

# Managed Wayleave

## A faster, more effective wayleave service

We've teamed up with Cluttons, a leading property management company, to streamline the standard wayleave process. The end result? A service that's much faster and saves you money.

### No more hassle

The standard wayleave process, managed by Openreach, is complex and can take an average of 113 days. There are 26 different points of intervention relating to the data, customer and third parties. So we've sped up the process with our latest development. Wayleaves can be signed more quickly as they'll be managed by property specialists. Experts who have access to the resources, combined with the in-depth knowledge required to meet almost any technical challenge. Cluttons have strong experience in this area, dealing with an average of 3,500 wayleaves each year.

### The way forward for wayleaves

We understand the challenges you face when trying to achieve a signed wayleave. Too many stakeholders are involved in the process. There's limited regulatory reporting. And you can suffer delays due to the grantor not signing the wayleave. These are all issues that can affect you and your customer's business.

But our Managed Wayleave service overcomes these issues. We provide a single point of contact for each aspect of the wayleave process. No longer will you have to deal with an overwhelming number of stakeholders (for example, Openreach, BT Wholesale, landlords)

We've made improvements at every stage of the intervention, each designed to enhance and speed up the process. These include data validation management; proactive intervention management; wayleave tracking, service level and reporting management; as well as management of all interfaces and interactions with stakeholders.

Cluttons will analyse delays and identify resolutions using its specialist property management knowledge and tooling (for example, negotiating grantor fees). Our service will include weekly reporting; site-by-site analysis; stronger communications and the provision of bespoke processes and systems.

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### Offices worldwide

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70%  
reduction in average  
customer delay

### The results are in the numbers

The new wayleave process has already produced dramatic results:

- 57% reduction in the average time to sign a wayleave
- 70% reduction in the average customer delay
- failure rate is down from 11.5% to 1%.

### Big benefits

- As we manage everything, you'll save money as you don't need expensive resources to manage any wayleaves.
- We provide a single point of contact, with deep expertise and a clear understanding of the end-to-end process.
- We provide the solutions to resolve any wayleave issues.
- The wayleave signing process is quicker, easier and cost-effective so delivering wayleaves is faster too.

### BT Wholesale means total confidence

As a world leader in communications, we guarantee high-quality and competitive services. We've invested heavily in designing products and resourcing the future of business technology.

Take the latest communications to market rapidly and without the risk. Take your business into the future with a trusted supplier.

Find out more on  
[btwholesale.com/managed-wayleave](http://btwholesale.com/managed-wayleave)

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