



Guide To: Dealing with Openreach Engineers

Prior to the Visit

1. When we raised the fault we would have asked for the best on-site contact name and number. Ensure that they are present and their phone available to receive calls. If there are changes to be made let us know as early as possible. Changes on the day of the visit aren't possible.
2. **Make as many people as possible aware of the visit including reception.** Far too many engineer visits are terminated because the engineer attends and those who greet them weren't aware of the visit and who is looking after it. Don't fall foul of this as abortive engineers will delay the installation / fault fix and incur additional charges.
3. If your building is difficult to locate, then make us aware of this. We can place additional notes for the visiting engineer to reference.
4. Keep an eye out for Openreach engineers and approach any engineers who seem lost. Your guidance may ensure that their visit isn't aborted.
5. Make sure that parking is available. Your engineer will attend in a van, so making the process of locating a parking space will be appreciated.
6. If this is a new installation make sure that you know where the phone line is located, or to be located.
7. Clear any furniture that may obstruct the engineer completing their work.

Whilst the Engineer is On-Site

1. **Don't necessarily trust what they say.** Some engineers have a habit of telling you what you want to hear and can't substantiate their claims. If in doubt, quiz them, or call us whilst on-site.
2. If an engineer claims to have completed work - **test it prior to allowing them to leave, don't just take their word.**
3. If you feel that the engineer is brushing you off, or you are unhappy with their responses, put them on the phone to us. We can have a technical conversation with them and we will persuade them to reconsider if necessary. Once they have left, there is nothing we can do to get them back, short of booking another engineer visit.
4. **Offer them a cup of tea.** Keeping an engineer happy is sometimes a good way to ensure a professional service is delivered. Sadly there are some that want to complete their jobs as quickly as possible. Keeping them on-site longer can be a good way to ensure a full service is delivered correctly.
5. Ask questions. Do not be afraid to ask what they have done.
6. **NEVER leave them unsupervised.**
7. **Make use of the control panel to demonstrate an issue.** Showing them intermittence via the Session History page, for example, can help. It also ensures that they know if the changes made are successful. Remember very few ISP's give access to the controls they we can.
8. Disgusted with their work and attitude? Ask them for their name, and note their vehicle registration number. We can reference this in any complaints that we raise and ensure that poor performances are referenced.