Partner Process for Reporting 3rd Party Damage
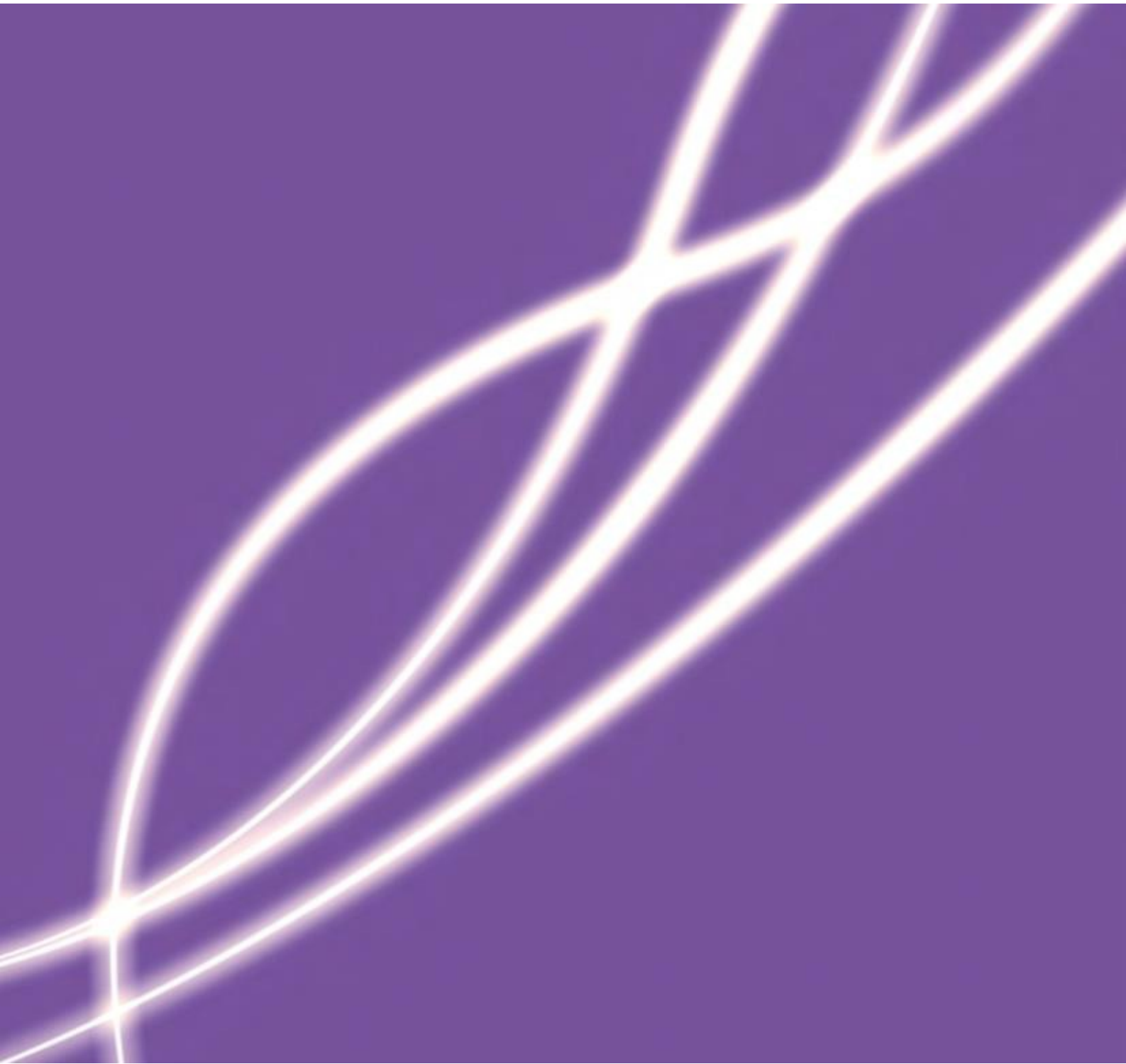
Owner – Openreach Network Repair Team

August 2019

Contents

1   Recent Document History

Issue	Date	Author	Reason
1	19/09/19	Adam Walker/Lee Bird	Document Created
1.1	16/10/19	Adam Walker/Lee Bird	Amend to section 2.1 to reference PIA requirement
1.2	23/04/21	Transformation Team	Document Amendments to reflect process updates

2   Introduction

It is vital that all Partners working on behalf of Openreach are vigilant in identifying and reporting 3rd Party Damage to the Openreach Network, this process document provides clear direction as to expectation and process.

It should be noted that Openreach provide an incentivisation payment (T135) when the Partner provides the required level of information/evidence to enable a recovery claim to be submitted.

This document will be held within the CANDID Information Centre (access for new users can be gained through the following link- https://www.suppliers.openreach.co.uk/supplierportal/newsupplier.

2.1 What is 3rd Party Damage?

3rd party damage is defined as when a party outside of Openreach/Partners has damaged the Openreach network e.g. water company has damaged duct, council has damaged pole when hedge cutting, damaged cables, etc.

3rd party damage is commonly found, but not limited to, when attending underground works, e.g. duct blockage clearing, where a 3rd party may have damaged an Openreach plant due to not showing the right due diligence levels during their works. Please note that natural wear and tear is not considered to be 3rd party damage, e.g. natural causes, tree roots.

Note: As we are now in a world where the Openreach infrastructure contains other communication providers (CPs) network which should be clearly labelled, when reporting damage the partners need to identify any impact to the CPs network (e.g. cable is damaged, etc.) and flag into the Openreach Network Repair Team.

2.2 Why is it vital that damages are recorded?

Reporting 3rd party damage keeps our network safe and reliable while also enabling Openreach to recover the costs of the repair/replacement of network. Protecting operational revenue allows Openreach to continue expanding and re-investing in programmes of work e.g. fibre cities.

When the Partner provides all necessary information to enable a recovery claim to be submitted, an incentivisation payment (T135) will be provided, **£100 of which should be paid to the individual reporting the damage.**

Partners performance will also be reviewed against damages KPIs during relevant meetings.

2.3 What is the expectation for Partners?

Partners must notify Openreach whenever they identify damage to the network:

2.3.1. If working on the Openreach Network e.g. cabling, repairing a duct blockage, etc.
The Partner is expected to report the damage and provide the required level of information to enable a claim. Openreach provide an incentivisation payment (T135 synthetic) when this completed to the required standard.

<div align="center">

See Section 3: 3rd Party Damage Reporting Process

</div>

2.3.2. Other scenarios e.g. travelling between locations
If the Partner identifies damage which is outside of their worksite e.g. spotted damage within 3rd party work site. It is expected that the Partner will report this via the phone and answer a few simple questions 'What' and 'Where'.
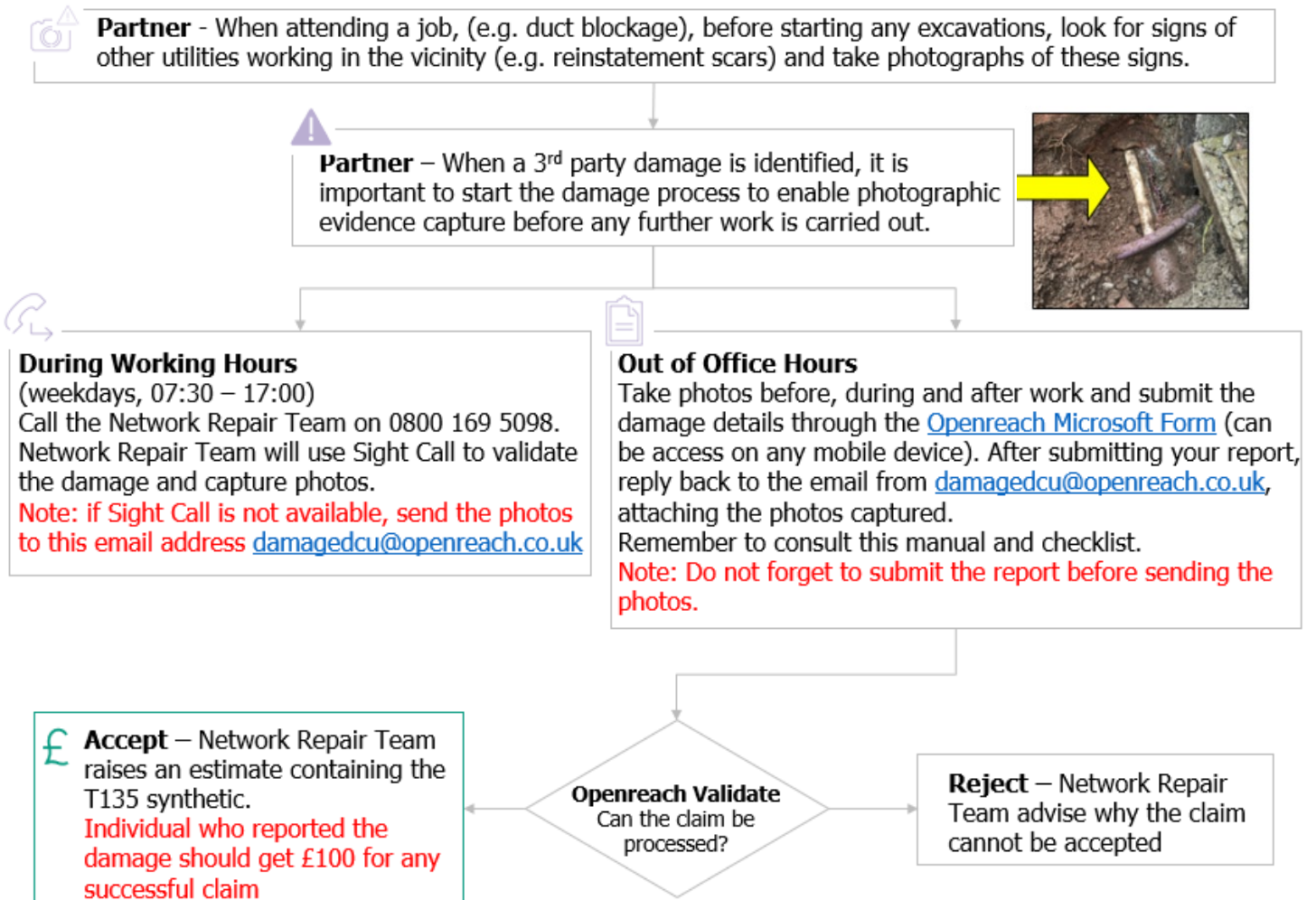
<div align="center">

Phone Number: 0800 023 2023 (Option 1, Option 1)

</div>

This will result in an Openreach engineer being dispatched to site, to engage with parties and plan the solution.

3   3ʳᵈ Party Damage Reporting Process

The Partner is expected to follow the damage process below, paying special attention to:

- **Anticipating damage prior to excavating taking pictures of recent re-instatement scars**
- **Contacting the Network Repair Team during working hours and downloading Sight Call**
- **Taking the required pictures which evidences the damage, depth, location and repair**

Partner - When attending a job, (e.g. duct blockage), before starting any excavations, look for signs of other utilities working in the vicinity (e.g. reinstatement scars) and take photographs of these signs.

Partner – When a 3ʳᵈ party damage is identified, it is important to start the damage process to enable photographic evidence capture before any further work is carried out.

During Working Hours
(weekdays, 07:30 – 17:00)
Call the Network Repair Team on 0800 169 5098.
Network Repair Team will use Sight Call to validate the damage and capture photos.
Note: if Sight Call is not available, send the photos to this email address damagedcu@openreach.co.uk

Out of Office Hours
Take photos before, during and after work and submit the damage details through the Openreach Microsoft Form (can be access on any mobile device). After submitting your report, reply back to the email from damagedcu@openreach.co.uk, attaching the photos captured.
Remember to consult this manual and checklist.
Note: Do not forget to submit the report before sending the photos.

£ Accept – Network Repair Team raises an estimate containing the T135 synthetic.
Individual who reported the damage should get £100 for any successful claim

Openreach Validate
Can the claim be processed?

Reject – Network Repair Team advise why the claim cannot be accepted

3.1 Reporting Damage via the Phone/Sight Call

Reporting damage over the phone is Openreach preferred solution for both direct labour and partner teams. The Network Repair Team are available weekdays 08:00 - 17:00 and by using Sight Call (3rd Party App) they can get a live view of the site and take photographs to quickly gather the required information to enable a claim.

Only one call is needed to gather the required information and photographs, as pre and post works photographs can be obtained when the Partner uploads to their system and the Openreach Cloud Based Repository.

Note: Individuals must download the application to their mobile device (see appendix 1) before contacting the Network Repair Team. Recommendation is that teams install the app when being briefed on the process.

3.2 Reporting Damage via Openreach Microsoft FORMS

* Openreach provides a pre-formatted questionnaire via Microsoft FORMS, which can be accessed by any device (including mobile and there isn't a requirement to be on connected to the Openreach intranet) by following this link.
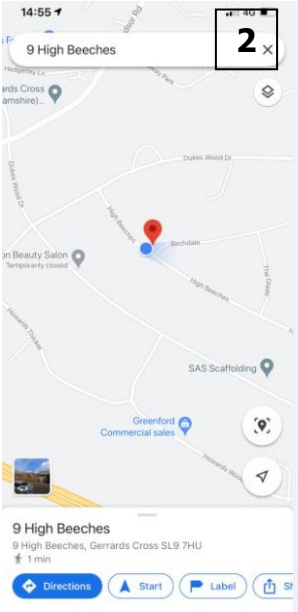
3.3 Example of Good Information

1) Can a single damager be identified (e.g. water company, gas company, Virgin Media, etc.)?   **Yes/No**
    If the answer is 'No' do not report the damage.
2) Can you identify the cause of damage? (with extended excavation if needed)   **Yes/No**
3) Name of 3rd Party deemed to have caused the damage   **(e.g. British Gas, Virgin Media, etc.)**
4) Why do you think the 3rd Party identified is the damager?
    Can you see alleged damager's plant in the excavation?
5) When was the damage discovered?   Date: **12/10/2018** Time: **11:00**
6) What is the Job Estimate Number that you are working on?   **IBWWJVMK**
7) What is Fault Report Number (if available)?   **N/A**
8) What is the location of the damage?   Street Name: **Rombalds View** Town/City: **Otley LS21 2DR**
    Please use key words to describe the location (e.g. outside of, adjacent to, at the side of, opposite)
9) Partner you are working on behalf of.   **Enter Tier 1 Partner**
10) Grid reference of damage.
11) Is there any evidence of Plant Protection Officer (PPO) 'Mark Up' in the area?   **Yes/No**
12) Is the damage found on public or private land?   **Public land**
13) Surface type of damage location?   **(Soft/Surfaced or Footway or Carriageway)**
14) Details of damaged plant (e.g. duct, cable)?   **Openreach Damaged Duct**
15) What is the length and depth of damaged Openreach Plant (mm)?   **500**
16) Has the damage been repaired to Openreach Standards?   **Yes**
    If yes, what did you use and quantities to repair the damage?
17) If the damage can't be repaired, please tell us why?   **N/A**

3.4 Example of Good Photographs

	Example 1	Example 2
19) Photo 1 - After excavation, a close up of the Damage from 1m that shows the damage to Openreach Plant and the 3rd Party Damage (including both ends of damaged plant). *linked to 3.3 Question 2*		
20) Photo 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. *linked to 3.3 Question 15*		
21) Photo 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. *linked to 3.3 Question 8*		
22) Photo 4 and 5 – Where a repair has been completed, upload: i) a photograph of the damaged plant showing the completed repair(e.g. Duct Repair Kit fitted) ii) a photograph from distance showing any landmarks and/or address *linked to 3.3 Question 16*		

3.5 Examples of Bad Photographs

	Example
1) Photo 1 – Cannot see both ends off the damaged section. No depth shown.	
2) Photo 2 – This is only a Geo Pin location, not including photo of the street for location referencing 3) Photos 3,4 and 5 – Photos of the repair doesn't provide any landmarks, street names, etc. in order to pinpoint this location. This would provide challenge at litigation to prove where the damage was.	

4   3ʳᵈ Party Damage Report - Key Requirements

It is critical that all Partners understand the key requirements for a successful damage claim, as this will reduce the frequency of claims being submitted and then rejected by the Network Repair Team.

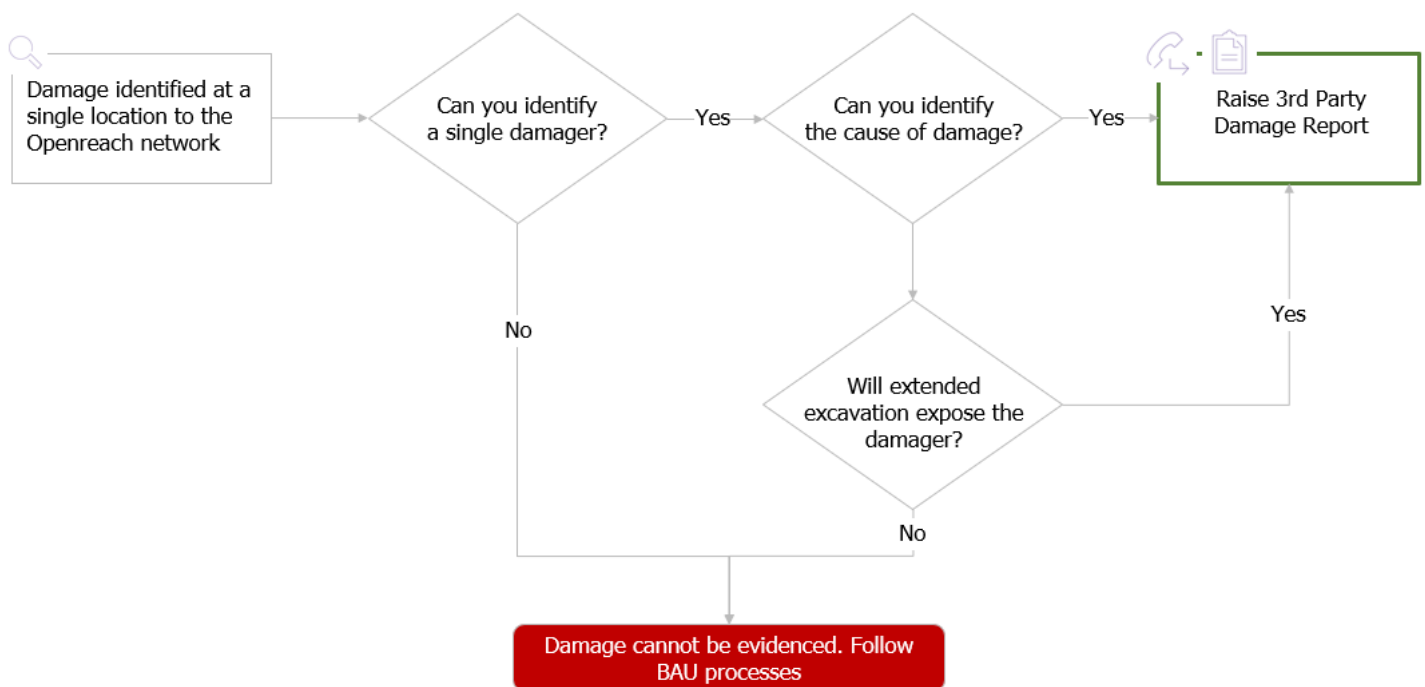## 4.1 Minimum evidence requirements to enable a claim

It is a basic requirement that all reports contain photographs which clearly evidence who has caused the damage. Below are two further stipulations which must be considered and satisfied before a report can be submitted

- **Claims must evidence a single party for causing the damage**
  Reports cannot be processed where there are multiple damagers e.g. two services running through our duct
- **Claims must evidence the damagers network or materials**
  Reports cannot be processed unless the network e.g. gas pipe can be seen (warning tape isn't sufficient)

4.2 What happens if there are multiple damages?

Openreach expect the Partners to report damage in a way that enables a case for recovery to be established. Each report should be limited to one piece of network e.g. one cabinet, one pole, one box, one duct blockage, etc.

Openreach will provide the partners with a single damage reporting incentivisation payment (T135) per duct section. In scenarios when there is multiple damages on a single section then Openreach may award the partner additional T135 synthetics based on complexity, damagers, duct section length and remedial civil requirements.

Appendix 1 – Installing Sight Call

A smartphone or an Android/iOS tablet with an internet connection, (Wi-Fi preferred), are required on the Guest side.

A mobile application must be installed on the phone or tablet of the Guest to initiate a call, which is sent automatically to the Guest by the Agent via SMS or E-mail. SightCall publishes the "Visual Support" generic App, available on the Apple App Store and Google Play Store.

Figure 3 : Visual Support on AppStore

Figure 4 : Visual Support on PlayStore

The Visual Support App requests permissions to access to the device's:

- Microphone
- Front and Back Camera
- Flashlight
- GPS (with mandatory acceptance from the Guest)
- Photo gallery (with mandatory acceptance from the Guest)

SightCall Guests can also connect via a desktop browser.

Appendix 2 – Microsoft FORMS and photos

Openreach: Third Party Damage Reporting Form

This form is for the use of civils operatives to report third party damage to Openreach plant. We'll use the information you provide to recover repair costs from the identified damager.

For contractors working on behalf of Openreach, once the information provided in this form has been reviewed by the Network Repair Team, and they are happy that all required information and evidence are all captured accurately, they will authorise the T135 damage reporting synthetic - £100 of which should be paid to the individual reporting the damage.

Please note that questions marked with an asterisk (*) are mandatory.

Please also read our privacy policy https://www.openreach.com/about-us/using-our-site/privacy-policy which describes how we may use your personal information.

...

* Required

For any successful report, if all of the information required is provided and is accurate, and Network Repair Team finds the report recoverable, you should receive £100.

1

Are you reporting this during working hours? (between 8:00 am to 17:00 pm) *

◯ Yes

◯ No

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* Required

Out of Hours Reporting

2

Can a single damager be identified? *

◯ Yes

◯ No

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Your Details

(the person who discovers the damage)

3

Please provide your full name. *

Enter your answer

4

Who are you working on behalf of? If Other, please specify. *

Select your answer ⌄

5

Please provide your mobile telephone number. *

Enter your answer

6

Please provide your email address. *

Enter your answer

7

Please provide the full name of your patch manager / Tier 1 Partner supervisor. *

Enter your answer

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Damage Information

Information about the 3rd Party Damage found

8

When was the damage discovered? *

Please input date in format of dd/MM/yyyy

9

At what time was the damage discovered? *

Enter your answer

10

What is your Job Estimate Number you are working on? *

Enter your answer

11

What is your Fault Report Number? (if available)

Enter your answer

12

What is the address of the damage location?
Please provide Street Name, Town or City and Post Code - use specific key words (e.g. outside of, adjacent to, at the side of, opposite of) to describe damage location relevant to the street. *

Enter your answer

13

Was the damage found in public or private land? *

○ Public land

○ Private land

14

What is the surface type of the damage location? *

○ Soft/Unsurfaced

○ Footway

○ Carriageway

15

Were there any signs of damage before excavation? If yes, please specify. (e.g. scarring on pavement) *

Enter your answer

16

Please provide details of damaged plant (e.g. duct, cable, etc.). *

Enter your answer

17

What is the depth of the damaged plant (in mm)? *

Enter your answer

18

What is the length of the damage (in mm)? *

Enter your answer

19

Has the damaged been repaired to Openreach Standards? *

⦿ Yes

◯ No

20

What did you use (and quantities) to repair the damage? *

Enter your answer

21

Who caused the damage? Please provide the name of the third party company that caused the damage (e.g. British Gas, Virgin Media, etc.) *

Enter your answer

22

Why do you think the third party identified above is the damager? (e.g. can you see alleged damager's plant in the excavation?) *

Enter your answer

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Photos

Capture photographic evidence based on the description provided in each question. After submitting this form you will receive an email asking you to send all photos captured to complete your report.

23

Photo 1 - Take a photo after excavation, a close up of the damage from 1m that shows the damage to the BT plant and shows us the 3rd Party damager. (example shown below) *

○ Tick when done

24

Photo 2 - Take a photo after excavation, a close up of the damage from 1m that shows the damage to the BT plant and shows us the 3rd Party damager. (example shown below) *

○ Tick when done

25

Photo 3 - Take a photo showing the proximity of the 3rd part apparatus to BT plant, including a depth marker or tape measure to show the depth of damage. (example shown below) *

○ Tick when done

26

Photo 4 - Take a photo that shows both the damaged plant and any land marks, street signs, etc. to help us confirm the location. (example shown below) *

○ Tick when done

26

Photo 4 and 5 - Where repair has been completed,
i) take a photo of the damaged plant showing the completed repair. (example shown below)
ii) take another photo from a distance showing the street address and/or any landmarks.

○ Tick when done

27

Photo 6 - Send the A55 showing exact location and details of damage. *

◯ Tick when done

28

This information may be used for legal evidence. By ticking the box below I confirm that the information I have provided is accurate *

◯ Please thick this box

29

After submitting the response, you will receive an email from Microsoft Power Apps (microsoft@powerapps .com). Please follow the instructions on that email to send all six (6) photos and complete your report.

You can print a copy of your answer after you submit

| Back | Submit | Page 7 of 7 ━━━━━━━━━ |

LOCATION OF DAMAGED DUCT

Ordinance Survey
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BT Licence Number 100028040

Exch: WALWORTH
Estimate: LDC IBTT1MND HL IBBEHJMD
Location: BOUNDARY LANE NEAR JUNCTION
CAMBERWELL ROAD WALWORTH SE5 0NP
Grid Ref: 532428 177726

Boundary Lane