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For All BT people

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A1024 Advice of Plant Requiring Attention

Direct ARTISAN Input, Phone App Phone in, and Electronic Transfer

About this document ...

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Table of Content

1 *Introduction*

The A1024 Procedures (Advice of Plant Requiring Attention) enable Openreach, BT., and its suppliers to report most plant, apparatus and equipment that have the potential to cause a safety hazard or a customer service failure.

The A1024 database is situated on the ARTISAN platform.

The following procedures are to be followed for the use of Web Based Input (ARTISAN), IPhone APP. And Electronic Transfer (ET) from pole tester input and where required, Direct Phone in (DPI),

'Web Based Access' on ARTISAN is the process whereby field engineers are able to report defective plant using remote access via a PC and is the first choice method for all field engineers to record all observed defects.

Wi-Fi access using APP. on BT IPhone

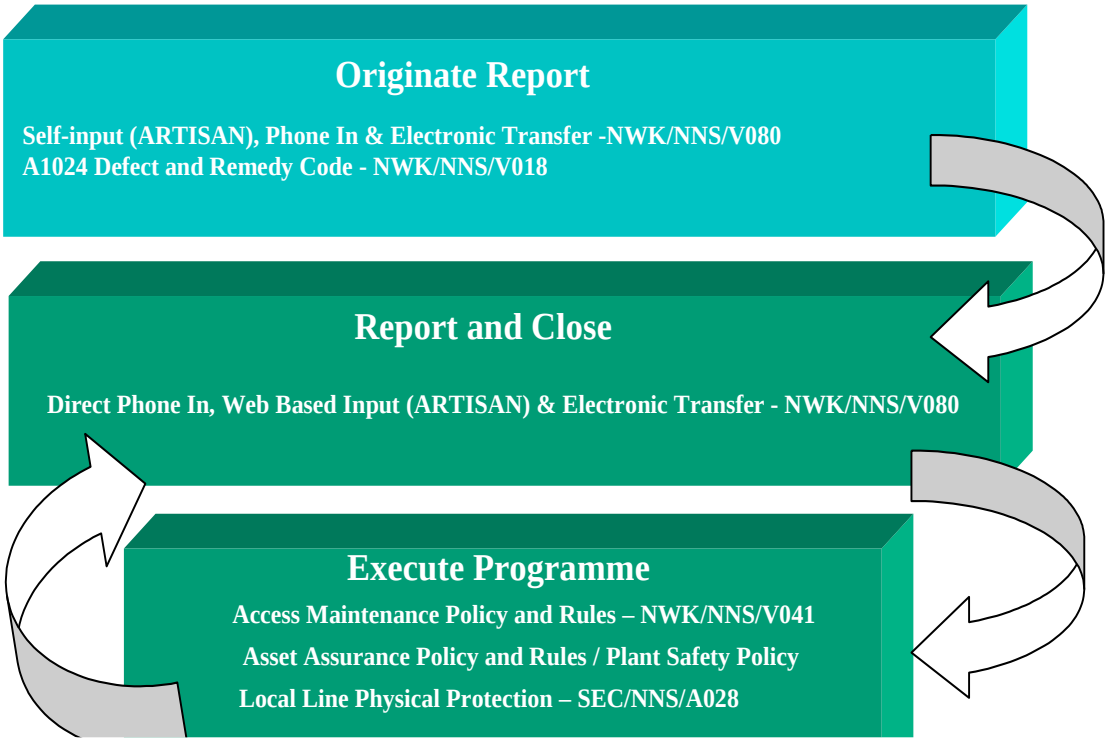
Electronic Transfer enables Pole Testers to report Pole Test A1024s via their iPhone input system

'Direct Phone In' is the process by which some non openreach field people (contractors) are able to report defective plant by phoning, 0800 169 5098.

The Direct Phone In process to 0800 169 5098 has been retained by Asset Assurance. This should only be used for Urgent Safety defects where a 2 hour response is required and the reporting engineer must remain on site and cannot Access the self-input tool.

Access to ARTISAN must be obtained using the computing order gateway request ARTISAN standard access.

The Asset Assurance Policy and Rules / Plant Safety Policy, the Access Maintenance Policy and Rules (NWK/NNS/V041) and the Local Line Physical Protection Programme (SEC/NNS/A028) define the programmes of work that will result from A1024 and associated data inputs.



Outline End-to-End Process

A1024 procedures enable a picture to be built of the condition of plant in the external network. Reports will be analysed and collated along with other information. Resultant action will be prioritised. Not all reports will necessarily lead to rectification work being carried out. The procedures support the requirements of the Asset Assurance Plant Safety Policy and the Quality and Security standards defined for work practices in the network.

The procedures apply:

- to safety defects which are a potential hazard to the public or BT people;
- to network security;
- to remedial work where the minimum quality standard has been achieved (such as a temporary closure on a joint) but additional work is required (such as a length renewal) to complete;
- Where a plant defect has been “observed” which does not meet the minimum quality standards.

All references to a control include ALL internal Openreach Controls, and all External Supplier Controls

The procedures are described in the following paragraphs.

2 Status

These procedures are mandatory.

3 Scope

This document applies to those people responsible for supply, inputting, analysing, vetting, authorising, progressing and closing A1024 data (Planning Offices / AAPO / Contracts units and Field operational units) including those using all types of A1024 reporting capabilities.

4 General Procedures

4.1 Introduction

The A1024 process must be used to report all cases of defective plant, which cannot be corrected in accordance with the current quality standards during the initial site visit. The 3 exceptions to this are:

1. Repair activities, where the situation falls within the definition of a temporary clear (as specified in ISIS CSS/CWC/C034- “Codes to Be Used When Recording Fault Clear Information”) or a Patrol Fault (PATD) or PCD (Part Complete rest Delayed) ISIS NWK/NNS/V045. This should be reported as such to your control. Clearance of the fault will remove the defect within PATD/PCD time scales.
2. Provision activities, where further work is required on the visited customer’s existing installation. This should be treated as a delayed provision or reported as a Patrol Fault (PATD).
3. Public Call Office (PCO) fabric defects. These should be reported as faults to the appropriate fault reception unit e.g. Customer Service Centre (CSC) or Payphone Control.

- As a general rule, if the Field Person has the training, skills, materials and tools to complete the work within the time it would take for someone else to make a repeat visit, then the work is within his/her capabilities and should be done there and then. This applies to all defects. Minimum requirements are defined in Quality Standards ISIS documents (see References, Section 16).
- The A1024 procedure is not intended to be used to record details of obsolescent plant unless that plant exhibits a defect which places it below the minimum quality standards and cannot be rectified whilst on site.
- A1024s will only be accepted for defects listed in ISIS NWK/NNS/V018. All other work must be carried out whilst on site in accordance with the

aforementioned ISIS practice documents or, if appropriate, reported directly to the manager, Field Office or Control for further action.

- Pole Testers will enter all Pole Test A1024 data to their input devises as appropriate. With all other data being reported via ARTISAN on PC, IPhone APP. or Direct Phone in (DPI) process (emergency situations only).

4.2 Responsibilities

4.2.1 Responsibilities, General

These procedures complement NWK/NNS/V018 (Defect & Remedy Codes) making all documents, together with the Asset Assurance, Access Maintenance Policy and Rules and Local Line Physical Protection Programme into an 'End to End' process for the capture and control of all A1024s (Advice of Plant Requiring Attention).

4.2.2 Responsibilities, Planning

The analysis, costing, monitoring and progression for execution of all non-safety related A1024s are the responsibility of the NAC Planning Managers. See Section 8 for Planning Managers' Procedures, and the flow chart in Section 1 above.

4.2.3 Responsibilities, AAPO Duty

The analysis, costing, monitoring and progression for execution of all safety related A1024s are the responsibility of the AAPO Manager. See flow chart in Section 1 above and Section 9 for AAPO Managers Procedures.

- Direct Phone in of Safety wear and tear reports for street furniture is received in the AAPO. This is only when the reporting person does not have connection from site for emergency response.
- A1024 serial numbers will be supplied by the Data Handler on completion of the call. These numbers will also act as the receipt that the A1024 has been entered onto the system.
- **Note** – For all defects which are to be Self-Input when originator is back on Line – it is acceptable that the EIN of the engineer is entered on the A1024 label which is attached to the reported defective plant
- Reporting – See Section 14.5.

It is the Field staff responsibility to raise A1024s recording observed defects relating to both safety and network quality issues. It is imperative that the

detail regarding location, Map references and the nature of the defect are accurately recorded on the A1024 when raised.

All Safety defects will be issued for remedial action as per the current Plant Safety Policy, all other non-safety A1024's will be used for analysis, Inputting Procedures

4.3 Reports of Plant Requiring Attention

It is not possible to have a safety and non-safety defect reported on the same A1024. Safety and non-safety defects should be recorded and input as separate individual A1024 reports.

A1024's are defect specific and are not used for reports for other non-specific defects, or for reporting non-related items.

4.3.1.1 Web Based Input – ARTISAN and IPhone APP.

To be used in all cases other than Emergency 2 hour response, where engineer is required to remain on site and cannot access the system.

For all Openreach people the Self-Input is mandatory and is used to enter all A1024 defects. This should be done preferably from the work site or at the earliest opportunity. If the A1024 is entered remotely from the site, enter originators EIN on label instead of a serial number.

ARTISAN is accessed via the INFORMe website at:-

Openreach INFORME

Follow "My INFORME A-Z" and select "A1024 INPUT SCREEN" under 'A'. If this option does not appear select "e3 Solutions (Launchpad Apps)", then "ARTISAN VCA".

ARTISAN and IPhone APP. should be used to enter A1024 defects. The direct phone in system should only be used for 2 hour response or for hazardous defects when online access cannot be achieved. (If required the AAPO team can be contacted for support on use of ARTISAN)

The Information Required by ARTISAN

ARTISAN will automatically record originator details (name, OUC and telephone number). The team member will be stepped through the process, choosing options from "drop down" lists. Certain fields are mandatory and information must be input in them, the user will be prompted when a mandatory field has not been completed.

Each A1024 input to the A1024 database must contain as much information as possible with certain details being essential such as accurate detailed addresses and map references l, plant type and description of defect and possible remedy. Full notes expanding and explaining defects, This information is essential for identifying plant defects and ensuring they are

direct for the correct responses in time and appropriate people to remedy the defects.

Information such as Ordnance Survey map reference or precise location on a map/print will prevent undue delay in processing the report (if a recognised address is entered map reference should 'auto populate'). It is essential that DP information is supplied in all non-safety cases.

Any additional information that might be relevant to remedial action (e.g. traffic lights required, traffic sensitive route, footway boxes regularly damaged by traffic, obstruction etc.) should be entered into the 'Notes' field, if no dedicated field exists.

4.3.2 Electronic Transfer

A1024s captured by Pole Testers on their input devices will be electronically transferred from the POLE system database onto the A1024 database and will therefore NOT require any manual intervention.

Only the following A1024s will be captured electronically by the Pole Tester using the HHT:

- Low Drop Wires - Category A Defect Code 561, 563, 565, and 567.
- Low Aerial Cables – Category A Defect Code 560, 562, 564, and 566.
- Chimney Brackets - Category A Defect Code 507
- Pole fittings and - Category A Defect Code 502
- All "OTHER" A1024s identified by the Pole Tester should be reported using the IPhone APP.

4.4 Validate and Input Reports

The A1024 database located on ARTISAN will be used to record all A1024 reports whether input via, ARTISAN, IPhone APP. Electronic Transfer or DPI

All Remedy and Defect Codes are linked via the A1024 matrix, and defects that do not fit the criteria will **not** be entered onto the A1024 database. Refer

4.4.1 Validate and Input Reports by Direct Phone In

- The Data Handler is responsible for ensuring that the A1024 is genuine before allowing it to pass into the A1024 database, by questioning the caller, refusing any reports that are not proper to the process under current criteria. The data handler should give advice as to the action to take on any refusals - see Validate and Input Reports by Electronic Transfer

4.4.2 Validate and Input Reports Via ARTISAN and IPhone APP

A1024s submitted via ARTISAN and IPhone APP. will have most fields validated as it is entered, the allowable data being displayed by means of “drop down” lists on the input screen.

However the Field Person will be informed if invalid data is entered. The originator will be informed of any “mandatory” fields missed and these will have to be entered before A1024 can be successfully progressed.

If any A1024’s are entered against the wrong defect and for non-specific defects allowed, they will be closed and the originator and their manager informed

4.4.2.1 Additional Information (Notes) on the A1024

Additional information that can be recorded which will assist with the successful completion of the remedial works. Originators are encouraged to provide as much accurate detail as possible.

4.5 Category

All A1024s input will have their categories automatically determined by the defect code.

4.5.1 Safety category A

Only Defect Codes detailed in the ‘ISIS NWK/NNS/V018 - Appendix A, will be assigned Category A. The A1024 database will validate the Defect Code against the Remedy Code if there is a mismatch the data handler will not be able to commit the report to A1024 database.

4.6 Defect & Remedy Codes

Defect codes will display allowable remedy codes for the chosen defect code. Overwriting is NOT possible

The Defect and Remedy Codes are linked allowing only valid Remedy Codes for particular defects

The codes are listed in ISIS NWK/NNS/V018.

4.7 Incorrect A1024's

4.7.1 Direct Phone In

The data handler will refuse to enter any A1024 onto Artisan that does not fit with the current process and procedures. Any difficulties with Field People will be noted and escalated to the AAPO Manager as required.

Electronic Transfer

Any discrepancies must be taken up with originator as soon as the problem has been identified.

4.7.2 PC and IPhone Based Input

Any discrepancies must be taken up with originator as soon as the problem has been identified.

4.8 Completed or cancelled a1024s

Where it is identified that the remedial work has been completed or no longer required, the A1024 details should be passed to the relevant programme owner for the A1024 to be closed or cancelled

In most cases for non-safety A1024s this will be the local planning office or for safety defects the Asset Assurance programme office

Any inappropriate a1024' submitted via electronic transfer will be closed via A1024 database by the Asset Assurance Programme Office.

Where it is identified that the remedial work has been completed or no longer required, the A1024 details should be passed to the relevant programme owner for the A1024 to be closed or cancelled

In most cases for non-safety A1024s this will be the NAC FVR and local planning offices.

Note: All A1024s which have a corresponding "job" built on ARTISAN will be auto closed when the relevant estimate is closed (status X and Z,W).

4.9 Duplicate Report

The data handler can check for the field person if a report exists on the system. Duplicate reports may be received from the field in cases where the 'on site' label was found to be illegible. The A1024 should be re-marked by the field person with the original information. If the A1024 database confirms the input as a duplicate report a further input will not be required.

Where a non-safety defect still exists but the 'on site' label shows the original report to be older than 24 months, a DUPLICATE report can be made and should be entered into the A1024 database as a new report and given a new number, in this case the existing label to be replaced with a new one.

4.10 Acknowledge Report

4.10.1 Direct Phone In

The acknowledgement to the originator will be in the form of the A1024 serial number quoted by the data handler at the ***end*** of the conversation. It is not intended to supply any further information.

4.10.2 Electronic Transfer

There will be no acknowledgement for pole testers electronic input.

4.10.3 PC and APP. Based Input

The acknowledgement to the originator will be in the form of the A1024 serial number quoted by the system at the ***end*** of the transaction. It is not intended to supply any further information.

4.11 Progress Reports

Once the A1024 has been input on to the A1024 database it is available for all openreach personnel to view, and therefore the A1024 direct input lines are NOT available to provide updates.

5 *AAPO - Safety Category*

5.1 Safety Policy and Rules

All safety 'category A' A1024s will be evaluated, forwarded for execution and monitored within the constraints of the current Asset Assurance Policy and Rules Not all reports will necessarily lead to rectification work being carried out.

5.2 Programme of Work

Programmes of work must be built and prioritised in accordance with the Asset Assurance Programme Process, Policy and Rules.

5.3 Issue policy of Street furniture F/C's, JB's & PCP's

Choosing the correct safety category when reporting a defect is crucial to ensure that the defect is fixed within the appropriate timescale. If something is deemed unsafe and urgently needs fixing, it must be logged against the appropriate safety category to ensure that it is repaired quickly to minimise risk.

If you are in any doubt when deciding what safety category to choose, call the Network Repair team on 0800 169 5098 who can assist.

Guarding is key to removing the risk from a defect and therefore plays a big part in determining the appropriate safety category. Please ensure any guarding is set up as securely as possible and in accordance with the Safety at Street Works and Road Works Code of Practice.

When reporting a defective frame and cover, please ensure (where possible and appropriately skilled/trained) that you lift the lid (using the appropriate lifting aid/gas tester) and check the condition of the box/chamber underneath.

There are 3 safety categories to choose from which are outlined below:

Category	Contractual Rectification Time Frame	Description	Examples (this is not exhaustive and scenarios will vary based on external factors)
NURS (Non-Urgent)	Fixed within 28 calendar days from point of issue to partner	Defective plant can be securely/adequately* guarded or guarding isn't required and rectification is not urgent.	Defective footway frame and cover has been securely guarded and is in a grass verge which won't impact pedestrians:  Loose footway lid against a hedge row in a rural grass verge which presents very little risk due to its location:

			
URS (Urgent)	Fixed within 10 business days from point of issue to partner	Defective plant is potentially hazardous and either cannot be securely guarded or guarding may deteriorate.	Smashed/broken footway lid in a footpath which is guarded and leaves 1+ metre of usable footway:  Defective footway box which has been made safe using a footway board. Footway remains usable 
Cat X – To be used in an emergency situation	Partner should attend within 2 hours to make safe. Once made safe it should be fully rectified within 7 business days.	To be used in an emergency situation where the defect is dangerous and poses an immediate risk, cannot be adequately* guarded or made safe. These must be called through to the Network Repair Team on 0800 169 5098 and a	Carriageway lid has broken and cannot be guarded:

		partner will attend within 2 hours to make the site safe. The reporting person must remain on site until the partner arrives and takes ownership.	 Tarmac around frame and cover in the carriageway has severely broken up which presents a risk to road users and cannot be guarded:  Carriageway frame and cover is severely bouncing when driven over and the reporting engineer felt that this presented a serious safety risk to road users if left: 

*** An absolute minimum of 1m of useable footway must be maintained around any guarding (1.5m recommended) it is not permitted for barrier feet or other equipment to obstruct this space. The defect must be guarded on all four sides and barriers must be continuous and linked. A suitable method of weighing down the barriers must also be deployed i.e. sandbags. Where this is not possible, look at other make-safe options such as footway boards.**

5.4 Close

The majority of A1024s will be "auto closed" by the ARTISAN system when corresponding estimate is 'engineering complete'. Any manual closures will be monitored and managed in accordance program policy

6 *Planning Evaluation & Job Creation – "Other" Category*

6.1 Access Maintenance Policy and Rules

Access Maintenance Policy & Rules must be followed in terms of job creation and authorisation for any A1024s. **Not all reports will necessarily lead to rectification work being carried out.**

6.2 Programme of Work

A1024s will be analysed and potential jobs generated on ARTISAN.

As part of the job analysis, the job cost will be evaluated against the internal synthetic on ARTISAN. This is known as the 'go/no go process' and uses the synthetic cost for each remedy code. If the job is within the synthetic it will be able to pass for execution. If it is not, then the Network analysis centre Planning team may discuss this and the best way forward based on the site assessment, which may lead to further authorisation being required. For more details refer to AM Policy and Rules ISIS NWK/NNS/V041 and NWK/NNS/V018 (Defect and Remedy Codes).

Once the work has passed through ARTISAN a job/work package is generated.

Work will be built and allocated to the relevant field teams or external suppliers and per current policy and budget; this will require the NAC to arrange for the preparation of the necessary plans and documentation ready for execution

6.3 Monitor Progress

Progress of work will be monitored for each programme in terms of timescale and cost. The specific programmes/ projects will be managed in accordance with the current planning policy and rules

6.4 Close

The majority of A1024s will be “auto closed” by the system (Artisan) when corresponding estimate is ‘engineering complete’. Any manual closures will be monitored and managed in accordance program policy

Timescales are applied to various sections of the procedure with the aim of providing a managed process from receipt from the field to closure. These performance measures will be reported as Section 8.2 above.

7 *Field Procedures*

7.1 Introduction

ARTISAN the “self-input tools” should regarded as the preferred method of entering A1024’s by field engineers,

The “Direct Phone In” system only being used for where urgent 2 hour response is required or where a hazardous defect is observed and on line access ARTISAN is not available

7.1.1 PC and APP. Based Input

The A1024 ARTISAN process must be used to report all cases of defective plant requiring attention which cannot be corrected in a quality way during the site visit. The only exceptions to this are detailed in Section 4.1 above.

Any difficulties in submitting an A1024 using this process should be reported to your First Line Manager.

7.1.2 Direct Phone In

Direct Phone in (DPI) is the process by which Openreach field people are able to report Urgent safety” defects by phoning a single number, 0800 169 5098.

The ‘Direct Phone In process’ is only be used for Urgent Safety defects where a 2 hour response is required, and the reporting engineer remains on site, or where an Urgent Safety defect requires to be recorded and reporting engineer has no access for ARTISAN or APP. Input

"DPI" is also required for non Openreach, and non BT people.

DNO's and other service providers who do not have and are not allowed access to our systems, and are required to contact AAPO using the numbers listed below.

Pipeline - 0800 345 7671

DNO's - 0800 055 6706

Other service providers - 0800 032 0748

7.2 Assessing the Requirements

Assess the work required and decide if it is a) within your capabilities and b) within the requirements of the quality standards. The minimum standards define the circumstances under which remedial work should be carried out whilst on site or when an A1024 should be raised. A dynamic on site risk assessment should be carried out.

Based on the guidance given in the ISIS / online Job File, decide if the remedial work should be carried out immediately by you and if the agreement of your control is required. You may also need to contact your control to comply with local "report back time" procedures.

7.3 Safety Category (A)

Any situation that is identified as potentially hazardous to the public or BT people MUST be made safe before leaving the site.

Engineering people must take whatever action is necessary to either remove or guard the hazard. Refer to the Engineering Safety Guides, the Asset Assurance Policy & Rules and other appropriate safety instructions. If it is not possible to clear the hazard, and after having protected the site, it is considered that urgent action is required, contact the control for advice and assistance. The control may require the person making the report to remain on site until assistance arrives.

The engineer should be prepared to make safe wherever

For Low Drop Wires and Aerial Cables ARTISAN will determine relevant low wire category by analysing the height and 'crossing type' entered. One of the categories below will be 'auto populated' onto the A1024.

CATEGORY	HEIGHT
1	Below 4.8m
2	From 4.8m to below 5.2m
3	From 5.2m to below 5.5m
4	Newly erected a/cable 5.5m to 5.6m

4	Newly erected d/wire 5.5m to 5.9m

Category 4 low wires/cables are classed as non-safety and are recorded using defect code 422 for aerial cables and 423 for drop wires, **not** 508 or 511.

Please see also NWK/NNS/V018.

7.4 Carrying Out Work

Carry out the remedial work whilst on site if it is a requirement of the quality standards and is within your capabilities.

If an A1024 label is already attached to the defective plant or equipment that is being worked on, remove it and contact the relevant programme owner for the A1024 to be closed or cancelled

In most cases for non-safety A1024s this will be the NAC planning office

7.5 Labelling

7.5.1 Labelling

All defective plant recorded on the A1024 database should be labelled with the following exceptions:-

Low Wires/Cables

Poles/buildings with ‘category 3’ low wires or cables attached (5.2M and above).

Newly erected wires/cables

All wires/cables recorded using defect code 422 and 423 (wires 5.5 to 5.9M, cables 5.5 to 5.6M).

7.5.2 ARTISAN, Direct Phone In and On-Site Labelling

When you are satisfied that an A1024 is justified, and you have met the requirements of the appropriate quality standards ISIS, you must raise the appropriate defect using ARTISAN via a laptop PC, and APP. or if an urgent safety defect you should call the AAPO using the published number

You will be prompted to provide the data **before** an A1024 number is issued.

You must then attach the A1024 label or sticker to the defective plant or equipment (see section 10.7.1 for exceptions).

If the defect is to be recorded remotely the label should be marked with the originators EIN (in the ‘serial number’ field) instead of the serial number with all other relevant details required under current audit requirement's in place.

Where supporting documentation refers to the provision of A1024 serial numbers on labels this includes any exception listed in section 5 of this document.

It may be necessary to attach the label to some adjacent item (e.g. on guards where they are used to make a broken joint box cover safe) until a permanent job can be done.

Labels must not be placed on non BT plant example, EL poles

Warning: Do not place labels out of sight of the defect. There have been instances where accidents have occurred due to the hazard not being clearly marked e.g. A1024 label inside a PCP drawing attention to the door that would fall off when opened, it was too late for one individual who ended up with a broken foot.

7.5.3 Existing Labels on Plant Requiring A1024's

Where a label already exists but is not legible, you should in the first instance search Artisan database for relevant A1024 detail using the "view" menu option on ARTISAN, entering relevant criteria such as exchange and DP, if you cannot locate data required you can call the AAPO team using the published number and pass over to the data handler all the relevant information and either provide a new label or annotate the details to the existing label as directed. .

Where a label exists, and is legible (i.e. all the information is present) the existing label should be dated and initialled and the current job number added. A new A1024 and/or label should not be submitted.

Note: Where the existing label has already been annotated twice previously you should contact your First Line Manager for advice, who may discuss the issue with the Local Planning Manager.

7.5.3.1 Safety

Where a label exists but the date is greater than 24 months and the work is still required, a new A1024 must NOT be raised, as the original data is still present on the A1024 database.

7.5.3.2 Other (non- safety defects)

Where a label exists but the date is greater than 24 months and the work is still required to be done, a new A1024 must be raised using ARTISAN. In this

situation either attach a new label or annotate the existing label with the new details.

7.5.4 Category

On ARTISAN, the Field Person will determine whether an A1024 is Safety or Other (non- safety).

7.5.5 Defect & Remedy Codes

On ARTISAN, the Field Person will determine Defect Codes and Remedy Codes from the pull-down list.

7.5.6 Customer complaint

If you are making a report via ARTISAN / APP. For an A1024 as a result of a customer complaint the Customer Contact Handling (CCH) issue number, if known, should be recorded in appropriate field. And any other relevant details using the notes field

7.6 Advise Control

Always advise the control of the action you have taken.

8 *First Line Manager Procedures*

8.1 General

Line managers should ensure all their Field People are fully aware of the correct A1024 reporting procedures.

There are exceptions when an A1024 is not applicable. See Section 4.1 for details.

8.2 Completion of Previously Reported A1024s

Information on completed A1024s may be included in the programme for quality checks.

9 *Measures and Reports*

9.1 National Reporting

Reports may be produced from the A1024 database system on volumes and throughput, and outstanding defects for all existing defect and remedy codes.

9.2 National Auditing

National audits may be carried out to verify compliance against the A1024 'End to End' process. (As defined in ISIS NWK/NNS/V018 and this document NWK/NNS/V080.)

9.3 Local Reporting

The NAC Planning Manager/Asset Assurance Programme Office Manager is responsible for monitoring and reporting the A1024 process.

9.4 Quality Check Process

Advice of completion of A1024s may be noted and included in the programme of Quality Checks.

10 *A1024 Retention Policy*

A summary of the rules defining retention periods and deletions for A1024s is as follows.

Note: This is an automated process within the A1024 database system :

10.1 Safety a1024s

A1024 safety issues will remain on the live database until processed.

On completion, the A1024 will be archived on the historic database for 3 years, at the end of this period it will be deleted.

Note: **The exception is for Low Drop Wire / Aerial Cable reports, which remain on the A1024 database for 7 years before being deleted.**

10.2 "Other" A1024s - Defect Codes 460 & 461

No record should be deleted / transferred to the historic database until the A1024 has been completed.

After remaining on the historic database for 24 months a completed A1024 will be deleted.

10.3 "Other" A1024s

All other A1024s will be archived onto the historic database after 12 months if unprocessed.

After remaining on the historic database for a further 24 months the A1024 will be deleted.

11 *Defect and Remedy Code*

Refer to ISIS NWK/NNS/V018.

12 *References*

General

BT Intranet Homepage data

A wider range of information on Access Network Quality of Personal Workmanship can be found on the BT Intranet at addresses as follows:

Quality Standards and Documentation

Health & Safety Handbook

Openreach INFORME

INFORMe Homepage

ISIS

1. **Field Quality**
   - Jointing - ISIS NWK/NNS/V008
   - Dropwires, Customer Fixings & Downlead - ISIS NWK/NNS/V009
   - PCPs/SCPs - ISIS NWK/NNS/V010
   - Fault Finding in the Access Network - ISIS NWK/NNS/V011
2. **Advice of Plant Requiring Attention (A1024)**
   - Defect & Remedy Codes - ISIS NWK/NNS/V018
3. **Access Maintenance Policy and Rules**
   - Access Maintenance Policy & Rules - ISIS NWK/NNS/V041
4. **Asset Assurance Policy and Rules**
   - Asset Assurance Programmes Process, Policy & Rules

13 *Enquiries*

All enquiries regarding this document should be made to the Plant Safety team.

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