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

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 have damaged the Openreach network e.g. water company have damaged duct, council have damaged pole when hedge cutting, cables have damaged, etc..

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?

If 3rd party damage is not reported to Openreach then costs of the repair/replacement of network are not recovered. Resulting in increased operating costs which can negatively impact programmes of work e.g. fibre cities.

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.

See Section 3: 3rd Party Damage Reporting Process

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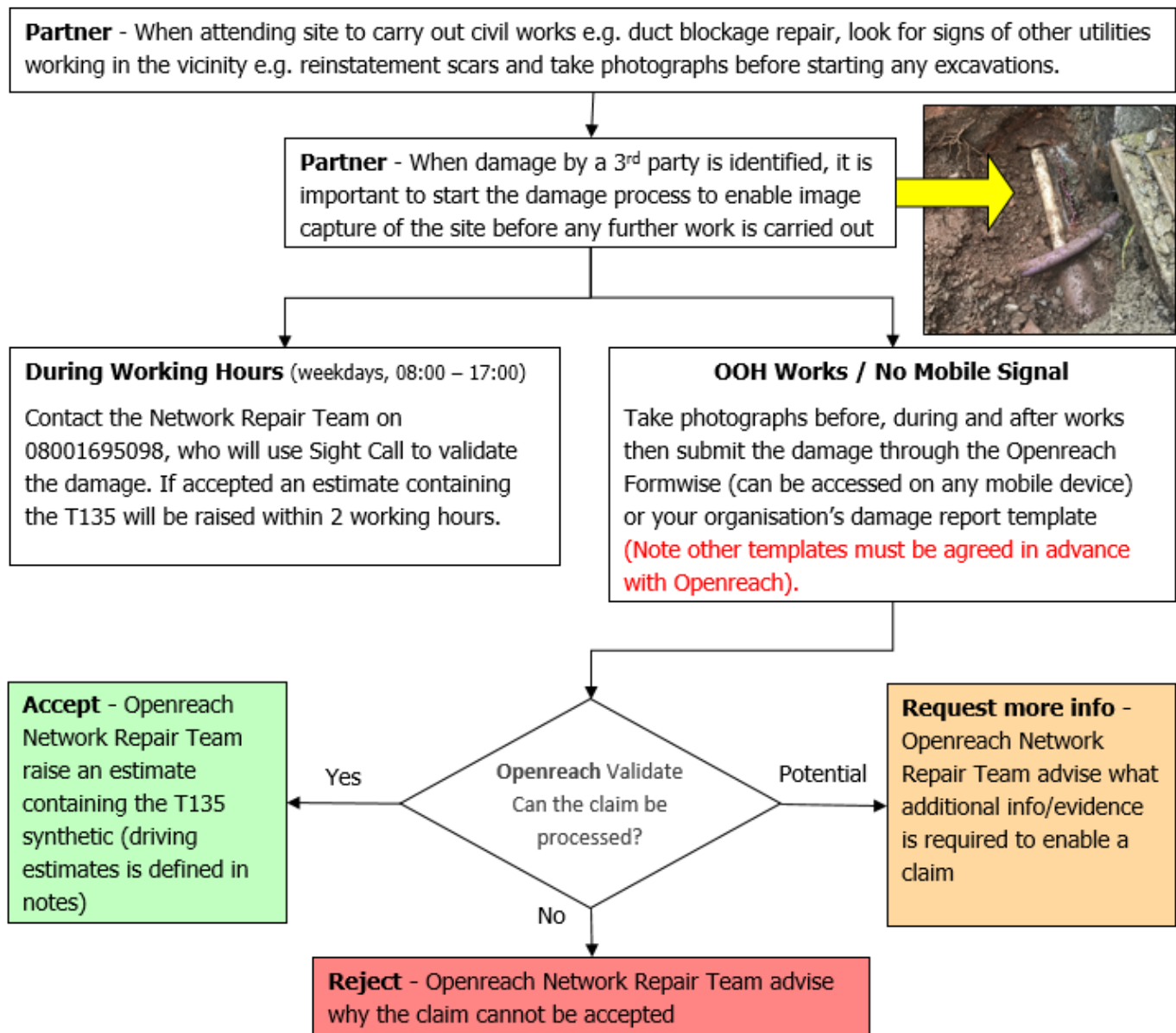
Phone Number: 0800 023 2023 (Option 1, Option 1)

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 site to carry out civil works e.g. duct blockage repair, look for signs of other utilities working in the vicinity e.g. reinstatement scars and take photographs before starting any excavations.

Partner - When damage by a 3rd party is identified, it is important to start the damage process to enable image capture of the site before any further work is carried out

During Working Hours (weekdays, 08:00 – 17:00)

Contact the Network Repair Team on 08001695098, who will use Sight Call to validate the damage. If accepted an estimate containing the T135 will be raised within 2 working hours.

OOH Works / No Mobile Signal

Take photographs before, during and after works then submit the damage through the Openreach Formwise (can be accessed on any mobile device) or your organisation's damage report template (Note other templates must be agreed in advance with Openreach).

Accept - Openreach Network Repair Team raise an estimate containing the T135 synthetic (driving estimates is defined in notes)

Openreach Validate Can the claim be processed?   Yes   Potential   No

Request more info - Openreach Network Repair Team advise what additional info/evidence is required to enable a claim

Reject - Openreach 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 Submitting Damage Reports

- Openreach provided a pre-formatted questionnaire via formwize, which can be accessed by any device (including mobile and there isn't a requirement to be on connected to the OR intranet) by following this link: http://www.formwize.openreach.co.uk/damage.report.form
- Openreach will accept damage report claims which are formulated by the Partners systems, however this requires agreement in advance with the Document Owner

3.3 Example of Good Information

1) Can the damager be identified (e.g. local council, gas, water, etc...)? If the answer is 'No' do not report the damage **Yes**
2) When was the damage discovered? Date **12/10/2018** Time **11:00**
3) Estimate Number **IBWWJVMK**
4) Fault Report Number (if available) **N/A**
5) Address of damage location Street Name **Rombalds View** Town/City **Otley LS21 2DR**
6) Contractor you are working on behalf of **Openreach Civil Engineering**
7) Region of Damage Location **North East**
8) Any evidence of any PPO 'Mark Up' in the area? **No**
9) Is the damage on public or private land? **Public land**
10) Where is the damage? **Footway**
11) Details of damaged plant (e.g. duct, cable)? **BT Damaged Duct**
12) What depth is the damaged BT Plant (mm)? 5**00**
13) Can the damage be repaired? **Yes**
14) If the damage can't be repaired, please tell us why? **N/A**
15) Exact name of Third Party deemed to have caused the damage (e.g. British Gas, Virgin Media etc...) **UKPN**

3.4 Example of Good Photographs

|	Example 1	Example 2
16) Picture 1 - Area before excavation, to show existing re-instatement 'scars', BT blockage 'mark up' & any 3rd Party apparatus in the vicinity		
17) After excavation, a close up of the Damage from 1m that shows the damage to BT Plant and the 3rd Party Damage.		
18) Proximity of 3rd Party apparatus to BT Plant and include a depth marker or tape measure (where possible), to show the depth of the damage.		
19) Photo showing excavation from approx 10m to show any landmarks, such as a DP or J/B for location purposes at a later date.		
20) Where a repair has been completed, upload a photograph of the damaged plant showing the completed repair (e.g. Duct Repair Kit fitted)		

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)
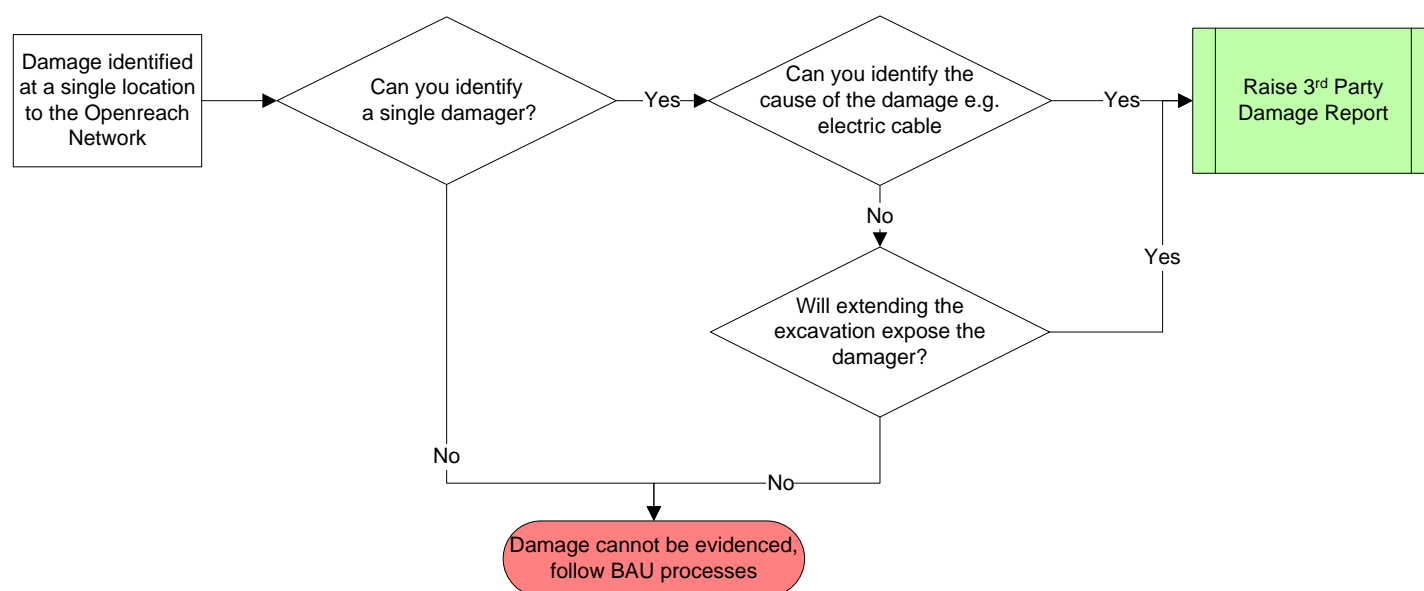
4.2 What happens if there are multiple damages?

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.
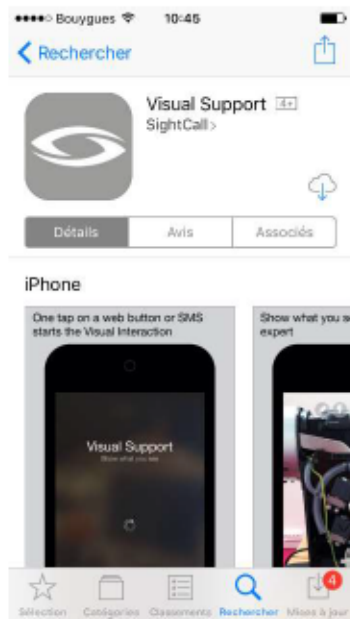
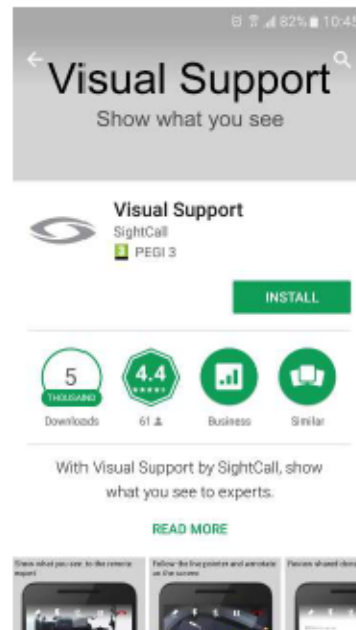*Figure 3 : Visual Support on AppStore*

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 – Example Formwise

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 enable us to recover the costs of the repair from the 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 information is present, they will authorise the T135 damage reporting synthetic.

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

Please also read our privacy policy www.homeandbusiness.openreach.co.uk/privacy-policy which describes how we may use your personal information.

1. Can the damager be identified (e.g. local council, gas, water, etc...)? If the answer is 'No' do not continue reporting this damage *

SELECT ONE ▾

2. Your details (the person who discovered the damage)*

Name *

Company *

Telephone Number *

Email Address *

3. When was the damage discovered? *

Date *

DD/MM/YYYY

Time *

HH:MM

4. Estimate Number *

5. Fault Report Number (if available)

6. Address of damage location *

Street Name *

Town/City *

7. Who are you working on behalf of? *

SELECT ONE ▼   Other

8. Region of Damage Location *

SELECT ONE ▼

9. Any evidence of any PPO 'Mark Up' in the area?

10. Is the damage on public or private land? *

SELECT ONE ▼

11. Where is the damage? *

SELECT ONE ▼   Other

12. Details of damaged plant (e.g. duct, cable). *

13. What depth is the damaged BT Plant (mm)? *

14. Can the damage be repaired? *

SELECT ONE ▼

15. If the damage can't be repaired, please tell us why?

16. Exact name of the third party company deemed to have caused the damage e.g. British Gas, Virgin Media etc... (please do not put an individuals name/details in here) *

17. Photo 1 - Upload photo of area before excavation, to show existing re-instatement 'scars', BT blockage 'mark up' & any 3rd Party apparatus in the vicinity

Browse...

18. Photo 2 - Upload photo after excavation, a close up of the Damage from 1m that shows the damage to BT Plant and the 3rd Party Damager *

Browse...

19. Photo 3 - Upload photo showing proximity of 3rd Party apparatus to BT Plant and include a depth marker or tape measure (where possible), to show the depth of the damage. *

Browse...

20. Photo 4 - Upload photo showing excavation from approx 10m to show any landmarks, such as a DP or J/B for location purposes at a later date. *

Browse...

21. Photo 5 - Where a repair has been completed, upload a photograph of the damaged plant showing the completed repair (e.g. Duct Repair Kit fitted)

Browse...

22. Upload A55 showing exact location & details of damage *

Browse...

☐   This information may be used as legal evidence. By ticking this box I confirm that the information I have provided is accurate.

Send Form

Powered by openreach_formwize

Appendix 3 – Completed formwise and pictures

1) Can the damager be identified (e.g. local council, gas, water, etc...)? If the answer is 'No' do not continue reporting this damage

Yes

2) Your details (the person who discovered the damage)*

Name ********************
Company ****************
Telephone Number *****************
Email Address **********************

3) When was the damage discovered?

Date 15/07/2019
Time 10:00

4) Estimate Number

IBA23DFR

5) Fault Report Number (if available)

6) Address of damage location

Street Name Boundary lane
Town/City Walworth

7) Contractor you are working on behalf of

Partner B

8) Region of Damage Location

London and Home Counties

9) Any evidence of any PPO 'Mark Up' in the area?

No

10) Is the damage on public or private land?

Public land

11) Where is the damage?

Footway

12) Details of damaged plant (e.g. duct, cable).

Os 73 2 m from jf4 tv pipe smashed the bt clay pipe

13) What depth is the damaged BT Plant (mm)?

500

14) Can the damage be repaired?

Yes

15) If the damage can't be repaired, please tell us why?

16) Exact name of Third Party deemed to have caused the damage (e.g. British Gas, Virgin Media etc...)

Virgin media

LOCATION OF DAMAGED DUCT

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