

openreach

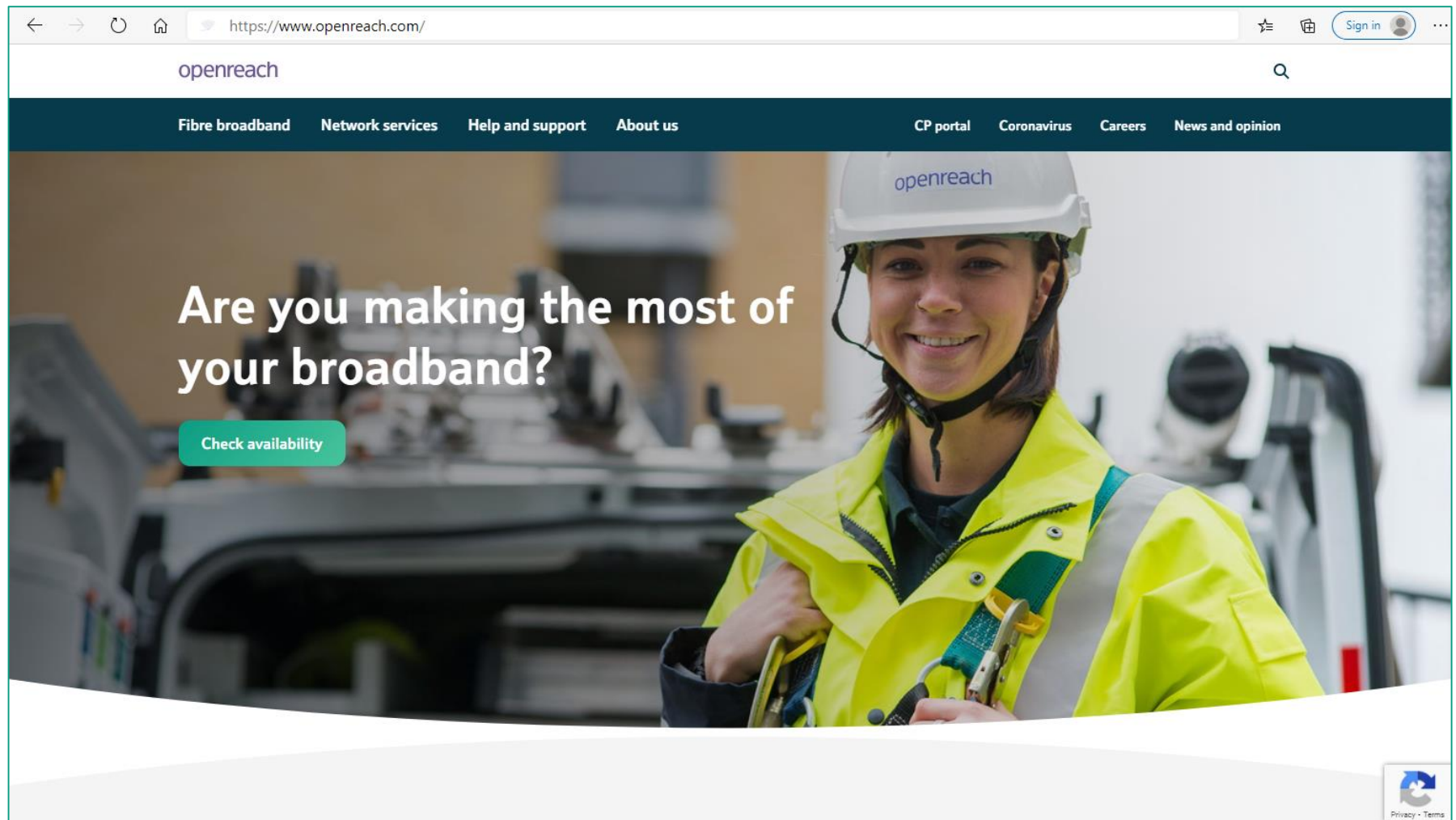
Connecting you to your network

A guide to contacting us



Checking a premise for service availability

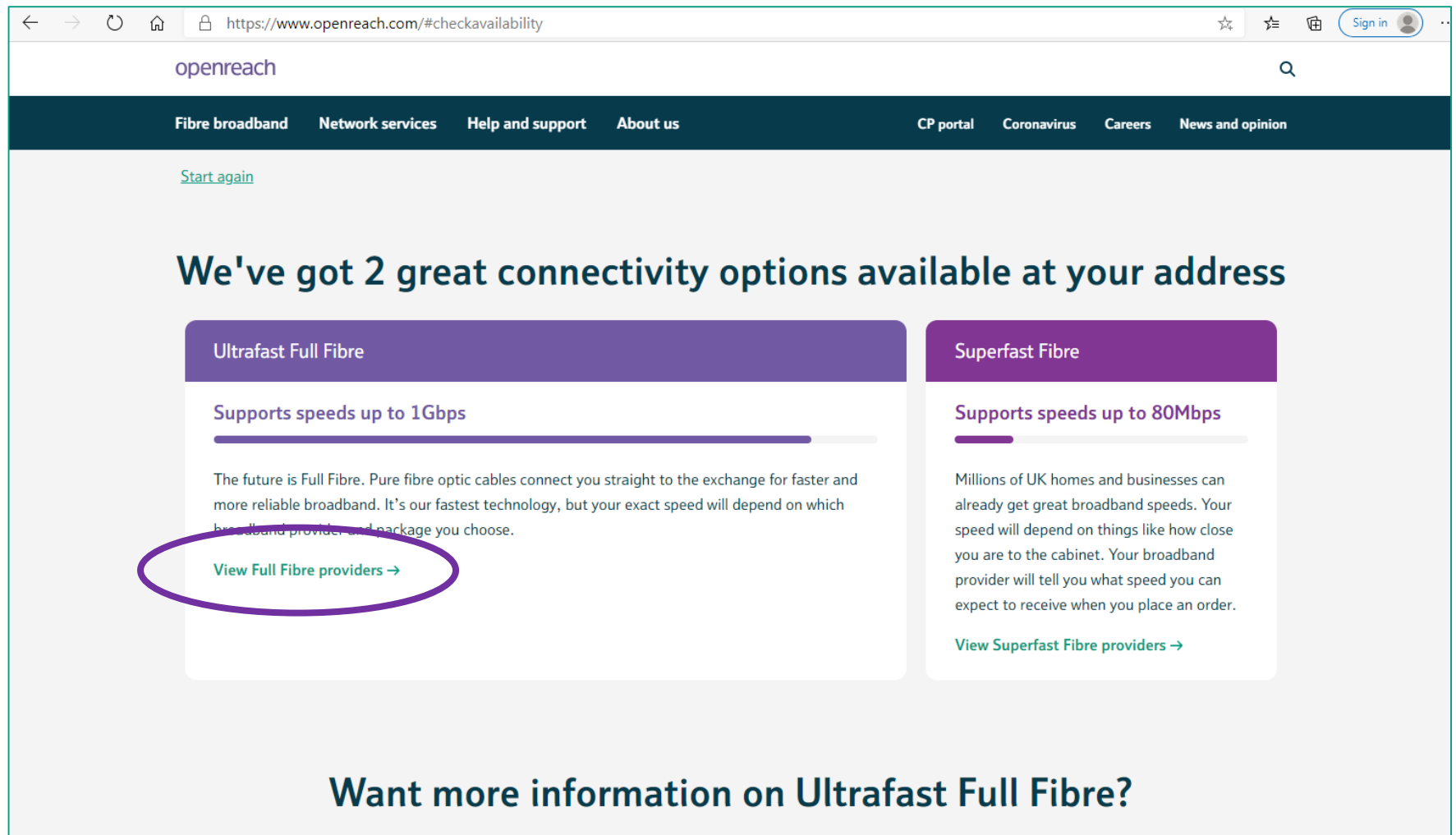
Go to the [Openreach main webpage](#), here you will see the option to check availability for service at a specific address, in this instance an individual address was chosen in Coalpit Heath, South Gloucestershire (BS36 2UJ).



The screenshot shows the Openreach website homepage. The browser address bar displays <https://www.openreach.com/>. The page features a dark green navigation bar with the following links: Fibre broadband, Network services, Help and support, About us, CP portal, Coronavirus, Careers, and News and opinion. The main content area has a white background with a large image of a smiling female technician wearing a white hard hat with the Openreach logo and a high-visibility yellow jacket. Overlaid on the image is the text "Are you making the most of your broadband?" in a large, white, sans-serif font. Below this text is a green button with the text "Check availability". In the bottom right corner, there is a small icon for "Privacy - Terms".

Checking a premise for service availability

The aforementioned property in Coalpit Heath can place a Superfast or Full Fibre order. The resident now has the opportunity to select a Communication / Service Provider of their choice.



The screenshot shows the Openreach website interface. The browser address bar displays <https://www.openreach.com/#checkavailability>. The page header includes the Openreach logo and a search icon. The navigation menu contains links for Fibre broadband, Network services, Help and support, About us, CP portal, Coronavirus, Careers, and News and opinion. A "Start again" link is visible at the top left of the main content area.

We've got 2 great connectivity options available at your address

Ultrafast Full Fibre

Supports speeds up to 1Gbps

The future is Full Fibre. Pure fibre optic cables connect you straight to the exchange for faster and more reliable broadband. It's our fastest technology, but your exact speed will depend on which broadband provider and package you choose.

[View Full Fibre providers →](#)

Superfast Fibre

Supports speeds up to 80Mbps

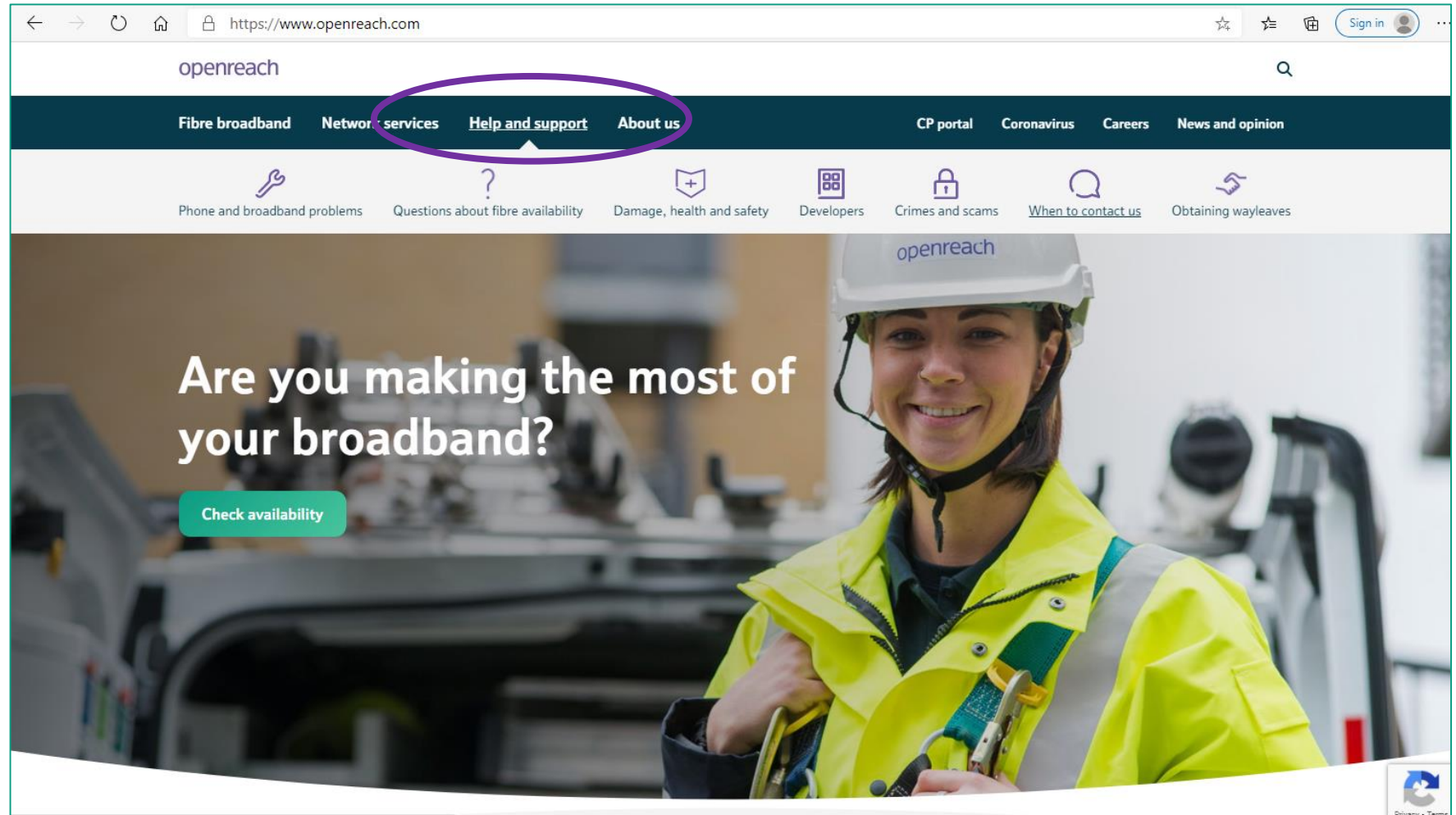
Millions of UK homes and businesses can already get great broadband speeds. Your speed will depend on things like how close you are to the cabinet. Your broadband provider will tell you what speed you can expect to receive when you place an order.

[View Superfast Fibre providers →](#)

Want more information on Ultrafast Full Fibre?

Seeking general assistance

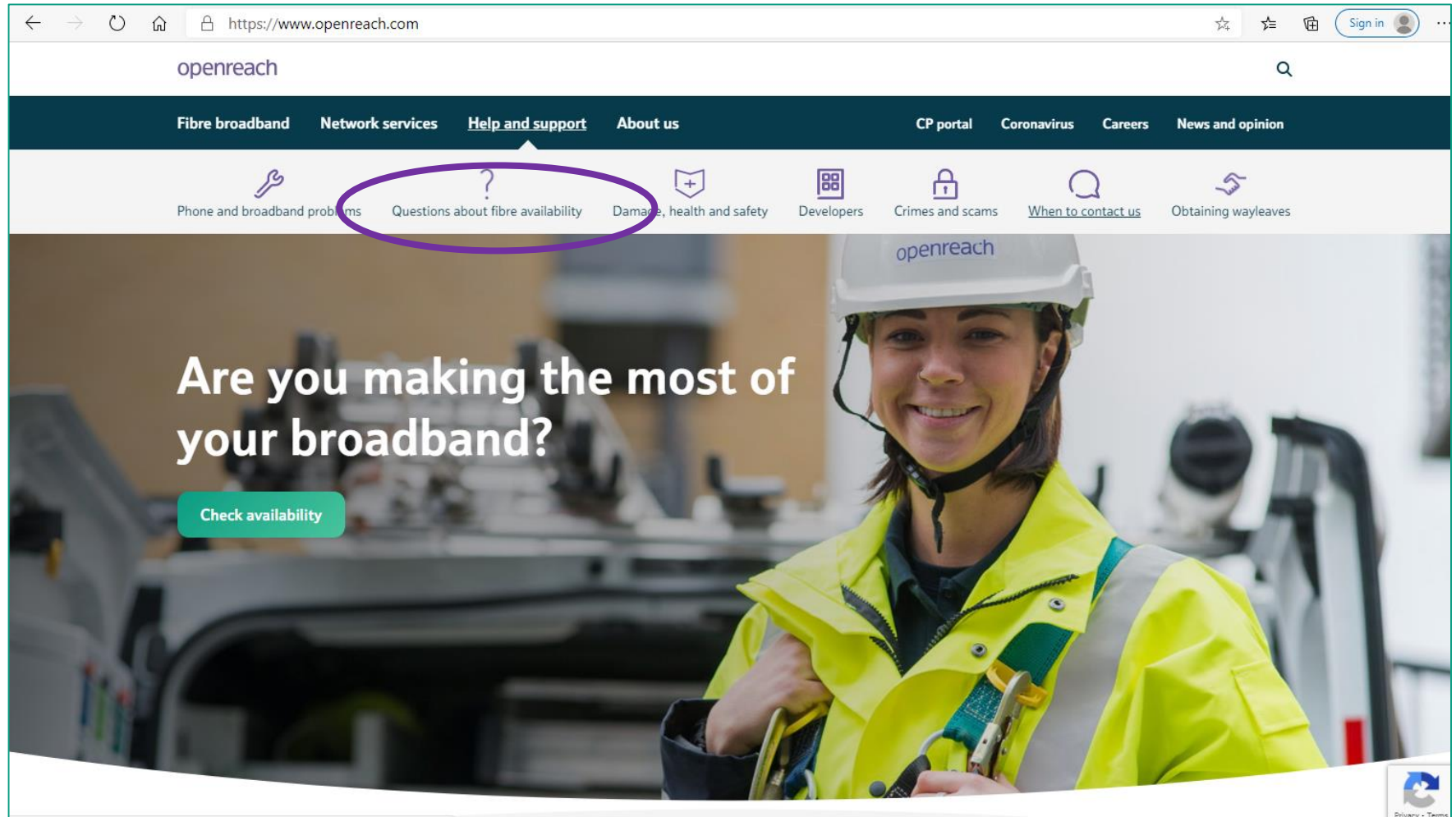
There are a number of functions that can be selected in the 'help and support' menu. Select the option that best fits the type of issue or enquiry you have.



The screenshot shows the Openreach website interface. The browser address bar displays <https://www.openreach.com>. The main navigation bar includes links for [Fibre broadband](#), [Network services](#), [Help and support](#) (highlighted with a purple oval), and [About us](#). Other navigation items include [CP portal](#), [Coronavirus](#), [Careers](#), and [News and opinion](#). Below the navigation bar, there are icons and text for various support topics: [Phone and broadband problems](#), [Questions about fibre availability](#), [Damage, health and safety](#), [Developers](#), [Crimes and scams](#), [When to contact us](#), and [Obtaining wayleaves](#). The main content area features a large image of a smiling female technician in a yellow safety jacket and white hard hat. Overlaid on the image is the text "Are you making the most of your broadband?" and a green button labeled "Check availability". In the bottom right corner, there is a small icon for "Privacy - Terms".

Seeking general assistance

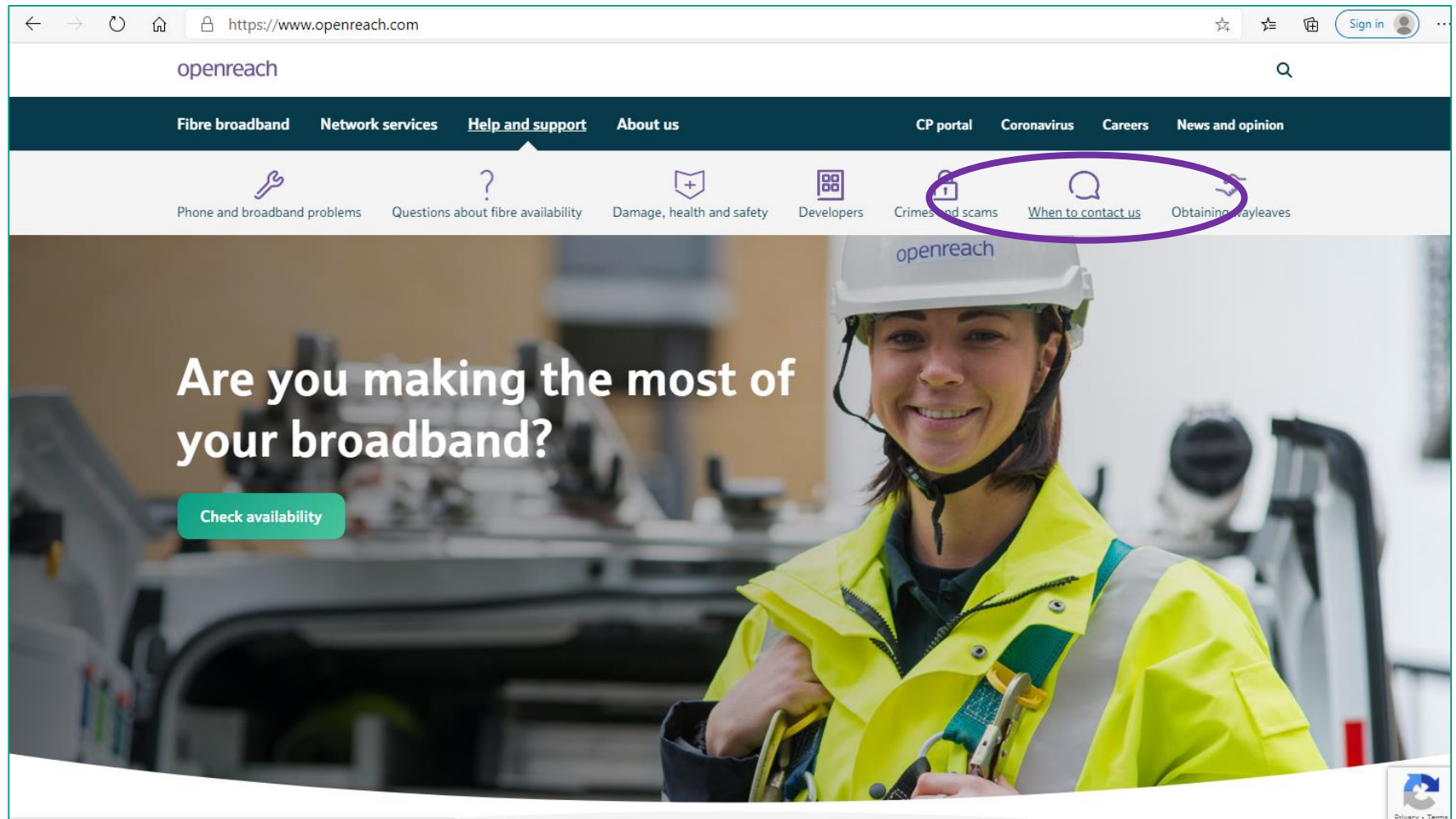
The section named “questions about fibre availability” covers some of the keys questions and answers about how and where we're upgrading the Openreach network.



The screenshot shows the Openreach website interface. The browser address bar displays <https://www.openreach.com>. The main navigation bar includes links for [Fibre broadband](#), [Network services](#), [Help and support](#), and [About us](#). Below this, a secondary navigation bar features icons and text for [Phone and broadband problems](#), [Questions about fibre availability](#) (circled in purple), [Damage, health and safety](#), [Developers](#), [Crimes and scams](#), [When to contact us](#), and [Obtaining wayleaves](#). The main content area features a large image of a smiling female technician in a yellow safety jacket and white hard hat. Overlaid on the image is the text "Are you making the most of your broadband?" and a green button labeled "Check availability". In the bottom right corner, there is a small icon for "Privacy - Terms".

Seeking general assistance

In this instance, we have an issue or enquiry that does not fall under the generic headings. We are going to select the 'when to contact us' heading in the 'help and support' menu.



The screenshot shows the Openreach website interface. The browser address bar displays <https://www.openreach.com>. The main navigation bar includes links for **Fibre broadband**, **Network services**, **Help and support**, **About us**, **CP portal**, **Coronavirus**, **Careers**, and **News and opinion**. Below this, a secondary menu features icons and text for: **Phone and broadband problems**, **Questions about fibre availability**, **Damage, health and safety**, **Developers**, **Crimes and scams**, **When to contact us** (highlighted with a purple circle), and **Obtaining dayleaves**. The main content area features a large image of a smiling female technician in a yellow safety jacket and white hard hat, with the text **Are you making the most of your broadband?** and a **Check availability** button. The footer contains a **Privacy • Terms** link.

Seeking general assistance

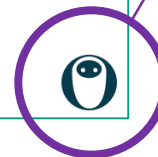
On the 'when to contact us' page there are several options available to you.

- Advice on when to contact your phone or broadband provider
- When and how to contact Openreach about general issues
 - Report damage or a health and safety issue
(Damaged or graffitied cabinets helpline: 0800 023 2023)
 - Ask about fibre
 - Thank an engineer
 - Complaints policy
 - How to make a complaint or something else



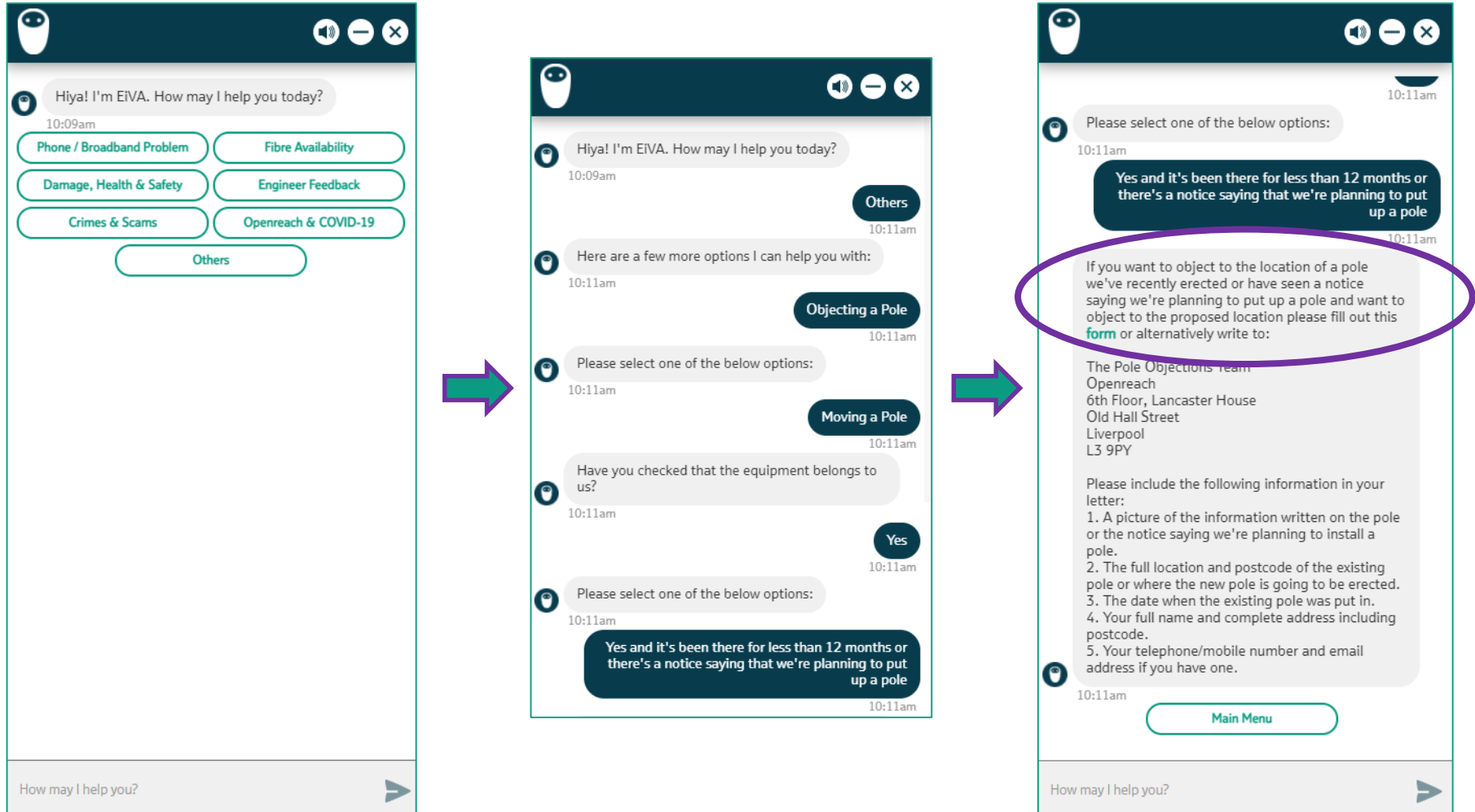
The screenshot shows the Openreach website's 'When to contact us' page. The page has a dark blue header with navigation links: 'Fibre broadband', 'Network services', 'Help and support', 'About us', 'CP portal', 'Coronavirus', 'Careers', and 'News and opinion'. The main content area is white with a dark blue title 'When to contact us'. Below the title is a section for 'Coronavirus contact tracing' with a paragraph of text. Further down is a section titled 'Please talk to your phone or broadband provider if you:' followed by a bulleted list of four items. At the bottom, there is a small paragraph and a circular logo with a stylized 'O' and 'R' inside.

Alternatively, EIVA our e-Bot can be utilised to speed the process up. Instructions can be found on the following slide.



Seeking EIVA's assistance

Where displayed, the icon above indicates EIVA assistance. EIVA is a simple way to navigate through to the most appropriate customer services team. Here is an example of how you would formally initiate a pole objection.

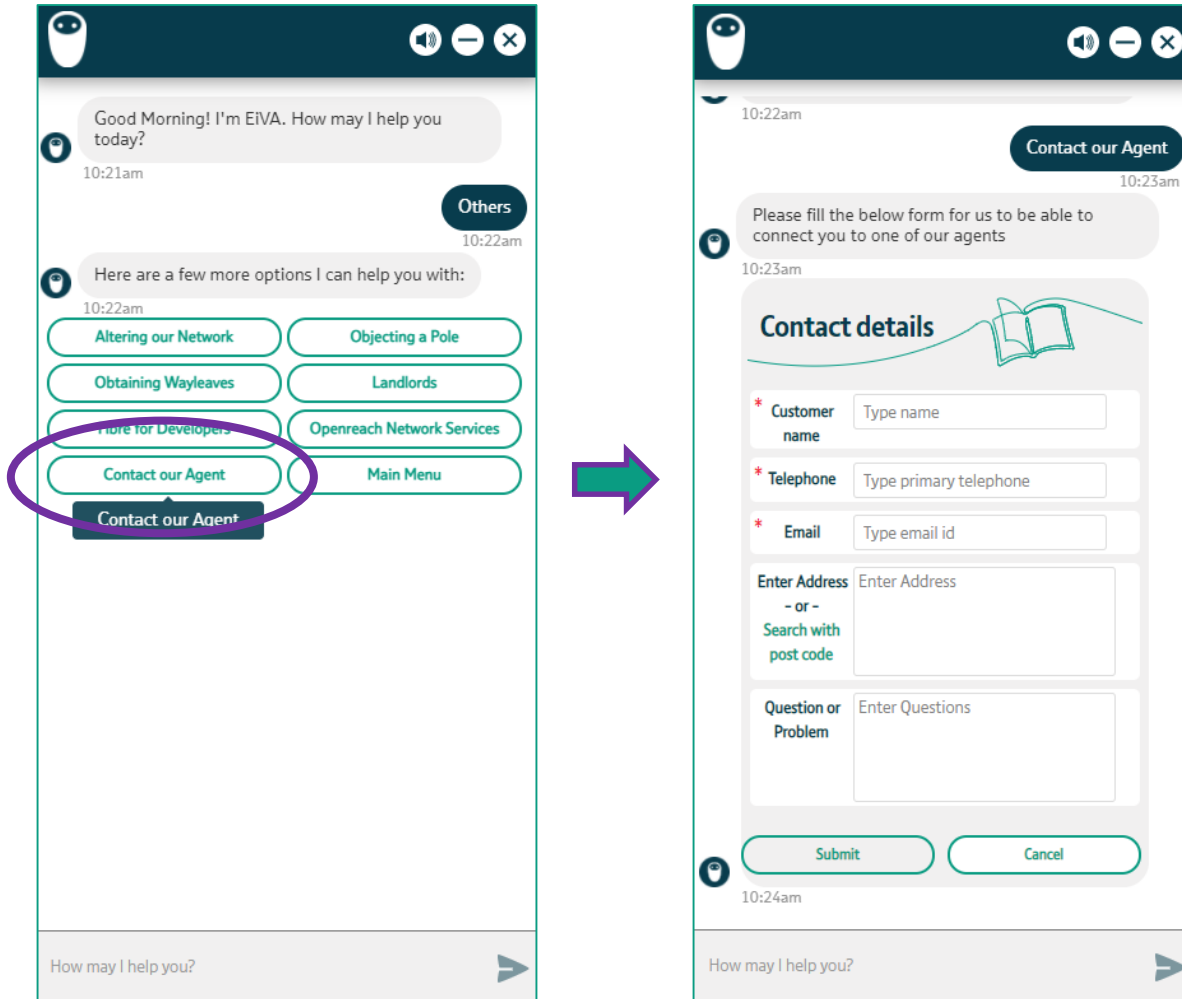


The sequence of screenshots illustrates the process of initiating a pole objection through EIVA:

- Panel 1:** EIVA greets the user: "Hiya! I'm EIVA. How may I help you today?". A menu of service options is displayed, including "Phone / Broadband Problem", "Fibre Availability", "Damage, Health & Safety", "Engineer Feedback", "Crimes & Scams", "Openreach & COVID-19", and "Others".
- Panel 2:** The user selects "Objecting a Pole". EIVA asks: "Please select one of the below options:". The user selects "Yes and it's been there for less than 12 months or there's a notice saying that we're planning to put up a pole". EIVA then asks: "Have you checked that the equipment belongs to us?". The user selects "Yes".
- Panel 3:** EIVA asks: "Please select one of the below options:". The user selects "Yes and it's been there for less than 12 months or there's a notice saying that we're planning to put up a pole". EIVA provides the following information:
 - Please select one of the below options:
 - Yes and it's been there for less than 12 months or there's a notice saying that we're planning to put up a pole**
 - If you want to object to the location of a pole we've recently erected or have seen a notice saying we're planning to put up a pole and want to object to the proposed location please fill out this [form](#) or alternatively write to:
 - The Pole Objections Team
 - Openreach
 - 6th Floor, Lancaster House
 - Old Hall Street
 - Liverpool
 - L3 9PY
 - Please include the following information in your letter:
 1. A picture of the information written on the pole or the notice saying we're planning to install a pole.
 2. The full location and postcode of the existing pole or where the new pole is going to be erected.
 3. The date when the existing pole was put in.
 4. Your full name and complete address including postcode.
 5. Your telephone/mobile number and email address if you have one.

Seeking an agent's assistance through EIVA

If you have an issue that EIVA is unable to assist you with, you can request live contact with one of our advisors as depicted below. The details provided will ensure the appropriate team member contacts you to discuss your concerns.



The image shows two sequential screenshots of a chat interface. The first screenshot shows a chat window with a header bar containing a microphone, volume, and close icons. The chat history includes a message from EIVA: "Good Morning! I'm EIVA. How may I help you today?" (10:21am) and a response: "Here are a few more options I can help you with:" (10:22am). Below this, there is a grid of buttons: "Altering our Network", "Objecting a Pole", "Obtaining Wayleaves", "Landlords", "Fibre for Developers", "Openreach Network Services", "Contact our Agent", and "Main Menu". The "Contact our Agent" button is circled in purple, and a purple arrow points to a floating "Contact our Agent" button that appears below it. A large green arrow points from this screenshot to the second one.

The second screenshot shows the chat window after the "Contact our Agent" button is clicked. A message from EIVA says: "Please fill the below form for us to be able to connect you to one of our agents" (10:23am). Below this is a "Contact details" form with the following fields: "Customer name" (Type name), "Telephone" (Type primary telephone), "Email" (Type email id), "Enter Address" (Enter Address), "Search with post code", and "Question or Problem" (Enter Questions). At the bottom of the form are "Submit" and "Cancel" buttons. A message from EIVA at the bottom says: "How may I help you?" (10:24am).

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Connecting you to your network

Thank you for your time

