



Address matching guide for WBC products

Address matching guide

Introduction and disclaimer

The information contained in this guide is intended to help customers ordering WBC end user access services.

It should be noted that the information contained in this document represents BT Wholesale's current view of the product and processes at the time of publication of this document. The information may change, as a result, BT reserves the right to amend or replace any or all of the information in this guide.

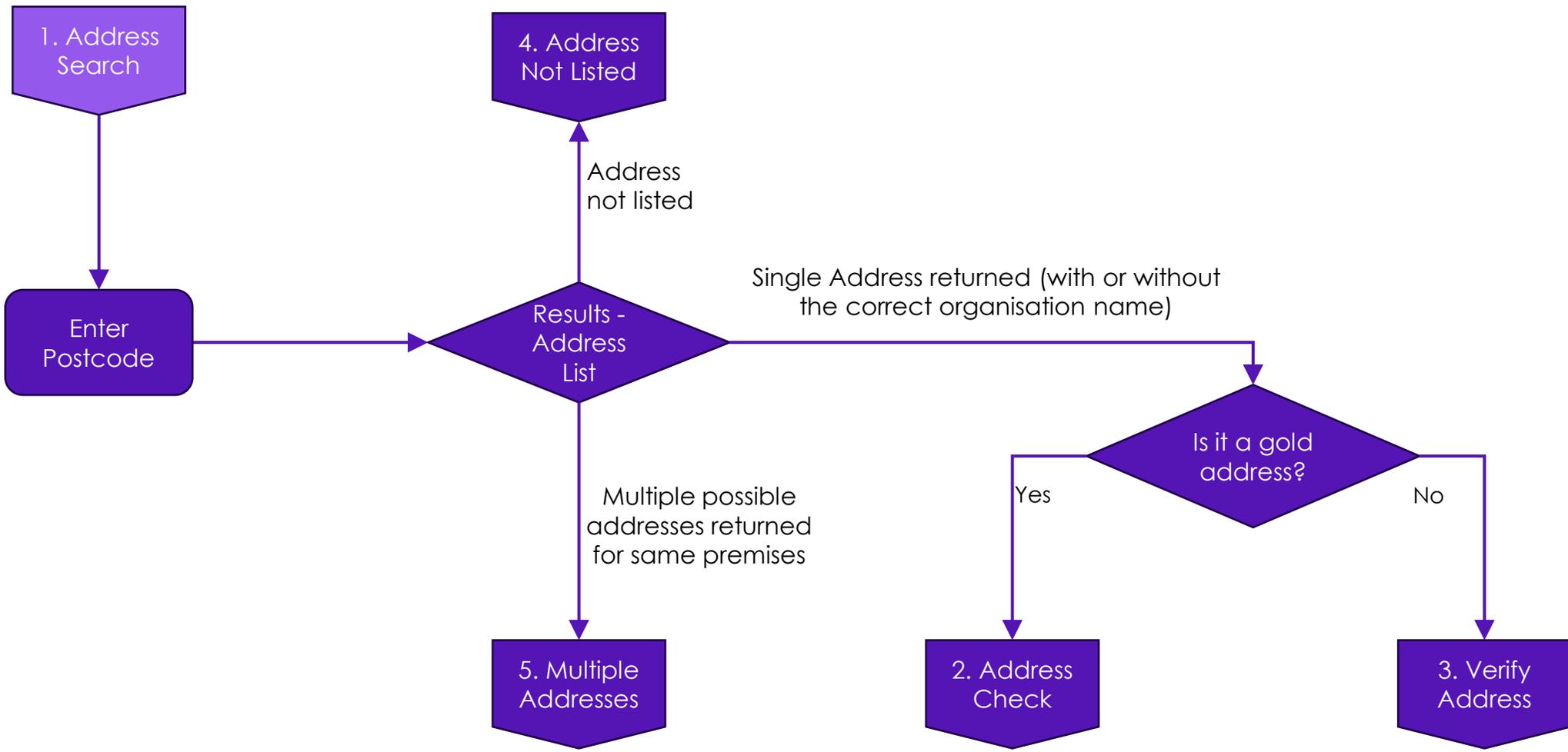
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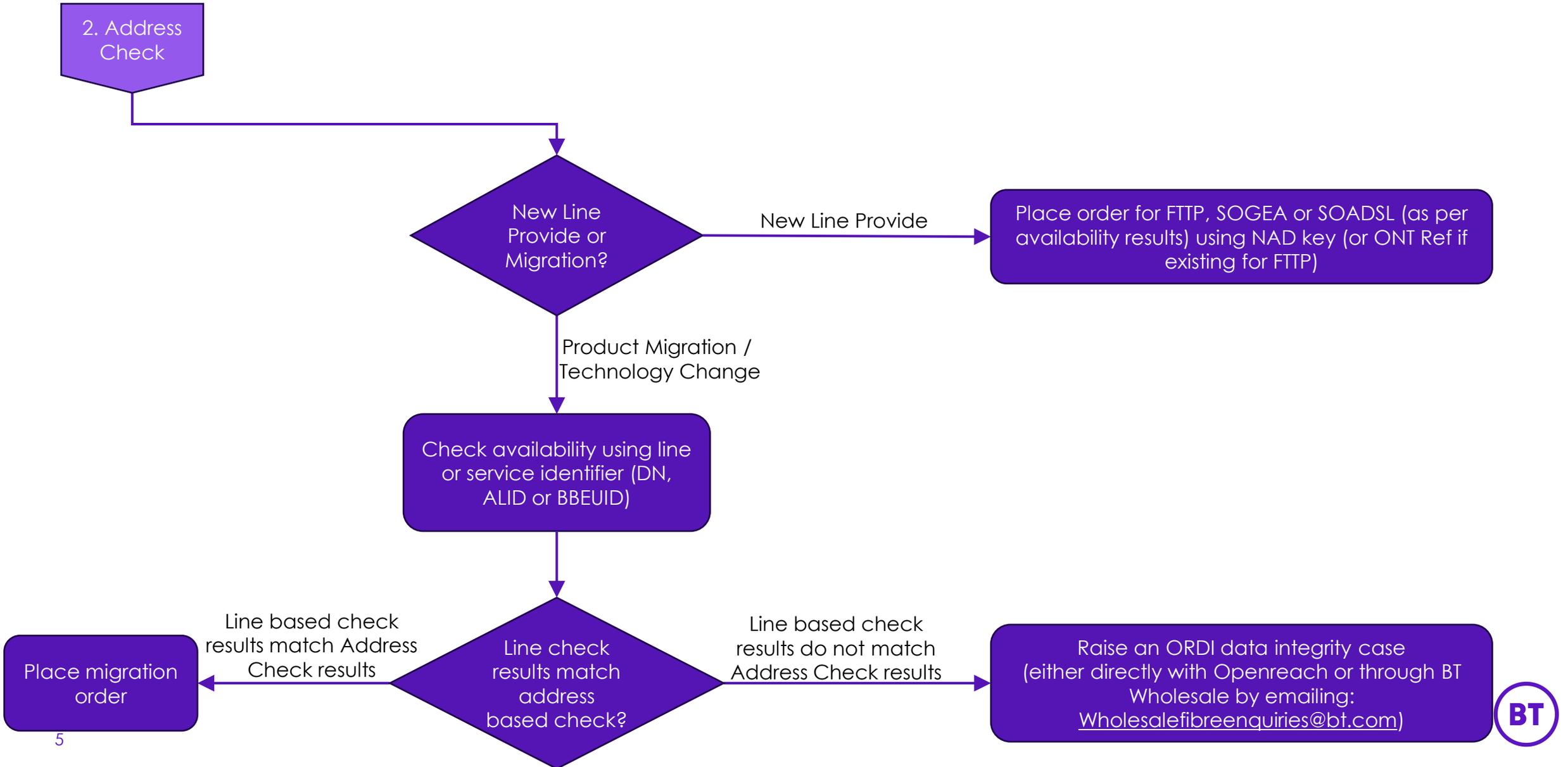
Suggested address matching process flow diagrams

The following slides describe a logical process flow to determine which address to use when ordering service or, in the event no suitable address is returned through BT's or Openreach's systems, the recommended course of action to take in order to progress further with a broadband order

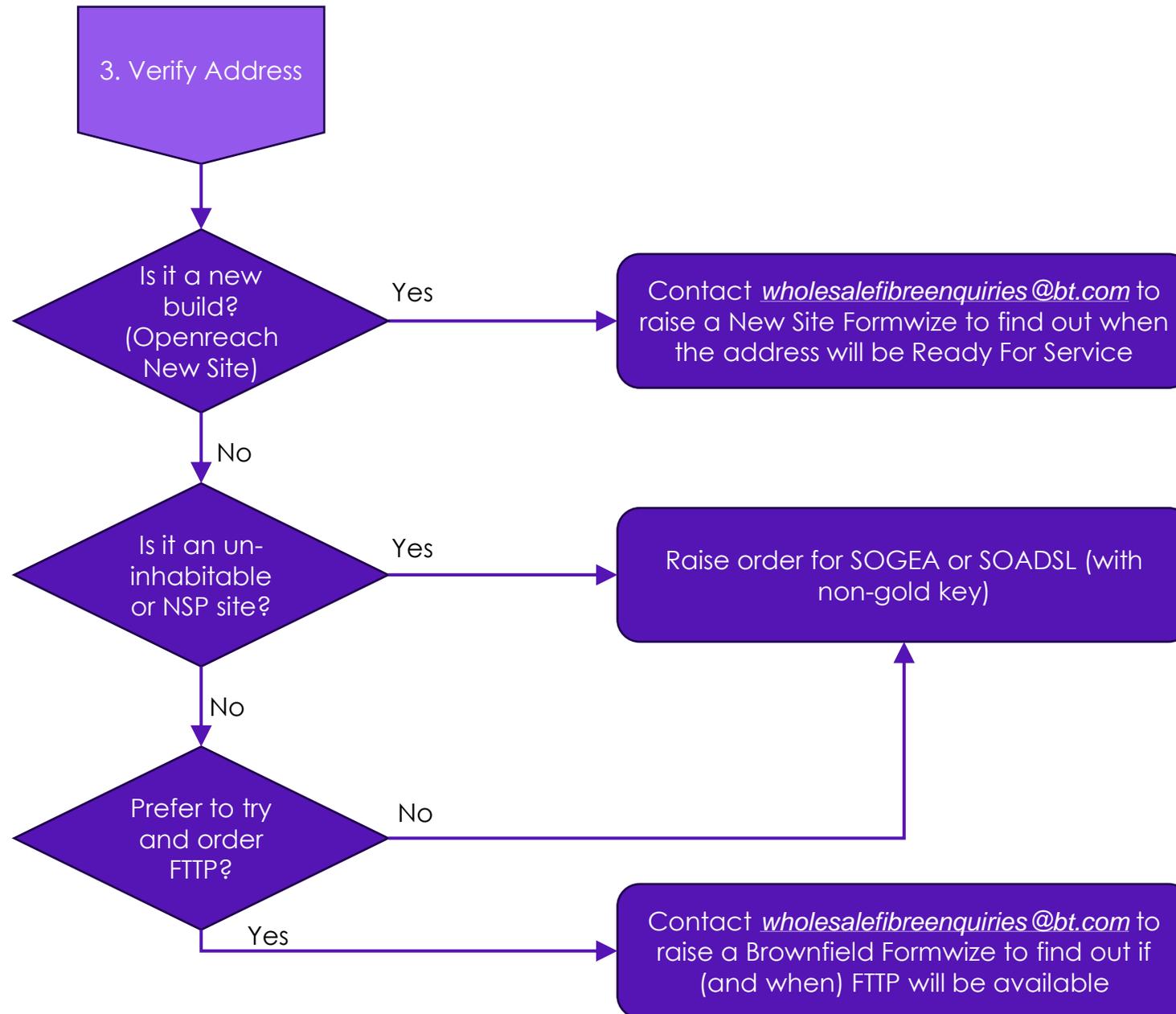
1. Address Search



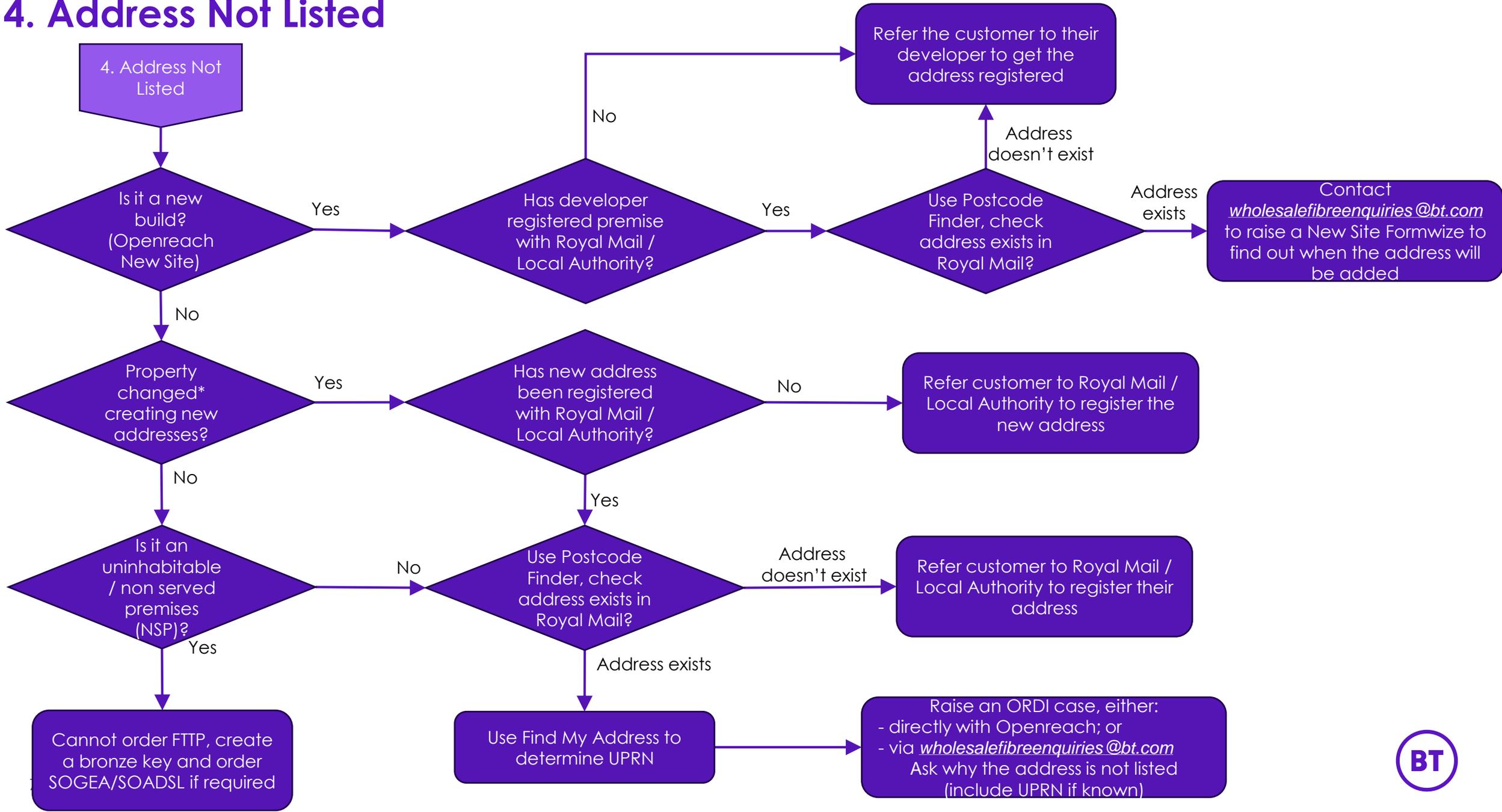
2. Address Check



3. Verify Address (address(es) without a gold key)



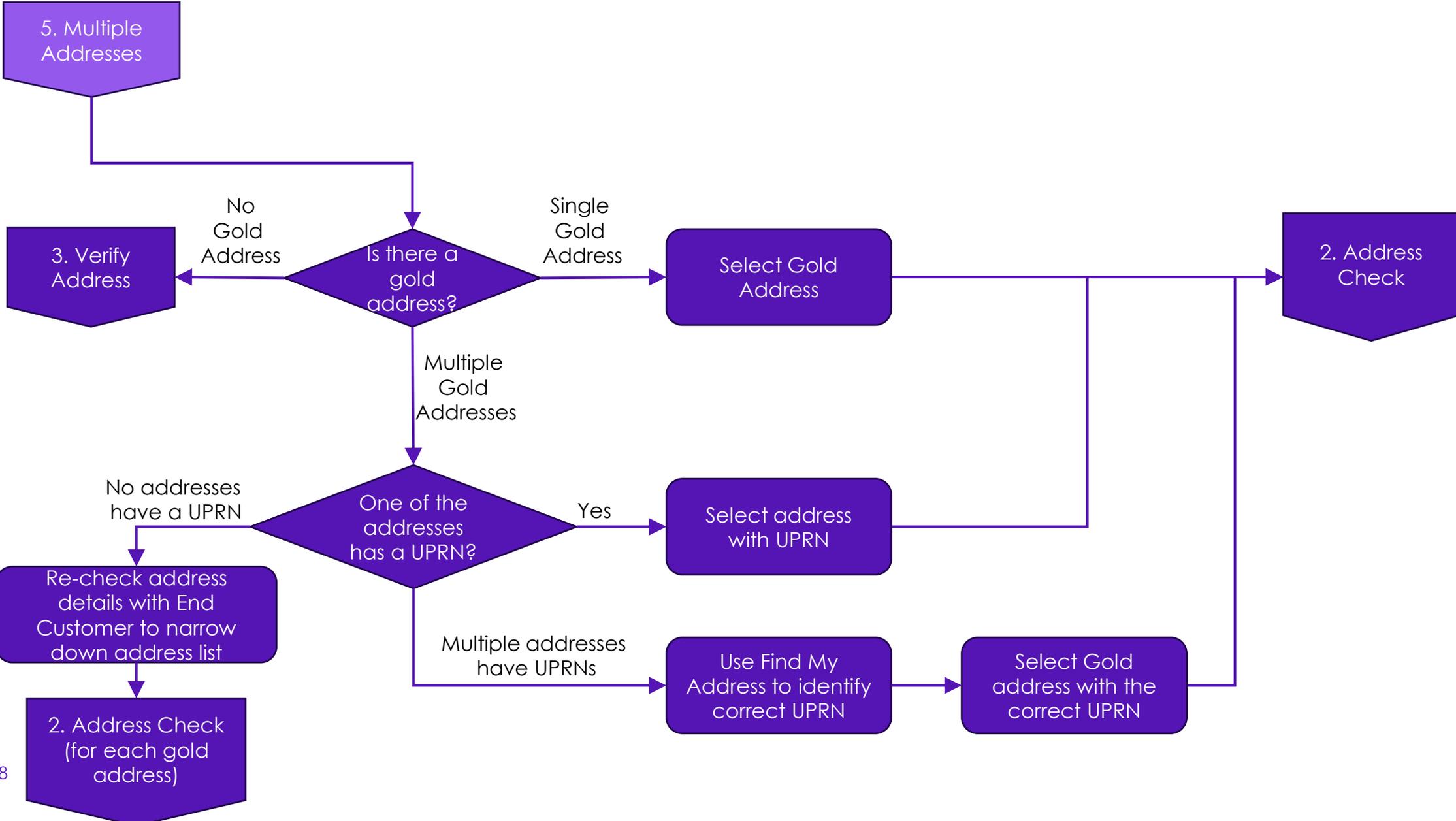
4. Address Not Listed



*For example, a single property at number 3 becoming two flats, 3a and 3b



5. Multiple Addresses



Additional information

Creating new address keys

The following information is taken from the Openreach address management guide:

In scenarios where you cannot find the address, you will need to create a temporary (Bronze) NAD key

Before you create a temporary (Bronze) key, please check:

- If an address has recently been changed (split into flats/merged units) then search for the new UPRN/NAD before creating a temporary key, as it is likely a new UPRN/NAD key exists for the location.
- A gold key/UPRN may already exist but be written differently to how the customer refers to their address. Do not create a bronze key in this scenario; select the gold key/silver address that already exists
- Where an existing gold key/UPRN has the wrong organisation name, use this gold key and do not create a bronze key. It is important to get the right location more than reflecting the latest org name. Automatic address processes will update the new organisation name

Additional information

Creating new address keys (continued)

When creating an address:

- It must refer to the end point where service will be provided, not a nearby location
- It should adhere to either PAF or OS address structure using nearby properties as a reference
- It should avoid abbreviations (e.g. flat, not fl, Street not St)
- For uninhabitable locations (street furniture etc.) where there is no existing gold key, create a bronze key with a description of the location in “premises name” (shown as “building name” on BT Wholesales portal) and use the appropriate street name. If the location is not on a street (e.g. cell site in a field) please use the nearest street name/the street used for access.
- Where the address is a sub-premises, if the serving end point is a room within a larger building, the sub-premises element should capture the room identifier (e.g. comms room, room 7.04, lift line, managers office)
- When creating a temporary key for a complex address, it is highly recommended to create with geocoordinates (easting and northing or longitude and latitude) (note – these data items are not captured when creating addresses through the BT Wholesale web portal)

Additional information

Hot site dispute process

The following information is taken from the Openreach address management guide:

1. You can raise an offline Hot Site dispute to challenge openreach Hot Site records with the valid proofs such as the latest earthing contour prints from the electricity company.
2. Send an email to openreach.hotsites@openreach.co.uk team with the subject as "Hot site Dispute" along with the attachment of valid proofs.
3. You should be aware that the whole process of resolving the dispute can take a month or more as the records will need to be checked and validated with representatives(s) of the power company.
4. If the challenge is validated, then openreach will amend the NAD to remove the Hot Site marker and will advise you accordingly such that a subsequent provision order can be placed.
5. The challenge can be rejected if either; you have not provided valid earth contour reports for the location/premises in question or subsequently if the electricity company upon investigation determines that the site/premises should be considered electrically hot.

Additional information

Openreach have published an address management best practice guide within their help and support section, here:

https://www.openreach.co.uk/cpportal/content/dam/cpportal/public/images-and-documents/home/help-and-support/Guides/orders-and-faults/guides_best_practice_guide_address_management_v3_May_2022_TEF.pdf



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