



BT Compliance Committee Bulletin 17 | April 2022 Meeting

About us

The BT Compliance Committee (BTCC) is a BT Group plc Board Committee, responsible for monitoring and reporting on BT's compliance with the [Commitments and Governance Protocol](#). This is our 17th Bulletin reporting on our April 2022 meeting.

The BTCC is supported by the Commitments Assurance Office (CAO). Further information about the BTCC and CAO can be found [here](#).

Key Topics

- The Committee's guest speaker was Clive Selley, CEO Openreach. He offered his perspectives on how the Commitments are working, and on Openreach's relationships with its CP customers and other stakeholders;
- Mark Shurmer, MD Regulation Openreach and Mark Logan, Products Director, Openreach attended to update the BTCC on the DCR outcomes of Openreach service and progress on Openreach's Physical Infrastructure Access product;
- The Committee received a report from BT's Regulatory Affairs Director on Commitments activities, and monitoring reports on the operation of key BT and Openreach processes intended to support the Commitments (Financial Planning, Strategy Development and Commercial Processes); and
- The CAO Director and BT's Communications Regulation Compliance (CRC) team presented on proposed enhancements to Commitments controls and monitoring.

Quick Checks and Commitments Cases

The Committee considered and closed one quick check:

- **QC-15: All IP Governance.** The CAO reviewed BT's All IP programme and found it is operating in line with the Commitments. The CAO will keep monitoring this area.

We also considered and closed one case reported to us by BT:

- **Case CAO-42: Fibre Voice Access (FVA) Fault Reporting.** BT's Consumer unit raised a small number of faults via non-standard routes concerning Openreach's legacy FVA product (withdrawn from new supply in March 2020). The relevant Consumer team supported 999 issues and FVA, and were entitled to directly raise faults relating to 999 services but should have followed standard fault escalation routes for FVA-related issues. The Consumer team has been briefed to follow the correct processes. The BTCC agreed with BT that this was a trivial non-conformance and can be closed.

Our next meeting

The BTCC's next meeting will be at the end of July 2022. If you would like to get in touch in the meantime, please contact us via cao@bt.com.