

# Explore BT Wholesale's new, streamlined process for wayleaves

## The current process

The standard wayleave process is:

- Regulated by Openreach
- Very rigorous
- Complex (26 points of intervention)

### Key issues for customers

Many assorted stakeholders

Limited regulatory reporting

Failures caused by unsigned wayleaves

### Delays and failures

The standard process involves (on average):

**66 days**  
customer delay

**11.5%**  
failure rate

**113 days**  
from raising the wayleave to signing

## The BT Wholesale Managed Wayleave Service

In conjunction with Cluttons, our Managed Services team has developed a new service with:

- A single point of contact for every part of the wayleave process
- Improvements at every intervention stage
- Identification of solutions to issues that cause delays

### The results

The new process has led to (on average):

**1%**  
failure rate

**19.7 days**  
customer delay

**70% reduction**  
in the average customer delay

This means:

**48.3 days**  
from raising the wayleave to signing

**57% reduction**  
in the time taken to sign a wayleave

## The end result for the customer is:



A faster, easier and more cost-effective process



Better problem resolution and fewer costly failures



Wayleaves signed more quickly and more processed each year



If you'd like to know more, please visit [www.btwholesale.com](http://www.btwholesale.com)