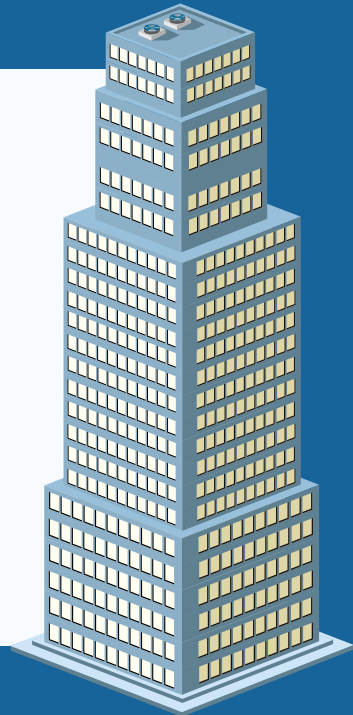




**OPENREACH NGA TEAM**

# **NORTH FRITH PARK FTTP PROJECT STATS**



**Short Explanation about the Project.** At the end of 2013 after a ten year campaign direct with BT to get broadband to the estate, Danny Lucas a NFP resident was finally able to get commitment for the park to be fibre enabled from the then CEO of British Telecom Liv Garfield. This was a watershed moment as Openreach, a division of BT agreed to engage directly with the residents association of NFP. Liv assigned the project to her Openreach director Kim Mears who delegated the project to Colin Brooks and his team. Rick Meyrick and Danny Lucas attended a kick off meeting with Colin in January 2014 and the parties agreed a way forward. The meeting was attended by Peter Cowen a BT director and an estimated completion date of Q3 2014 was given.

## **BT OPENREACH MISSION STATEMENT**

To use the power of communication  
to make the world a better place.

# THE PROJECT IN NUMBERS

0%

INTEREST EARNT ON  
OUR £30,000 DEPOSIT

9 MONTH  
OVERRUN

SO FAR!

9

Average attempts it takes to  
get a return call or email

100%

SUCCESS ON FAILING  
TO MEET ANY PROMISE

62 days!

LONGEST PERIOD OF TOTAL  
SILENCE AND NO UPDATE

ZERO

APOLOGIES

CURRENT CUSTOMER  
SATISFACTION SCORE

0%

# WHERE ARE THEY NOW?



## LIV GARFIELD

CEO

Liv left BT shortly after her commitment to NFP and is now the CEO of New Severn Trent Water



## COLIN BROOKS

CUSTOMER EXPERIENCE

Colin would seldom adhere to any commitments made and never returned a phone call or an email. The project has now been taken over by Kevin McNulty who is even worse



## PETER COWAN

REGIONAL PARTNER DIRECTOR

Peter said that the project would be used as a case study to promote the Openreach service. He has never been seen again



## KIM MEARS

MD INFRASTRUCTURE DELIVERY

After her initial commitment, Kim was unable to resolve customer service issues with her team and began to ignore emails and voicemails. She then disappeared into the background