



One year on from the legal separation of BT and Openreach, what has changed?

	Why it matters	What's improved?	What hasn't improved?	Comment	Score
 SERVICE	Ofcom's strategic telecoms review received more complaints about service than any other issue.	Performance in installing specialist broadband lines for businesses .	Services to residential customers . Openreach has missed many of its own targets . The number of delayed go-lives or faults shortly after go-live has actually got worse since summer 2017 .	Openreach accepts it needs to get better, but consumers are yet to see any real change . Openreach is still too reactive , waiting for problems to be reported rather than proactively fixing them for customers.	5/10
 INVESTMENT	The UK ranks almost last in Europe for access to full fibre services, which are 100 times faster and significantly more reliable than standard broadband. Some European countries have 80% full fibre coverage. The UK has just 3%.	Openreach has accepted it needs to invest more. It now plans to roll out full fibre services to 3m homes by 2020 (previously 2m).	3m homes will still leave the UK trailing Europe . Openreach says it wants to do more, but won't commit. The parent company, BT, still has competing investment priorities. BT has just spent £885m on football rights – enough to connect another 3m homes to full fibre. Each 90 minute match would pay for a town the size of Warwick to be connected .	It's under-ambitious . Even the revised target will only reach around 10% of the UK . TalkTalk is a fraction of the size of BT, but has pledged to roll out to the same number of homes. We want to help Openreach go further, offering minimum volume commitments to de-risk and so accelerate its investment, but Openreach has not shared any viable pricing proposals that would enable rivals to support its investment.	3/10
 SPEEDS	Over a million homes and businesses are unable to receive 10Mbps , considered the minimum speed required for basic internet usage.	The taxpayer subsidised roll out of part fibre ('superfast') speeds has reached 95% of UK .	Openreach has not built enough capacity for all customers in the superfast footprint to upgrade. Over 1m homes are within the 95% footprint, but customers there can't upgrade due to capacity shortages.	Taxpayers have invested £1.7bn subsidising Openreach to roll out part fibre broadband. It's critical Openreach invests in enough capacity for all customers covered by the roll out to upgrade.	6/10
 COLLABORATION	Over 500 telecoms companies depend on the Openreach network. It's crucial Openreach works with the whole industry to resolve shared problems and improve services.	Consultation at the most senior level is better . The Openreach CEO is far more accessible to industry and is personally committed to better collaboration.	Collaboration at a more operational level has not improved . Consultations on full fibre and new product launches have been cancelled with little explanation.	Customers need industry to work together to improve services, but Openreach's slow, bureaucratic processes are delaying essential improvements.	7/10