

Subject **COVID-19 Update from Openreach**  
From <or.comms@openreach.co.uk>  
To <[REDACTED]>  
Date 2020-03-30 20:09

---



Dear Adrian,

Firstly, I hope that you are well and managing to cope with the many challenges presented by the COVID-19 pandemic. Since the UK Government announced strict new curbs on life in the UK to tackle the spread of coronavirus, I wanted to write to you in connection with the services that we are contracted to provide so that you understand any implications of the current situation on our current partnership. The Openreach network is critical to maintaining the fabric of UK society – connecting people has never been more important – so from now, we're prioritising essential work.

This includes:

- Service to vulnerable customers (in-home and carried out safely only where essential)
- Those customers who have no other form of broadband or telephony available
- On-premise work for critical national infrastructure customers (NHS, pharmacies, utilities, emergency services, retail and wholesale food distribution outlets, financial services businesses and other categories defined by the Government)

At the heart of our decision making is the safety of our employees, our customers and the public at large, so any new network build will be restricted to low risk locations. The Covid-19 pandemic is clearly a matter beyond our reasonable control, and we can assure you that we will do what we can to minimise any impact on our delivery timescales, although we still expect that they will be impacted. We can assure you though, that if you are reliant on gigabit

vouchers to fund your contribution to our partnership we can confirm that these will be secure. The Department for Digital, Culture, Media and Sport (DCMS) have confirmed to suppliers that the validity of these vouchers will be extended to cover any lost time and have recently suspended the clause in the voucher terms and conditions in relation to the 12 month validity date until further notice. We will be keeping in regular contact with the DCMS on any further changes to the scheme and will continue to oversee everything in relation to this.

We'll stay in touch over the coming weeks and please be assured that we remain committed to delivering a gigabit capable infrastructure for your community. Our engineering work will resume as soon possible via government guidelines, and we'll keep you abreast of things every step of the way. We know that what Openreach does is vital, and connecting people has never been more important. We're reassessing the current situation all the time to see if we can do anything safely, and if we can, we will. If you've an enquiry in relation to your project please email [communityfibre@openreach.co.uk](mailto:communityfibre@openreach.co.uk) for further assistance.

Thank you for your understanding during this unprecedented time.

With kind regards,



Matt Lloyd

**Senior Manager, Community Partnerships**

---

[openreach.co.uk/communityfibre](https://openreach.co.uk/communityfibre) | [Contact us](#) | [Privacy policy](#)

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Products and services are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. Openreach and the Openreach logo are trademarks of British Telecommunications plc.