customer/3rd Party Delay message to tell you about this task delay.
Jeopardy:	If BTW proactively identify that a task delay has occurred which will not change our contractual delivery date with you, for example, if the delay has occurred because of resource shortages within our business, rather than a legitimate circuit build issue, BTW will tell you about this delay in a jeopardy message.

Each of these messages will provide details of the delay: what has caused it, when an estimated complete date is/was for the delayed task, and, in the case of legitimate delays that may cause a move of the contractual delivery date, BTW will provide a deemed consent reason code to confirm the date move.

#### What are Clarity Notes and how are they different from KCIs?

Clarity notes are task progress/order progression notes that individual task owners within Openreach add to Openreach's COSMOSS Order Management System to communicate with everyone within Openreach who handles an order.

Clarity notes, for example, are used by BTW Job Control team to provide updates and key pieces of data about orders at each of the KCI milestone points.

A trial is currently in place to share these task owner notes directly with BTW customers so that they can see what is happening on their order as it progresses. For orders that are part of the Differentiated Order Journey trial, any Clarity notes that are added to COSMOSS will be proactively sent by email to BTW customers on a daily basis.











#### When can I expect the KCIs?

Here are the general rules about when we'll issue each of the milestone KCls:

#### KCI1:

You should receive KCI1 by the end of the next working day after you've placed your order, provided that we've been able to validate it and haven't needed to refer the order back to you to clarify or change any of the details. In the event that we need to smooth out order peaks, your KCI1 may be delayed, but should never be more than 5 working days after order placement, so you should contact us if you do not receive it within this time.

#### KCI2:

- We require 10 working days to complete the work necessary to confirm that we can provide the circuit, when we can provide the circuit and what any excess construction costs will be.
- If there is any delay in scheduling the survey or completing this work, we will issue a KCI2 delay
  message on the 10th working day after we received your order to confirm any delay that has occurred.
  You may also get an indication of the delay before the 10th working day by referring to the Clarity
  notes on the order.

#### KCI2 Delay:

- After the survey appointment, we will provide the KCI2 within 5 working days. You will know the survey has successfully completed when Clarity Note PLN04.01 has been issued.
- Sometimes, we require additional information or clarifications after we have visited site. When this happens, the surveyor will have discussed this with the site contact or the CP helpdesk and they will raise PLN04.05 to communicate that the survey completion has been delayed awaiting the relevant clarification or information. If this occurs and is not resolved quickly, the job controller will issue a delay notification.

#### KCI3:

• We aim to deliver KCl3 within 10 working days of issuing you the KCl2 milestone message, if there is no delay in obtaining your approval for any excess construction costs (ECCs) identified at KCl2.

#### KCI3 Delay:

If by 20 working days after the order validation date, we've delivered the KCI2 milestone but not KCI3, we will send you a KCI3 delay message, for example if we need to wait for your approval of ECCs, we will delay the order after we issue the KCI2 while you obtain the necessary approvals from your customer. After 30 working days from issuing the KCI2, if we still have not received your approval, we will communicate with you about cancelling the order.

### KCI4.1 (optional):

- In the event that duct blockages are found that require unblocking or remedial duct build activities to correct, we will notify you of these as part of a KCl4.1 message which we will issue approximately 10 working days after KCl3 has been issued.
- We'll issue this KCl when the field team have assessed the circuit route and begun their cabling tasks to identify any duct blockages or routing issues.
- We will provide you a date for this check point within the KCI3 Event Plan that we issue you.
- If for some reason, the field team have not completed their assessment of the route by the date provided for this milestone, we will issue a KCI 4 milestone delay message.

#### KCI4.2:

- If at the KCl3+10 milestone date, we have found no blockages or remedial work required, we will issue KCl4.2 to confirm that, in fact, the Cabling task is complete and we have confirmed air all the way through the route.
  - If we had found blockages and issued a KCl4.1 message, we will follow up with this KCl4.2 to positively confirm when that remedial work and the Cabling task is complete.
    - The date for this KCI4.2 message will be the end date for the "Cable Duration" activity within the revalidated event plan that we share with you at KCI4.1

#### KCI5:

• This is provided when all the build work is fully complete for your circuit and we have confirmed light, end to end. We will update our expectation for this date in the KCI3 and KCI4.1 and KCI4.2 milestones. You may also receive a revised date in any delay messages that may be issued after KCI3.

**KCI7:** 

 The Handover KCl is provided within 3 working days of the circuit being fully delivered and the EAD service commissioned.

It is our intention, during the trial to review the need for a specific, Job Controller issued, fit and test complete milestone KCI, which would be KCI6. During the trial, we expect that you will receive a Clarity note indicating the completion status of the Fit and Test activity (FITO1.01). Where the fit and test has completed successfully, we expect that the circuit commissioning will complete so quickly that it would be redundant for the job controller to issue a specific fit and test complete KCI.











### Frequently Asked Questions

#### Do I have to sign trial Terms & Conditions?

No, there are no trial terms and conditions as we are not making any changes to the conditions under the existing BTW Ethernet Contracts in order to run the trial.

### Will there be any changes to the SLG scheme during the trial?

We reviewed options for SLGs with Openreach & Industry and have agreed for simplicity to retain the existing SLG scheme for the DOJ trial. We are still committed to reviewing the SLA/SLG scheme in consultation with Openreach & Industry to best align with the DOJ process.

## Where can I find out details of the trial exchange areas, trial KCIs, event plan and date management policy which will be used during the trial?

All trial documentation can be found contained in the Handbook.

### I think the category based default lead times are too long

The category based default lead times which will be used to set the CDD at KCI2 during the trial are based on the 80th percentile data for historic orders. We are still committed to delivering Category 1 orders within 30 working days, and we are committed to reviewing the default lead times at the end of the trial, based on the evidence from DOJ left to right working.

### What should I do if I don't understand one of the new KCI updates I've received?

Contact your Service Team in the first instance. They will work with you to clarify any questions you have.

### What should I do if I don't agree with a KCI I've received?

As this is a trial, the first thing to do is to raise the issue with your service team who are managing your order so that they can note the issue to discuss with the Openreach trial team. The updates are subject to change throughout the trial as we learn and embed improvements.

### How will the DOJ affect 'While We Are There' orders/activities?

It won't. We'll still undertake any 'while we are there' work that we'd normally undertake as we do today.

### What if CPs are not ready for the Fit & Test appointment?

If you're not ready for the Fit & Test, we recognise that you may suspend the order using the BAU process and/or arrange a Fit & Test appointment date that is later than our earliest available date You should tell us about this as soon as possible after you receive the KCI5, 'network build complete' message.









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