

From: Secretary MOCCC <IMCEAEX-_O=FIRST+20ORGANIZATION_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=00034001FFBB4886@eurprd03.prod.outlook.com>
Sent: 08 February 2022 10:15
To: robert.thorburn@openreach.co.uk
Cc: Lorna Buntain
Subject: RE: INVITATION

Follow Up Flag: Follow up
Flag Status: Flagged

Good morning Robert,

You are correct, It was not intended for you but my comments in relation to Openreach stand and your welcome to defend yourself and your corporation.

Both myself and Lorna met with your chief engineer and a colleague at Redmoss Road in Milton of Campsie last year, it was put to him in plain terms that basically Openreach had decided to install new cabling in the cheapest manner possible and who cares about the villages these blights of timber telegraph poles, which are leaching all sort of chemicals into the surrounding ground by the way. Modern technology for burying cables and ducts at the same time is very impressive these days but Openreach prefer to work in the dark ages.

I went through at least two different customer service people who continually put forth the party line about the cables being too sensitive to pressure to be put into the ground etc, etc. I challenged them constantly and they quickly began contradicting themselves because they are not technically minded people so when challenged could not consistently produce answers.

Telegraph poles were supposed to be removed and underground infrastructure installed, this began years ago and up until the tail end of last year a timber telegraph pole had not been installed in Milton of Campsie or Lennoxton for who knows how many years. But then Covid hadn't put you behind schedule in your agreement with the Scottish government to get broadband available for all, had it.

Toe the party line and tell me your not behind schedule and that overhead cables are not the cheap option, who are you trying to kid, we are not stupid and do not like being lied too. Your chief engineer told us F2F that you had submitted a notice to EDC Planning for every pole being erected, EDC told us they received no such notices, why don't you prove to us that EDC are lying to the people they are employed to serve. Give us the ammunition to accuse them of lying, send us a copy of every notice issued to EDC, but maybe you can't, because you didn't do it.

I note you wish to provide "rationale for the build", basically this is your excuse because there is no rationale other than it was the cheapest option.

You also wish to review where "lessons can be learnt", here is lesson number 1, speak to the communities you are going to carry out installations in and stop treating them with utter contempt and disdain, then try to diffuse the situation you have created by spouting the corporate buzz words and slogans. The only buzz phrase you haven't used yet as a company is to say you're going to "build back better" the distribution system. BT and Openreach web sites are full of Buzz words, slogans and promises that you should be ashamed of writing and putting on your web sites because as you will see from Milton of Campsie and Lennoxton none of these slogan promises have been considered in any manner.

Please feel free to consult with your excuse, buzz word and slogan departments before responding to me.

I look forward to seeing a response.

Kind Regards,

Brian J McFall
Secretary - MOCCC

From: robert.thorburn@openreach.co.uk <robert.thorburn@openreach.co.uk>
Sent: Tuesday, February 8, 2022 8:53 AM
To: secretary.moccc@outlook.com
Subject: RE: INVITATION

Brian

I assume this was not meant for me...

I will not comment on it...

Regards

Robert...

From: Secretary MOCCC <secretary.moccc@outlook.com>
Sent: 08 February 2022 08:48
To: Thorburn,RW,Robert,BQT5 R <robert.thorburn@openreach.co.uk>
Subject: RE: INVITATION

Hi Lorna,

I'm still waiting on EDC producing the notifications that Openreach say they submitted, EDC say they didn't receive any notifications. Ask him to provide copies of these notifications, if he says there are none and they do not need to provide them then I will accuse Openreach of blatantly lying to the public, if they can produce them then I will accuse the head of planning of EDC of blatantly lying to the public. The head of planning is already in our site with the handing of Birdston Coup. A day or two after the Deputy Chief Executive writes to me and tells me she will answer my questions after consultation with the relevant departments the head of planning takes annual leave. We believe they are lying to us over the Coup issue and Openreach issue.

Cant believe he used Valentines day as a reason for not attending. He's also a corporate slogan man with F2F reference, hell be trying to "think outside the box" and the usual waffle these people spout.

We have a covid case in our committee so are going to go with Zoom again on the 21st.

Keep me in touch re Openreach please.

I have some recollection of the message I received, it was about trees. We announced on Facebook last week that we have secured a donation of 70 trees to plant in regard to the Queens Jubilee and will be planting them on the 2nd or 3rd of June, official four day weekend for the jubilee. I'm sure the message said we would like to do likewise, can you help obtaining trees for us, something along those lines, which is why I thought it was the CC. if you want I can ask if the company would be willing to donate some more.

Kind Regards,

Brian J McFall
Secretary - MOCCC

From: robert.thorburn@openreach.co.uk <robert.thorburn@openreach.co.uk>
Sent: Tuesday, February 8, 2022 8:23 AM
To: bunters@me.com
Cc: paul.ferretti@eastdunbarton.gov.uk; Pamela.Campbell@eastdunbarton.gov.uk;
campsiecommunitycouncil@gmail.com; stuartcarr@hotmail.co.uk; secretary.moccc@outlook.com
Subject: INVITATION

Lorna,

Thanks for your email directly to Clive, he has asked me to review the situation and determine what we can do to help.

Firstly, I have asked for a more detailed build picture to be able to establish what's happened and what work perhaps remains left to do. We have delivered connectivity to more than 75% of premises in the area, so will definitely be on the latter end.

I can clearly see this has caused you and some members of the community to be upset, and we will do all we can to clarify questions and provide rationale for the build.

As you intimate, there are processes we follow when provisioning new infrastructure whether on private or public land, which I will also review where lessons can be learnt.

I am sorry for the inconvenience caused and will do what we can to provide better understanding on the rationale for poles, versus utilising underground option or laying new ducting.

I am also reviewing the potential of how we can support your meeting on Monday 14th February – given the significance of that night to many, is this the only option avail?
I will also be happy to have a more immediate call over the next few days, or can arrange to meet f2f...

Kind Regards..

Robert Thorburn
Partnership Director (Scotland)
Openreach
Mob: 07710 036716

Twitter @thorburw

www.openreach.co.uk

We build and maintain the digital network that enables more than 600 providers to deliver broadband to homes, hospitals, schools and businesses large and small. Our engineers work in every community, every day, because we believe everyone deserves decent and reliable broadband.

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Registered in England and Wales no. 10690039

From: Lorna Buntain <bunters@me.com>
Sent: Tuesday, February 8, 2022 1:28:12 AM
To: Selley,CJ,Clive,B R <clive.selley@openreach.co.uk>; Cllr Paul Ferretti

<paul.ferretti@eastdunbarton.gov.uk>; Pamela Campbell
<Pamela.Campbell@eastdunbarton.gov.uk>; campsie community Council
<campsiecommunitycouncil@gmail.com>; Stuart Carr <stuartcarr@hotmail.co.uk>; Secretary
MOCCC <secretary.moccc@outlook.com>
Subject: Fwd: INVITATION

You don't often get email from bunters@me.com. [Learn why this is important](#)

Dear Sir,

I'm writing to you as a representative of the Campsie Community Council. We represent the community in Lennoxtown, which is a town situated within the region of East Dunbartonshire. Our next meeting will be held on Monday 14th February at 7pm at the Campsie Memorial Hall, 2 Main Street, Lennoxtown, G66 7BA. I would like to extend the invitation to yourself in an effort to listen to our community.

Firstly, I'd like to take this opportunity to share with you, the high level of complaints highlighted by our residents in regards to the hundreds of Telegraph Poles that have been erected within Lennoxtown. In fact, our nearby town of Milton of Campsie has suffered the same demise.

Telegraph Poles have appeared in the blink of an eye. Some residents have gone to work in the morning. Came home at night to discover huge, overbearing, ugly Telegraph Poles have been erected their street. Some finding them right outside their gardens. Blocking the view they previously had of the beautiful countryside.

Some residents have had a bog standard notice of works to be carried out put through the letterbox. Overall though, a very high percentage of residents received absolutely no notice, no consultation and to be frank, no care given by Openreach.

Maybe an Openreach TARDIS arrived and transported our community back to the early 1990's?

Unfortunately no, that's not the case. As, we are now in the year 2022. A year that Openreach assumes it's perfectly fine to bombard communities with Telegraph Poles, because it is simply a cheaper option than using existing or installing new underground infrastructure.

All we can do as a Community Council is point them in the direction of each and every Telegraph Pole to note down the information contained within the A4 notice attached and follow the objection process.

I myself have followed the recommended objection process. Which in turn resulted in me receiving a very unhelpful reply by the form of an email. Basically, saying we don't have a problem with the location of the Telegraph Pole. You have the problem. If I want it moved, I would have to pay for it.

Why display an A4 size notice on each Telegraph Pole? Is this merely a paper exercise?

Does this imply that there is no point in submitting an objection?

The information below, is from the Openreach website.

How we're governed

Openreach Limited is a wholly-owned subsidiary of British Telecommunications plc but is independently governed. Openreach Limited trades on behalf of British Telecommunications plc.

Treating our customers equally

The board also makes sure we treat all our customers equally. And it makes sure we're investing in better service and coverage, and faster broadband speeds across the entire country. Equal treatment is enshrined in our Commitments and our **Commitments Code of Practice** which govern how our people should act.

Opinion:- The behaviour of Openreach Limited, is brand damaging to the BT Group. By failing to live up to your own brand imaging and most certainly of BT's.

Negative attention from our community or any community isn't helpful for any company to survive and continue to make billions of pounds. Especially, with so many social media platforms available for past, present and future customers. Giving reviews and sharing bad experiences without Openreach addressing these. Only damages your and BT's branding and reputation even further.

By offering a very poor service when, a resident has taken the time to follow instructions on how to submit an objection. Only to receive a generated reply, with the only information changed is the name and address of the recipient.

My household currently and always has, had a BT landline. Obviously, in recent relevant years, broadband.

BT means to me, the crème de la crème of telecommunications. My trust has wavered quite a bit. That's not just my opinion, but one that is shared by many.

However, it is not the fault of BT, but the fault of Openreach.

BT has taken years to build and establish a huge customer base through fantastic customer satisfaction, which unfortunately Openreach in a matter of months, have shattered this image.

I look forward to hearing from you.

Yours sincerely

Lorna Buntain
Campsie Community Council