

Guidance Note 5

Northern Ireland: Overview of how Openreach Northern Ireland operates in BT Group

April 2019

Summary

This Guidance Note includes guidance on the practical application of Commitment 18 (Operations in Northern Ireland) and the Governance Protocol, Openreach Northern Ireland.

Openreach Northern Ireland was created on 1 October 2018 when BT Northern Ireland Networks moved to be hosted by Openreach. In respect of Openreach Northern Ireland, BT is committed to:

1. A virtually separate organisation, Openreach Northern Ireland, with its own senior management team to manage BT's Electronic Communications Network in Northern Ireland.
2. Provide equivalently in Northern Ireland, the SMP (Significant Market Power) products to the same timescales as Openreach
3. Equal treatment of all CPs
4. Transparency around key products and implementation plans for NI Access and Backhaul Networks
5. Regular and close engagement with NI stakeholders
6. Phasing out of the BT Brand on fleet and clothing
7. Provide co-location of specified types of equipment at BT exchanges
8. CPs based in Northern Ireland are entitled to be account managed by Openreach Northern Ireland.

The role of Openreach Limited in the running of Openreach Northern Ireland

Openreach Northern Ireland retains responsibility for managing its people, setting its own strategy and delivering against this, with Openreach acting as host organisation. All strategic and operational decisions remain with Openreach Northern Ireland, including managing and maintaining the Northern Ireland network together with its associated budgets and investments.

Openreach Northern Ireland will have regard to the strategies of the Openreach Division and BT Technology as well as local circumstances, to the benefit of the Northern Ireland community, but decisions will rest with Openreach Northern Ireland.

For practical reasons, the Openreach Northern Ireland senior leadership team will report into members of the Openreach Limited senior leadership team. However, Openreach Northern Ireland is not part of Openreach Limited. Employees of Openreach Northern Ireland remain employed by BT plc. This distinction must be maintained at all times, both internally and externally.

Information Sharing, Financial Planning and Reporting

Commitments section

18.2a Operations in Northern Ireland

Openreach Sharing Information with Openreach Northern Ireland

- Openreach Northern Ireland is included within the Openreach information sharing confidentiality circle
- This means that there are no restrictions in sharing Openreach information with any individual working in Openreach Northern Ireland. Openreach Northern Ireland employees will have an Openreach Organisation Unit code (OUC) and an organisation indicator, Openreach Northern Ireland.

Openreach Northern Ireland Sharing Information with BT Technology (re Core Network)

- The Core network team in Openreach Northern Ireland deal with BT Technology regarding the management and maintenance of the Core Network. The Openreach Northern Ireland team share information with BT Technology on the same basis that Openreach do– via Information Sharing Agreements.

Financial Planning

- Openreach Northern Ireland develops its own AOP and MTP which feeds into the Openreach Service Delivery AOP/MTP.
- Openreach Northern Ireland’s financial envelope including Capex, is provided via the host organisation, including any Strategic Investments – **except in the case of the core network, which would be funded via BT Group.**

Financial Reporting

- Reporting exists at an Openreach Northern Ireland level and numbers are included in the host Openreach Service Delivery’s reports.
- In regulatory reports, revenue and costs from Northern Ireland products and services flow through to the appropriate regulatory products. In the Regulatory Financial Statements the Northern Ireland numbers relating to Openreach products/services are included in the Openreach numbers.

Management of the Network

Commitments section

18.2a Operations in Northern Ireland

Openreach NI Governance Protocol

- Openreach Northern Ireland has full responsibility for the management and operation of BT's Access and Backhaul Network in Northern Ireland.

Service Levels

- Openreach Northern Ireland is responsible for ensuring that the network in Northern Ireland operates so that all associated SLAs, KPIs and MSLs are consistent with those in Openreach. Any consultations in relation to levels of service to be offered by Openreach will fully include Openreach Northern Ireland to ensure delivery on the same basis in Northern Ireland.

Network and Product Strategies

- Openreach sets the network and product strategies in the UK and Openreach. Openreach Northern Ireland work in partnership to develop network and product plans in relation to BT's Access and Backhaul Networks.
- This ensures the Openreach Northern Ireland network is prepared for Openreach operational and product developments, and these are developed taking into account the needs of all Northern Ireland stakeholders.

Core Network

- Whilst in Great Britain the core network is operated by BT Technology and the access and backhaul networks operated by Openreach. In Northern Ireland both are managed by the same team i.e. Openreach Northern Ireland.
- Strategy for the core network is set by BT Technology in BT Group. UK wide core network deployments require consultation with BT Group for Great Britain and Openreach Northern Ireland MD for Northern Ireland.

Engagement with CPs

Commitments section

18.3:
Engagement

18.4: Account
Management

Wholesale Account Management of Local CPs

- Openreach Northern Ireland account manage local CPs from a Wholesale and Openreach perspective
- This covers Wholesale Calls, Hosted Communications, Broadband and Data Products and Wholesale Fixed and MVNO sales.

CP and Stakeholder Forums

- Openreach Northern Ireland regularly engage with stakeholders and produce an annual report on proposed developments to BT's Access Network and BT's Backhaul Network in Northern Ireland
- Openreach Northern Ireland hold regular stakeholder forums (in relation to the strategic direction of BT's Access Network and BT's Backhaul Network in Northern Ireland). These forums give stakeholders the chance to raise any needs, issues and concerns
- Openreach Northern Ireland hold an annual Product Forum to provide easier access to information about Openreach and Wholesale changes
- Northern Ireland CPs can participate in the Openreach Customer Consultation process. They can also use existing forums, the portal for network information and process for co-investments
- Openreach Northern Ireland will engage with Northern Ireland CPs to understand their needs and reflect these in Openreach Northern Ireland plans and in discussions with Openreach.

Compliance

Compliance in Openreach Northern Ireland is the responsibility of the [Openreach Business Integrity Team with oversight by the OBARCC](#).

The [Openreach Northern Ireland Compliance Plan](#) includes:

- Chairing the Northern Ireland Regulatory Compliance Committee
- Inclusion of Openreach Northern Ireland in the General Condition Plan
- Checking the Openreach Northern Ireland AOP/MTP incorporated in the overall Service Delivery Plan
- Core Network systems access reviews
- Compliance training rates
- Relationship Management (Openreach and Wholesale Account Management) health checks
- Ensuring appropriate governance in place in Northern Ireland for the development of Physical Infrastructure Access.



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