

# Managed Services – Managed Wayleave

Enjoy a faster and more effective wayleave service

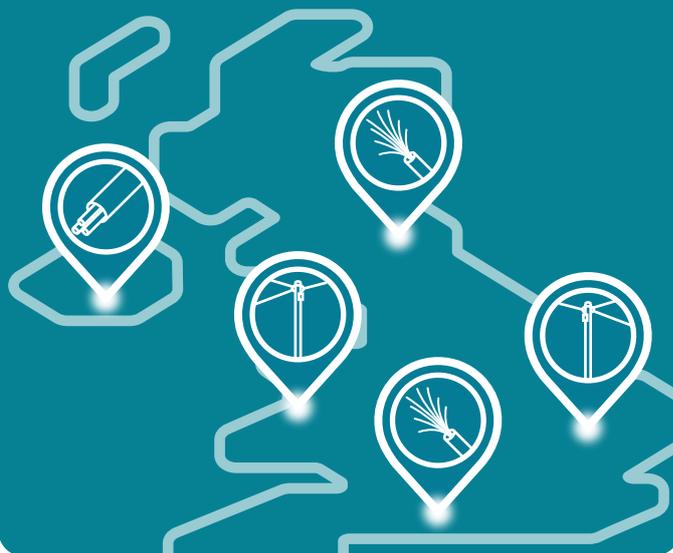


BT Wholesale has teamed up with Cluttons – a leading property consultancy that employs telecoms specialists – to streamline the standard wayleave process. Our service manages wayleaves quickly and efficiently to reduce costs for our customers.

The standard wayleave process, managed by Openreach, can be lengthy and complex, with many points of intervention relating to the data, the customer and any third parties. BT Wholesale has developed a fast and efficient process that enables wayleaves to be signed more quickly – and enables wayleaves to be managed by property specialists, with access to the resources and the in-depth knowledge required to meet almost any technical challenge.

## Did You Know?

- Under the standard process, the total average time to sign a wayleave is 113 days
- There are 26 different points of intervention during the process
- Cluttons deals with an average of 3,500 wayleaves each year



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## The way forward for wayleaves

Achieving a signed wayleave poses several challenges for our customers. These include the large number and variety of stakeholders involved in the process; the limited regulatory reporting and delays due to the grantor not signing the wayleave.

The BT Wholesale Managed Service overcomes these issues:

- We provide a single point of contact for each aspect of the wayleave process, so Service Providers no longer have to deal with an overwhelming number of stakeholders (e.g. Openreach, BT Wholesale, landlords etc.).
- We've made improvements at every stage of intervention, each of which is designed to enhance and speed up the process. These include:
  - Data validation management
  - Proactive intervention management
  - Wayleave tracking, service level and reporting management
  - Management of all the interfaces and interactions with stakeholders.
- Cluttons analyses delays and identifies resolutions using specialist property management knowledge and tooling (e.g. negotiating grantor fees).

BT Wholesale's service includes weekly reporting; site-by-site analysis; stronger communications; and the provision of bespoke processes and systems.

## Big Benefits

The new wayleave process has already produced dramatic results:

- 57% reduction in the average time to sign a wayleave
- 70% reduction in the average customer delay

The other customer benefits include:

- **Reduce overhead** - We manage everything for the customer, so our customers don't need expensive resources to manage any wayleaves.
- **Deep expertise** - We provide a single point of contact, with a clear understanding of the end to end process.
- **Better problem resolution** - We provide the solutions to resolve wayleave issues.

**The wayleave process is quicker, easier and more cost-effective – meaning your wayleaves can be delivered faster.**

## BT Wholesale means total confidence

As a world leader in communications, we guarantee high quality and competitive services. We've invested heavily in designing products and resourcing the future of business technology.

Take the latest communications to market rapidly, and without the risk. Take your business into the future with a trusted supplier.

**BT Wholesale – Managed Wayleave.  
Streamlining processes for our Service Providers.  
We make it possible.**

Numbers based upon comparative ECC sample set of wayleaves completed from September 2015 to October 2016



The information in this publication was correct at time of going to print. We may make minor alterations to the specifications of products which do not affect their performance, and may vary prices and delivery charges.

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