

As a householder and also a semi-retired computer consultant who assists local people with IT (including Internet) problems, I would like to comment that the management of Openreach needs improvement. Examples:

- A builder, not knowing that a telephone duct ran through some private land where he was digging foundations, dug through it cutting off telephone and ADSL to about 12 houses. Those who reported a problem over a few days each had an Openreach person arrive to look at their phone. Those shown the actual problem said "Oh, I must report this". Surely a modern organisation should know there was a significant fault and avoid the waste of time. (I mentally compare a recent water outage, when on speaking the post code the automated voice said "We are aware of a fault affecting your area and expect it to be resolved by 3pm". I would expect Openreach to need longer - perhaps a couple of days rather than the weeks they actually took.)
- Openreach technician attends to investigate a broadband speed problem, starting as always at the house. Agrees a problem exists and needs to investigate elsewhere before calling again another day. Insists he needs a mobile phone number to call to agree when he could re-visit, even though told that mobile reception was exceedingly poor. Said could not call the landline number, even though the landline telephone was working fine!
- Various people on the exchange had ADSL broadband go down at the same time. One engineer having visited a user then gone to the exchange returned later with the comment that he had found another 8 engineers there attending faults. Probably an exaggeration but indicating a poor fault management system.

I'm not sure that separating Openreach would improve their performance unless they are made to compete in some way. perhaps split into several businesses covering different areas (regions?) with comparative performance and user satisfaction figures published.

Hope this helps your deliberations.