

Reporting Damages

Checklist for Partners

Use this checklist to ensure you have met all the necessary requirements for a valid damage report. Place an X in each box to confirm you have the required information.

☐ Have you captured all six (6) photos required?

- 1.** After excavation, a close up of the Damage from 1m that shows the damage to Openreach Plant and the 3rd Party Damager (including both ends of damaged plant).



- 2.** Proximity of 3rd Party apparatus to Openreach Plant and include a depth marker or tape measure (where possible), to show the depth of damage.



- 3.** Photo showing excavation from approx. 10m to show street name/house number and any landmarks, such as a DP or a J/B for location referencing purposes at a later date.



- 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

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- ☐ Can you identify a single damager?
- ☐ Can you identify the cause of damage (with extended excavation if needed)?
- ☐ Name of 3rd Party identified as the damager.
- ☐ Why do you think the 3rd Party identified is the damager?
(can you see alleged damager's plant in the excavation?)
- ☐ What is the location of the damage?
(including Street Name, City and Post Code)
- ☐ Grid reference of damage.
- ☐ What is the Job Estimate Number you are working on?
- ☐ What has been damaged?
- ☐ What is the depth of the damaged plant (in mm)?

Once you have captured good quality photographic evidence and collected all information needed, please follow the appropriate process:

1. Working Hours: call Network Repair Team on **0800 169 5098** to submit your report.
2. Out of Hours: follow the link below or scan the QR code to submit your report.

[Openreach Microsoft Form – Third Party Damage Reporting Form](#)



Openreach Microsoft Form
Third Party Damage Reporting Form