OPENREACH THIRD PARTY DAMAGE REPORTING PROCESS

What is third party damage?

Third party damage is when a party outside of Openreach or their partners has damaged the Openreach network e.g. water company has damaged a duct or council has damaged a pole when hedge cutting etc.

Reporting third party damages helps to maintain the integrity of the Openreach network and enable repairs to be made.

If in the course of your work, you identify and report damage to the Openreach network, you could be entitled to a £100 payment.

How do I report a third party damage?

1. Ensure you have the 'Sight Call' app downloaded to your mobile device. This is an app that allows videos and photos to be shared via your device and is available on the Telecom App Store in 'Third Party Apps'
2. Take photographs
3. Call the Network Repair Team on 0800 169 5098 (working hours only). For out of hours reporting, refer to the SHEQ Team Pack
4. The Network Repair Team will gather the information via Sight Call
5. On successful validation of the report, the £100 payment will be made

Photograph Requirements

When taking photographs of third party damage, please make sure they meet the following requirements:

1. A close up of the damage from 1m that shows the damage to Openreach plant and the third party damage (including both ends of damaged plant)

2. Proximity of third party apparatus to Openreach plant and include a depth marker (where possible), to show the depth of damage

3. Excavation from approx. 10m to show street name/house number and any landmarks, such as a DP or a J/B for location reference

4. Where a repair has been completed, upload:
   i) a photo showing the completed repair (e.g. duct repair kit fitted)
   ii) a photo from distance to show any landmarks and/or address

5. A55 showing exact location & details of damage

Other Information Required

Please also gather the following information when reporting a 3rd party damage:

1. Confirm damage was caused by a single party only (if not, e.g. there are two separate utility supplies through a Openreach duct, report this to your line manager).
2. Cause of the damage.
3. Name of damager e.g. electricity company.
4. Reason 3rd party is the cause of the damage.
5. Location of the damage (including street name, city and post code).
6. Grid reference of damage.
7. Job Estimate Number.
8. What has been damaged.
9. Depth of the damaged plant (in millimeters).

Further information is contained within the Team SHEQ Pack, in 'Client Specifications and Standards', 'Openreach' and 04 'Alerts, Bulletins and Briefings'.