

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 third party damage?

Details of how to report a third party damage are contained within the Team SHEQ Pack accessed via the Telecom App Store.

Here you will find an overview in '04 General H&S Guidelines' and the Openreach documents in '12 – Client Specifications and Standards', '01 – Openreach' and '04 Alerts, Bulletins and Briefings'.

Please familiarise yourself with the process and report third party damages when you find them.