

Telecommunications Adjudicator Update for February 2005

- Operational Performance:
 - BT Plan & Build has had an excellent performance improvement to 85% of POPs delivered to customers expected date. Target is 98% by end of March 2005
 - Right First Time (RFT) End User delivery stands at approx 75% it is below target but improving on a week by week basis. The graph End User RFT in the KPI section of this website records a four week rolling average and therefore does not yet fully reflect the significant improvements of the last couple of weeks.
 - The run rate of new unbundled lines is rising each week and the total is currently approximately 36000.
- The majority of OTA's time is spent on Facilitation; however, we have received our first formal Dispute from Bulldog Communications LTD. (OTA001). It has been published on the OTA website www.offta.org.uk .
- The Breakthrough Implementation Plan remains substantially on track as can be seen from the Graph in the KPI section of this site.
- A new industry wide forecast (V3) is in the final stages of assembly by the OTA from the LLU Operators input. We will be publishing it soon on this site.
- OTA has initiated a series of meetings of the IT Directors of the Operators with the IT Directors in BT responsible for delivering the automation that will support LLU services. This is to ensure 'no surprises' when the new automation capabilities are implemented.
- AOL has joined the Market Breakthrough Executive.
- OTA visited the BT Chester Service Centre to see and discuss the changes and quality improvement programmes that are being put in place. These will ensure that BT is able to deal with dramatically increased throughput of orders and

faults in a quality manner. We were pleased with progress but it was also clear that there is some way to go and the Automation deliverables expected end of March 2005 will be a substantial move forward in achieving our goals.

- OTA also visited a major exchange and discussed Plan and Build issues with the new team being assembled by BT. We are very pleased with the progress in the last couple of months by the BT LLU Plan & Build team.
- Backhaul discussions continue whilst Ofcom are also in discussion with BT & Industry on Backhaul aggregation and ring structures. Current Backhaul Improvement plans are progressing well.
- A review of the Adjudication Scheme has been undertaken by Freya Guinness of Ofcom and has been submitted to Ofcom executives.
- Coming Period Activities
 - Focus on the Breakthrough Plan, through weekly review of the plan deliverables
 - Continuous Monitoring of QOS to achieve targets by end of March 05
 - Bi-Weekly reviews of Plan & Build performance.
 - Continued focus on continuous improvement of operations through the LLU/BT bi-laterals.
 - Co-ordinate IT Teams between BT and LLU Operators
 - Delivery Confidence visits and meetings.
 - Sweep up secondary issues, lower priority and new items, and evaluate those not in Breakthrough Plan for next phase.
 - Plan for 'Business as Usual' at BT and the LLUOs

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