KCOM wholesale

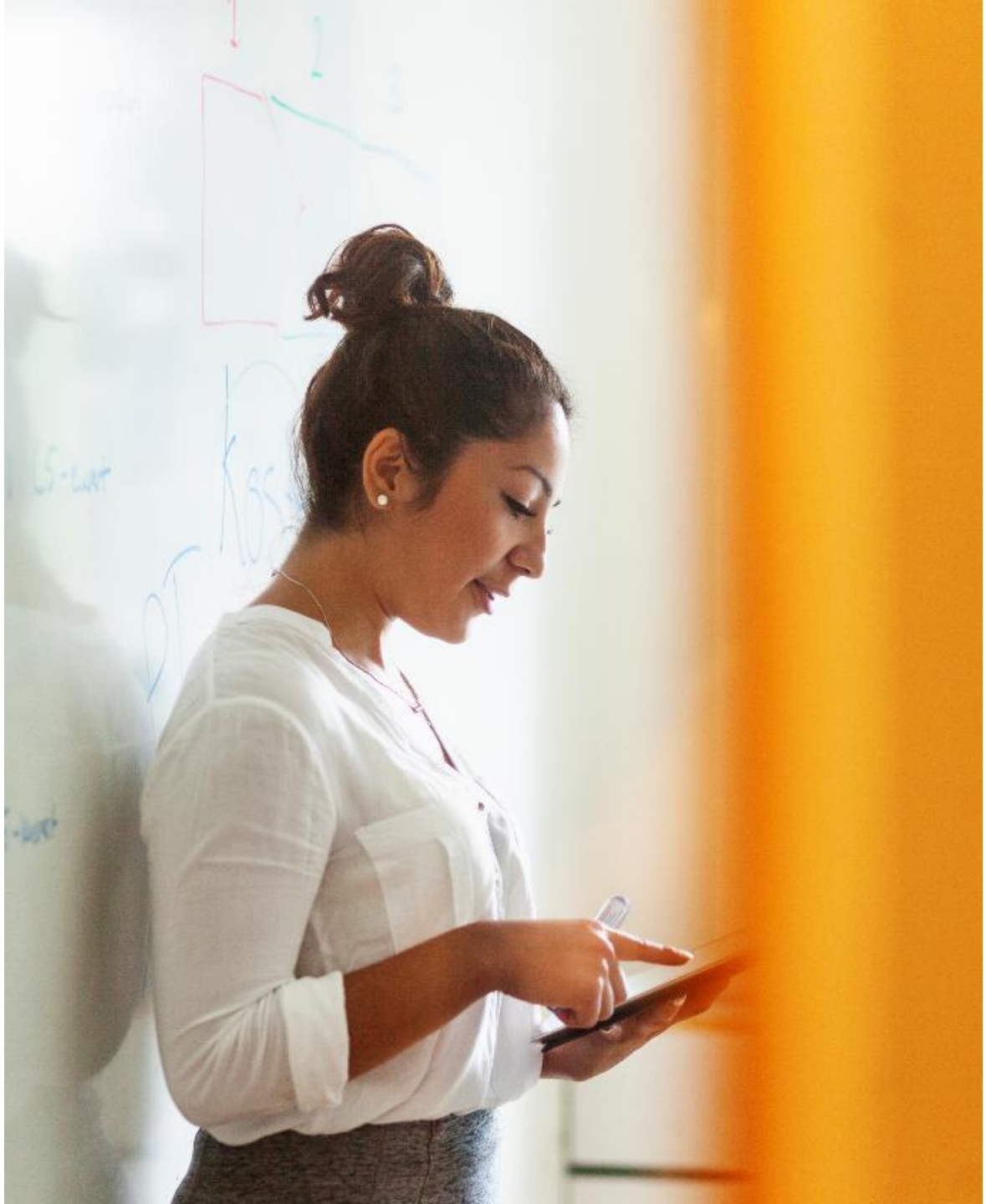
KCOM wholesale

Industry Update

29th July 2020

Agenda

1. Introduction
2. KCOM wholesale team – Rich Tyas
3. Covid-19 latest – Rich Tyas
4. Systems Update – Dan Gowen
5. Fibre expansion, FTTP products – Chris Dingle
6. Voice Roadmap Update – Martin Bertolotti / Andy Randerson
7. Partner Collateral – Neil Bant
8. Network Service Access Request – Chris Dingle
9. Q and A and Feedback

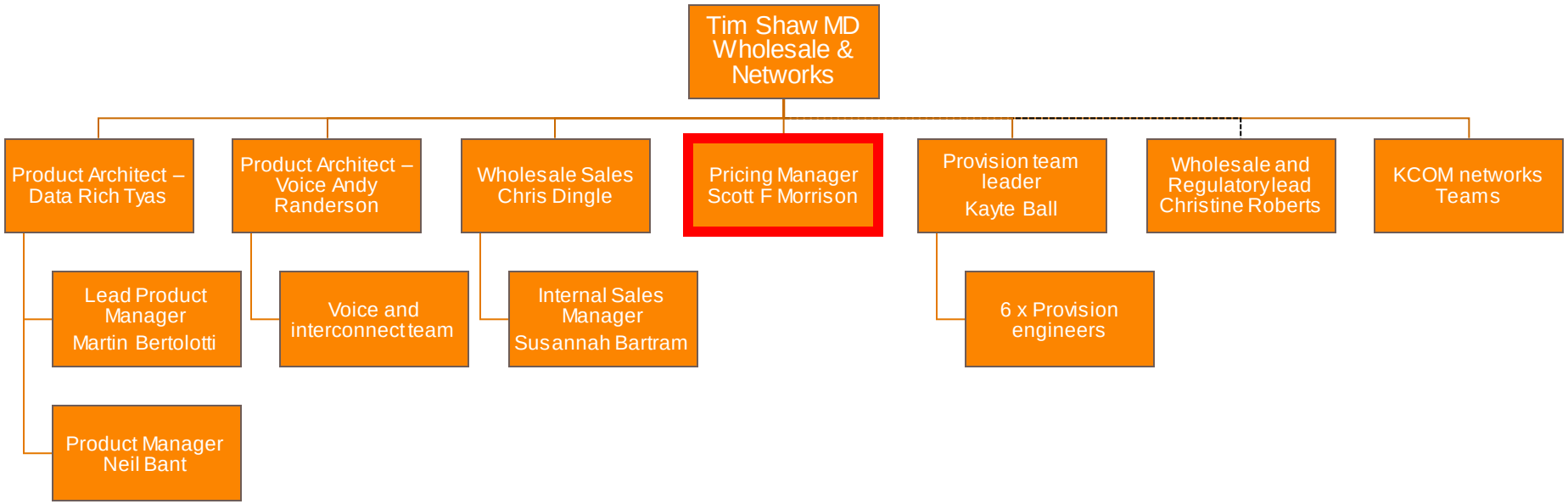


KCOM wholesale update

Tim Shaw, Managing Director of KCOM wholesale & networks, incorporating:

KCOM wholesale

Wholesale organisation



Covid-19 latest

- Engineering teams are now back to operating at full capacity and will continue to carry out all work in accordance with Government guidelines on social distancing and using appropriate PPE.

- The backlog of work, together with increased recent demand, have adversely impacted appointment lead times and we are working hard to address this.

- Remote working in office-based teams has proved very successful. We will continue with this arrangement, subject to periodic reviews.

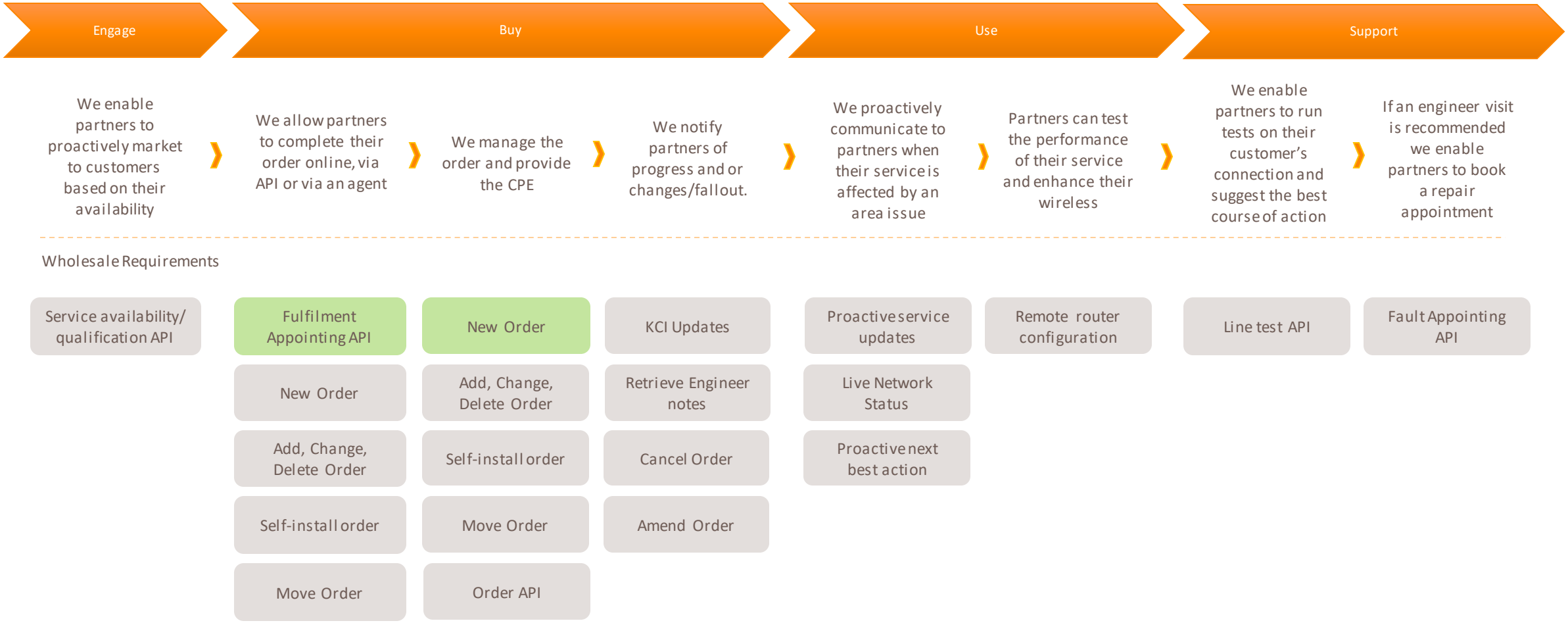
- Any changes to products arising from Covid-19 will continue to be communicated appropriately. The following continue to apply:

  - Data caps continue to be waived on broadband products
  - Single Non-Emergency Number (101) remains free of charge to callers

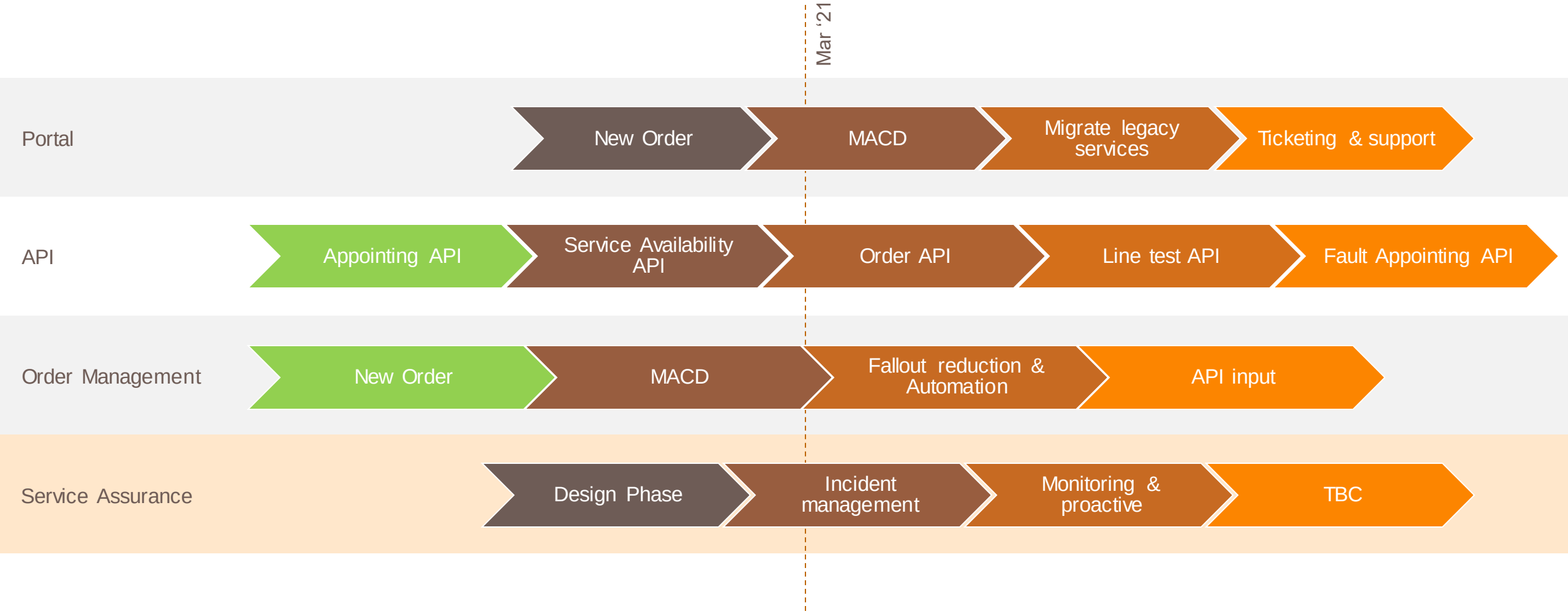
Systems – Q1 update

- Initial roadmap defined
- Target systems and processes defined
- API Roadmap prioritised
- Skills and recruitment process started

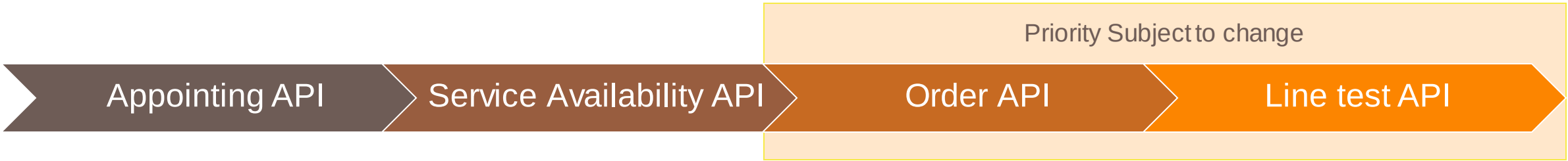
Systems – product lifecycle



Systems roadmap



Systems API Development



ETA: September/October

Scope:

Request and reserve available appointments for FTTP GPON Installation as part of an order.

Dependencies:

- Service availability API
- Order Management API
- Order management

ETA: December

Scope:

Retrieve service availability, lead-times and required appointments for a given address.

ETA: TBC

Scope:

Capture a complete, clean order and return KCIs to partner systems.

Dependencies:

- Order Management

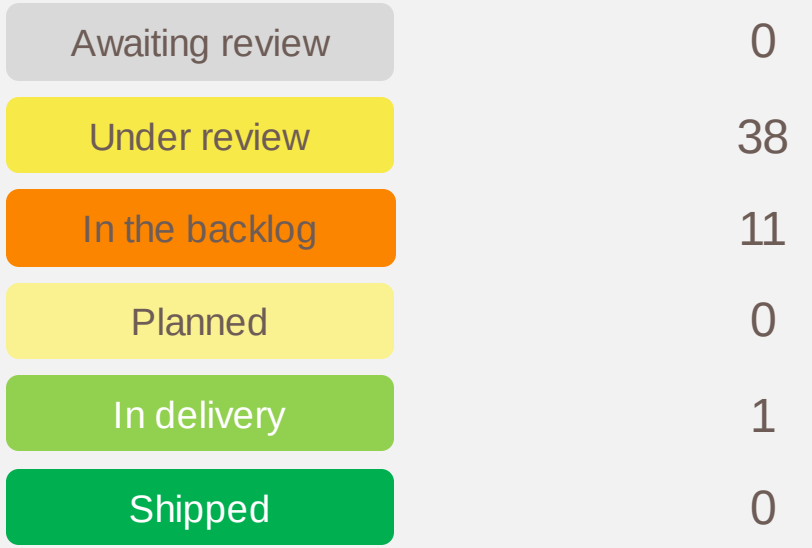
ETA: TBC

Systems Development Team

- Team scope approved
- Recruitment underway
- Looking for contractor resource to hit the ground running

Wholesale Ideas

Ideas



New Ideas

0

https://kcomwholesale.ideas.aha.io/

Wholesale Sales – FFE Fibre Expansion

Order	Area	Premises Passed
1	Driffield / Nafferton	7,600
2	Market Weighton	3,400
3	Pocklington	4,500
4	Howden	1,800
5	Goole	8,500
6	Hornsea	3,900
7	Withernsea	2,900

Wholesale Sales

- Success of Residential Entry offer
  - Significant take-up, currently reviewing options for whether we can extend
  - Primary aim is to increase FTTP take up – all customers new to CP eligible
- SIP Trunking
  - Product in development – views on options including packaging, value add etc welcome

Voice Roadmap

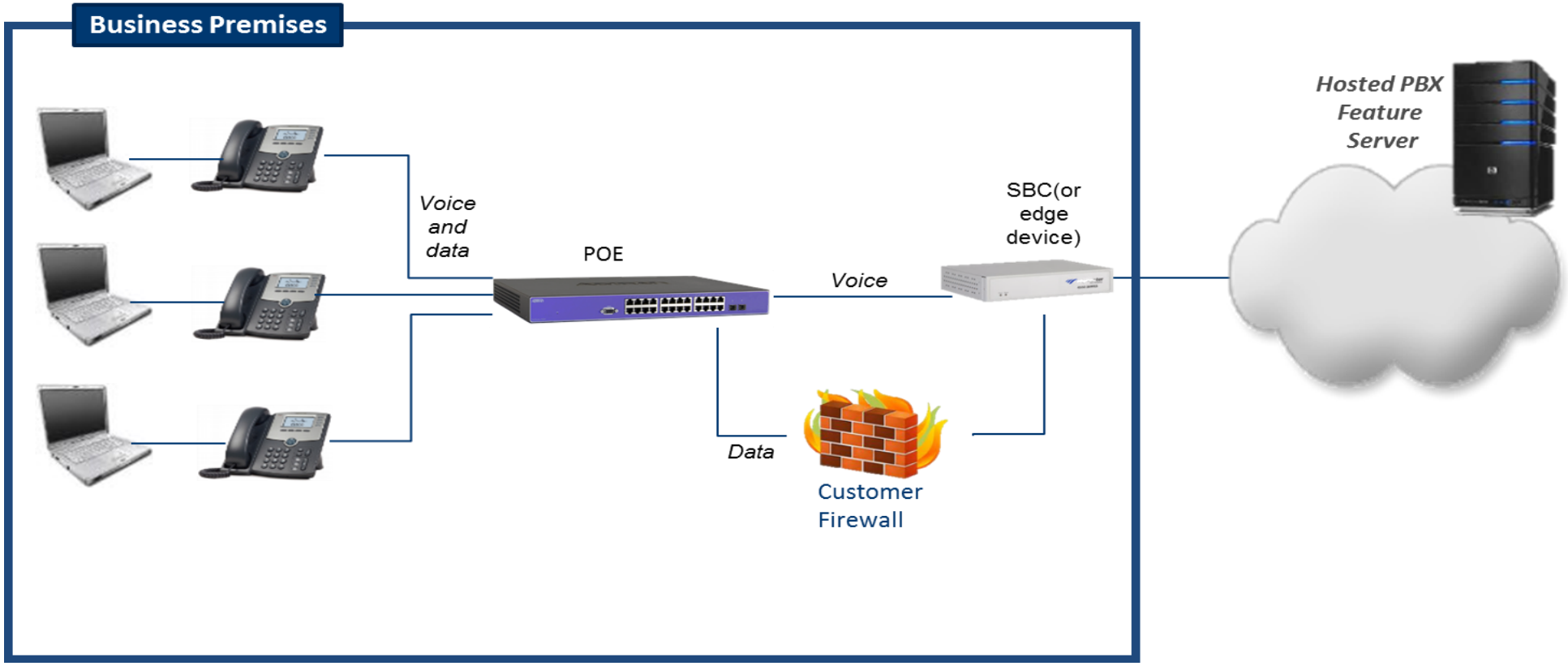
Product	Description & Status
Migration of all TDM voice from System X to IP switching	Phase 1 (Beverley) postponed from October 2020 to 2021
Provision of voice over fibre as standard	Process currently under development
Withdrawals : Centrex	Postponed from June to September 2020 owing to recent disruptions in work patterns
Withdrawals : HotLine	Scheduled for March 2021
Withdrawals : Ring Back	Scheduled for March 2021
SIP-T	Initial manual deployment. Automation programme under development.
Unified Communications	Initial feasibility

Wholesale - Over The Internet SIP Trunking Service

- For the small business customer market via resellers:
- Up to 30 channels
- DDI Digits to send 1 to 10
- Single SIP trunk (no connectivity resilience)
- Calls package to be included of inclusive minutes
- No bespoke requirements (Interop tested PABXs with standard set up)
- Standard Type 5 CLI Presentation
- ITU E164 Numbering (always prefix with a +)
- G.711 a law and 10ms packetisation
- Number Port Multi-line and Number Allocation, numbers allocated from a pool of 01482 numbers

Unified Comms/Hosted PBX

> Hosted UC is a cloud-based solution delivering phone system and UC features on a per user basis.



Unified Comms/Hosted PBX Example Features

Feature	Standard User	Premium User
Caller ID with Name	X	X
Speed Dial, Short Codes, Intercom Codes	X	X
Automatic Call Back, Automatic Recall	X	X
Multiple Call Appearances, Call Waiting, Call Hold, Call Transfer	X	X
Call Hold/Park/Pickup	X	X
Paging/Intercom Features	X	X
Shared Line Appearance	X	X
End User Web Portal (CommPortal)	X	X
Business Call Manager (BCM) - advanced call forwarding capabilities (sim ring, distinctive ringtones, call rejection, …)	X	X
Receptionist Features (Line State Monitoring, …)	X	X
Voicemail (access via email, web portal, or phone)	X	X
Voicemail to Email	X	X
Do Not Disturb	X	X
Contact Management	X	X
Click to Dial	X	X
Desk phone customization, management	X	X
Desktop Client – (IM, Outlook integration, Presence)		X
Mobile apps - iPhone, iPad, Android devices		X
Speech to Text transcription of messages		X
Video Chat		X
Call Jump		X
CRM Integration		X
BUSINESS-LEVEL FEATURES		
Admin Portal	X	
Multi Line Hunt Groups	X	
Easy Attendant (Auto Attendant)	X	
Music On Hold	X	
Call Pickup Groups	X	
Account Codes	X	
Call Logs	X	

Collateral

- We are developing our collateral. We have a Service Operations Manual covering non-reference offers with high level service overviews, processes, procedures, escalations and a billing reporting portal overview
- New KCOM wholesale logos for CPs:

  - Font size used must be significantly less than that used for the principal's logo;
    This is to ensure that the reader does not confuse who is providing the service.
  - No other versions of KCOM's logo to be used when marketing to customers in the Hull Area.
  - jpg and .eps versions for print available on request
  - also available in black for white backgrounds and in white for coloured backgrounds

Next:

- Fibre CPE guide and router settings
- What else would you like to see?

Network Access Request Reminder

KCOM wholesale is required to have a process in place to manage requests for new wholesale services and changes to existing wholesale services.

Typical developments that would require the submission of a Statement of Requirements are requests for new products or significant changes to existing products, requests for new pricing or systems or process changes.

This process allows us to capture the wholesale product requirements of our customers in a formal and consistent way and also provides an audit trail of requests and documents for future reference.

This process is used for requests relating to regulated and unregulated products and is also used where KCOM retail has new requirements.

The process can be found on our website https://www.kcomgroupltd.com/regulatory/kcom-wholesale/service-information/network-access-requests/

Our commitments to you

We will engage with you to help you understand when you need to submit a Statement of Requirements and the information we need to consider your request

We will treat all requests for new wholesale services or changes to existing wholesale services on an equivalent basis and evaluate them fairly and in accordance with the process

We will abide by the timescales set out in the process and communicate openly with you about your request

Questions?

Contacts

Provisioning Team - wholesalepartners@kcom.com – 01482 602512

Chris Dingle – Wholesale Sales - chris.dingle@kcom.com - 07718 601057

Susannah Bartram – Wholesale Sales - susannah.bartram@kcom.com - 07834 130548

Rich Tyas – Product Architect Data – richard.tyas@kcom.com – 07770 790829

Andy Randerson – Product Architect Voice – andy.randerson@kcom.com – 07814 302775

Martin Bertolotti – Product Lead - martin.bertolotti@kcom.com - 07901 510696

Neil Bant – Product Manager – neil.bant@kcom.com - 07718 604252

Thank you

Next event 5th November 2020

A survey will be sent out after the event – we would really appreciate your feedback.