Coronavirus (COVID-19) – UPDATE and service information

An internal working group has been established across the business to monitor and respond to the ongoing situation. This ensures that we are aware of the impact to the business and can respond quickly should the situation develop.

All our business activities have been aligned to the UK Government Guideline on COVID – 19, including recommendations for self-isolation and personal hygiene. In addition our Business contingency planning which is inclusive of flexible working and work at home policies mean there should be minimal disruption to the business, but we will continue to monitor the situation.

We will of course keep you updated if this situation changes but in the meantime we ask customers to be patient and wherever possible contact us using our online chat facilities (details below). If you have any queries, please do not hesitate to contact Customer Service Team

Openreach have made us aware of some changes to their working practices. These changes are detailed below so you can manage your customers' expectations accordingly. Please be aware these may continue to change in the coming weeks and we will keep you updated further.

Changes to Openreach engineering practices

Openreach have advised they are making some simple changes to engineers' procedures. Going forward before entering an end users' premises* they will ask two questions, to assess the situation and establish the possible presence of a patient with COVID-19:

 1. Has anyone in the premises been diagnosed with COVID-19, been asked to self-isolate, or has travelled to a Coronavirus high-risk area or country in the last 14 days?
 2. Is anyone in the premises suffering from flu-like symptoms?

If the answer to the first question is yes, the engineer will contact a special hotline for further advice on how to proceed and to ensure the job is correctly reappointed by CPs, as and when appropriate.

If the answer to the second question is yes, the engineer will proceed with the job, but will undertake additional hygiene actions. This includes wiping surfaces, asking the end customer to remain in a different room, not accepting the offer of drinks and on finishing the job not completing the sign-off with the customer.

If the answer to both questions is no, the job will proceed as normal.

*Applies to residential and small business premises, covering volume telephony and broadband products and excluding Ethernet or Optical services.

Yours Sincerely,