KCOM Industry Workshop

April 24th 2020

Objectives

- To give an overview of progress to date and indicative timelines

- To establish a collaborative way of working

- To ensure awareness of how KCOM is operating during the current restrictive period

- To advise on recent product developments

Future

- Ongoing engagement with stakeholders as we build our capabilities in this space.

Focus

Fibre based volume services

- Fibre To The Premise 'Retail Minus' products

- Data and Voice

- Ordering and provisioning, including MACD operations

Lower volume services including lease lines will be incorporated in later development stages.

- Legacy services due for replacement including DSL will not be incorporated into the platform

- Effort on future capability - new products backed by new processes

Systems Progress

High level roadmap/progress

| Q4	Q1	Q2	Q3	Q4
Jan-Mar	April-Jun	Jul - Sep	Oct - Dec	Jan - Mar
Mobilsation & Definition	Joint definition and prioritisation	MVP Development	Prototype & test	Portal Launch

- Completed initial system requirements review

- Completed network/product model review

- Completed systems architecture review

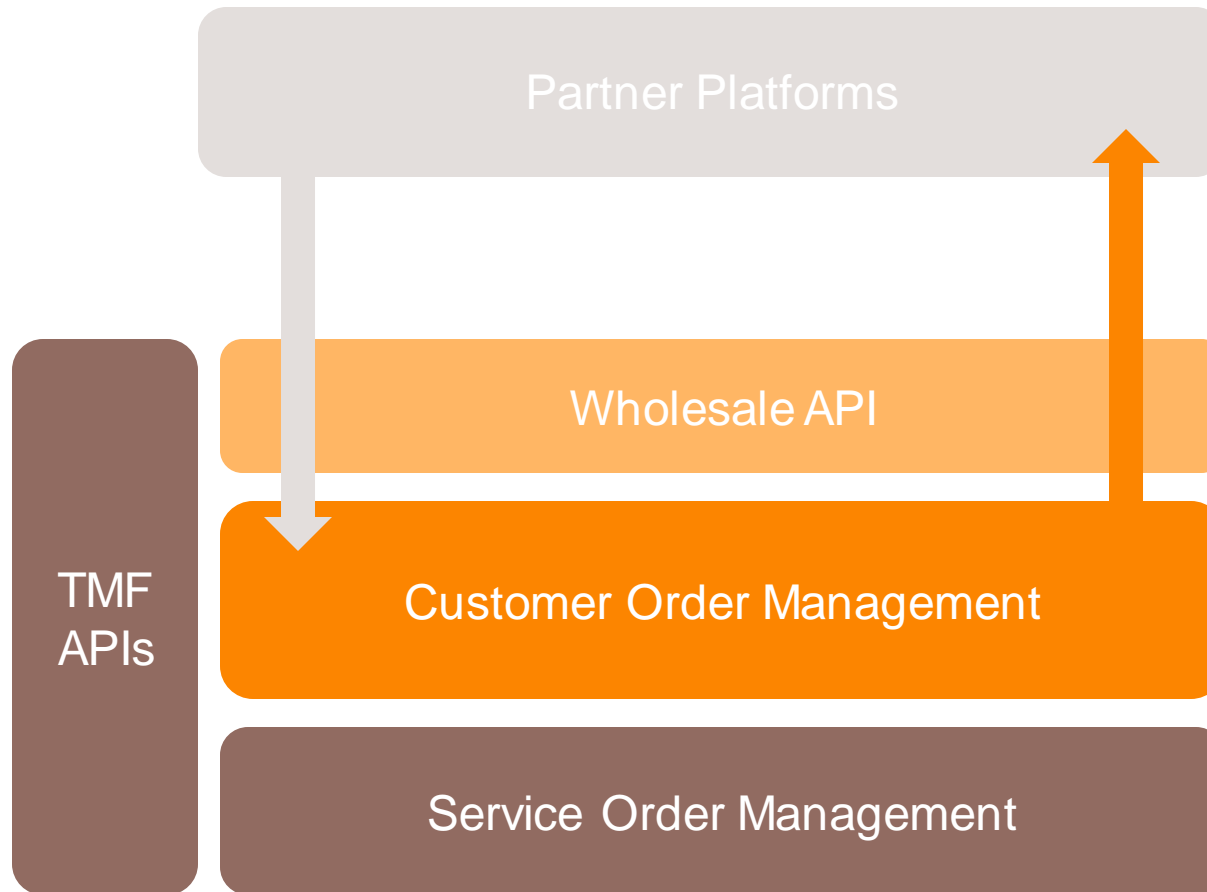- Completed high-level operational model review

High level network/product model
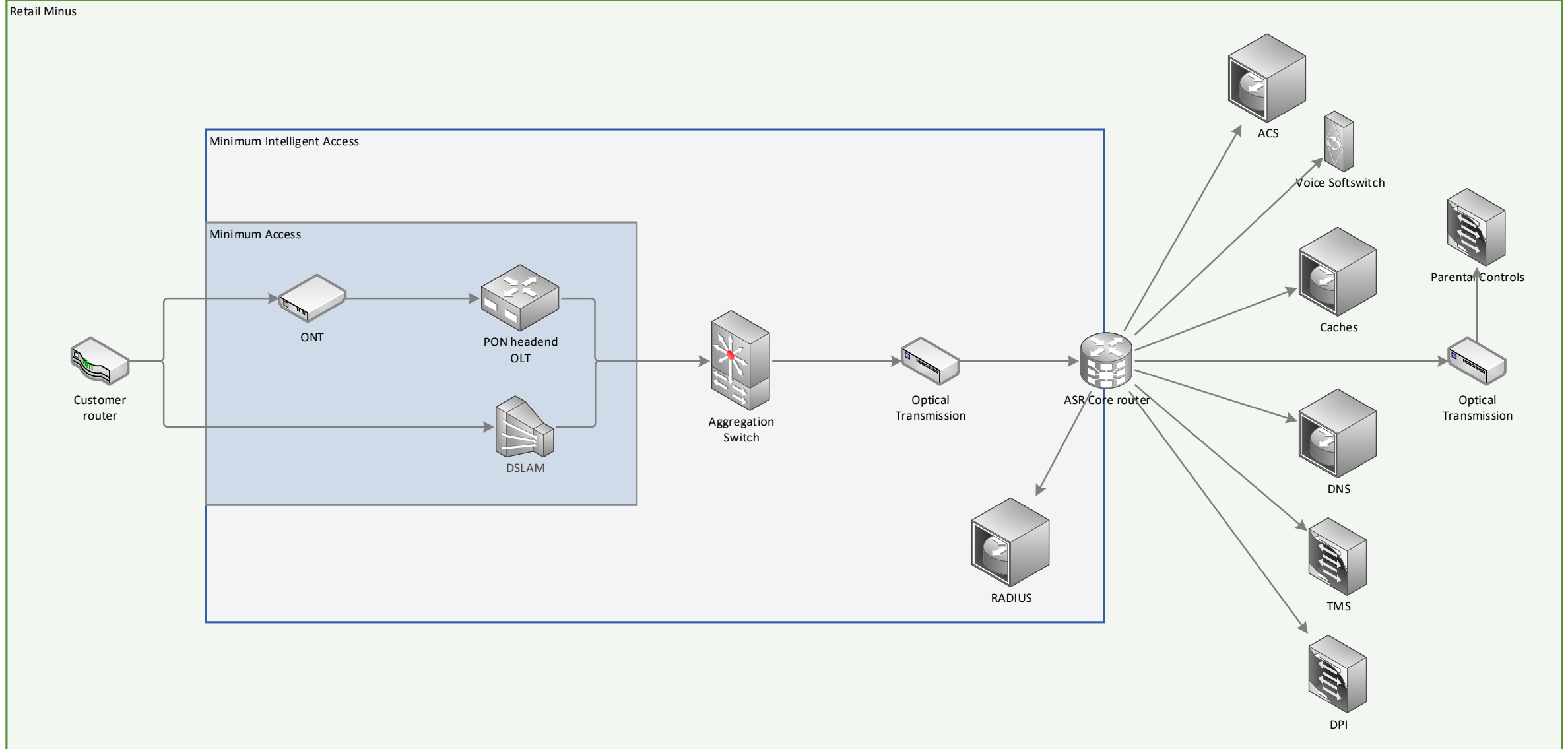
High level processes and supporting interactions

System development

Partner Platforms

TMF APIs

Wholesale API
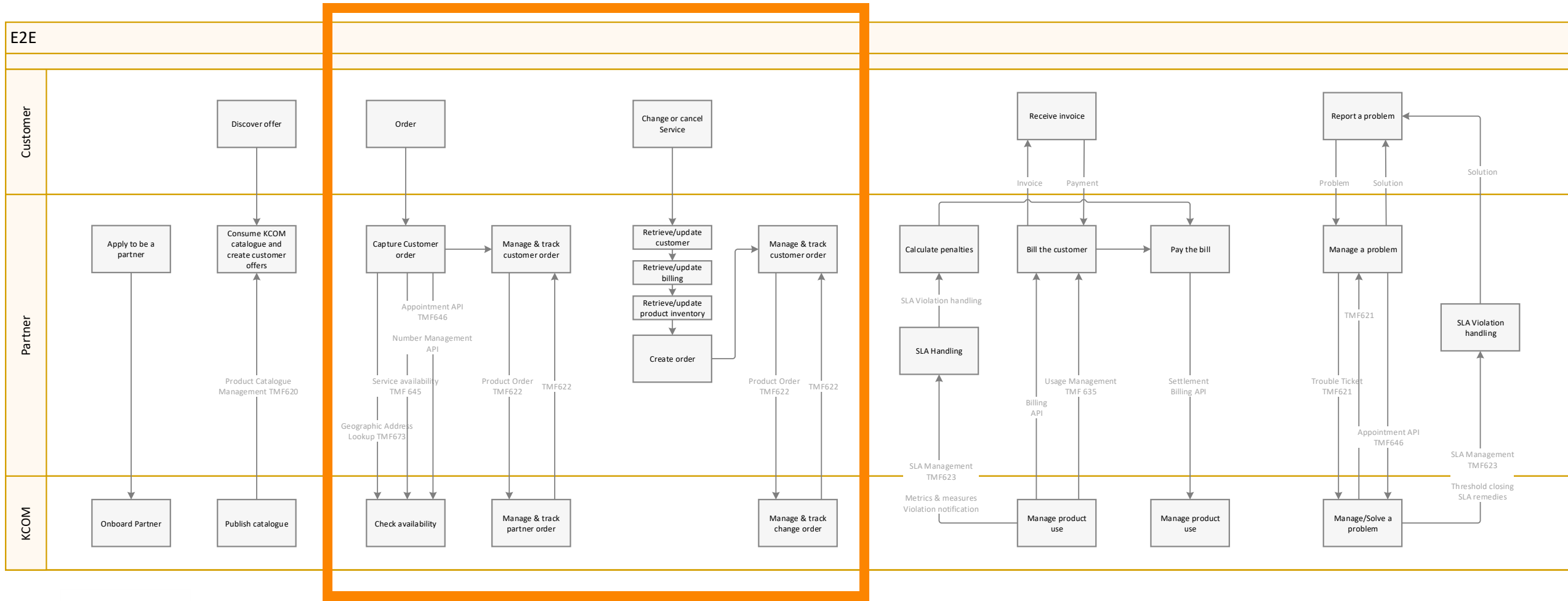
Once proven with customer order Management, we will look to open up API Access for closer partner integration

Customer Order Management

Customer Order Management capability and the portal front-end will be built utilising the same APIs we intend to expose to partners.

Service Order Management

Transformation of service delivery is underway to provide better order updates & reduce fallout

Captured Features/Ideas

Ideas raised:

- Easy access to provision orders

- Check if there is a current working service at the property before placing the order

- Book an engineer for fulfillment

- KCI updates on orders

- Clear order rejection reasons

- See appointments as they are committed

- Fibre line test

- House Moves

- Suspend Customer

- Change of appointment

- Quick orders for small change

- Full circuit details

- See ONT Status

- See ONT LAN status

- Remove a router from TR069

High Level Features:

- **Order Connect Fibre Services**
  - Address availability
  - Appointing
  - **Fibre line/ONT test/check**
  - Order rejection reasons
  - Basic KCIs
- **Order Voice (provided over fibre)**
- **Portal Access**

CORE CAPABILITY

- Takeover existing Connect Fibre service

- Change Internet package

- Change voice bolt-on

- Change Telephone number

- Suspend/Resume service

- Change Router

- Change Login details

- Move address

- KCI Improvements

Ways of working

Ideas

- Awaiting review
- Under review
- Future consideration
- In the backlog
- Planned
- In delivery
- Shipped

Features

- Idea #1
- Idea #2

Feature #1
Feature scope, context and desired outcomes.

High level Acceptance Criteria

Low level acceptance criteria fleshed out with relevant stakeholders as part of planning.

Ready for planning

- Drafting
- Ready for planning
- Planned
- In delivery
- Beta test
- Shipped

High level roadmap/progress

Q4 Jan-Mar	**Q1** April-Jun	**Q2** Jul - Sep	**Q3** Oct - Dec	**Q4** Jan - Mar
Mobilsation & Definition	Joint definition and prioritisation	MVP Development	Prototype & test	Portal Launch

- Set up Teams: Contact daniel.gowen@kcom.com

- Outline MVP Ordering process

- Low level feature definition

- Way of working moving forwards

Wholesale Product Development

Voice
- Connect Business Voice Essentials (call inclusive) and KCOM Wholesale Line Rental are current principal offerings
- SIP under development

Switch Off of System X voice services
- Autumn 2020 commencement
- Minimal disruption expected but specific attention required from CPs for third party equipment & vulnerable customers

Migration path for DSL services to fibre
- Special requirements to make the transformation easier ?
- Wholesale Fibre Line – Facility for full service differentiation
- Migration from IP line [current volume Reference Offer]

Other Requirements ?
- Process defined at https://www.kcomgroupltd.com/regulatory/kcom-wholesale/service-information/network-access-requests/

Utilisation of KCOM Logo for Marketing Purposes

Marketing as a Partner of KCOM Wholesale

In recognition that, for some, it is helpful to demonstrate an association with the underlying infrastructure provider emphasising the partnership upon which service expectations are delivered to their customers. KCOM are inviting CPs to utilise the logo below on their marketing materials, subject to :

• 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

Communications Partner of

KCOM wholesale

COVID-19

Updates on activities and prioritisation at https://www.kcomgroupltd.com/regulatory/price-lists-and-notices/

Principal Activities :

- Prioritising vulnerable persons and essential activities

- Other activities subject to staff availability and suitable protective equipment / practices

- Data caps removed on all broadband packages until further notice

- All 101 calls now free of charge

- Payment suspension option for 3 months, by arrangement, to be paid back over succeeding 6 months

Wholesale Organisation