

On-site worker policy

A national standard for new developments

The aim of this policy is to provide a national quality standard for new developments. This will ensure that every new Openreach-enabled site provides you and your customers with the best possible telecommunications facilities.

1. It is the responsibility of the Openreach field based coordinator (FBC) to confirm to you the chosen method of connection to the Openreach network. This will be determined by availability in your locality. If you prefer an alternative method of service to that proposed, this will be considered but additional costs may apply. It is the responsibility of the developer to submit their plans a minimum of eight weeks before the intended start date of their project to allow Openreach new sites sufficient time to issue proposals for your site. If you require a proposed layout in advance of this, a premium service charge will be applied.
2. To avoid unnecessary expense, it is critical that you supply Openreach with a comprehensive final plan of the site layout, ideally including all postal addresses associated with your new development. Any subsequent amendments or layout changes to your original proposal will need to be amended by your new sites designer to ensure that a bespoke service is delivered, and any re-work requests will incur the relevant charges.
3. We will seek a written agreement in the form of a wayleave from you which will give us permission to install, keep and maintain apparatus on site to serve your prospective customers. If you are building multi-occupancy properties - for example flats or apartments - the wayleave must also include wiring up to and including the Openreach Network Terminating Point (NTP) at each property.
4. Should you wish to install Openreach infrastructure (as per the signed site agreement) within the confines of your site, we will agree for you to proceed providing that the necessary quality and safety standards can be met. However, work on our existing network can only be carried out by our own accredited engineers and designated contractors.
5. Openreach will advise on-site on all technical specifications including the use of all Openreach materials and the positioning of plant. Openreach equipment should only be used for the installation of our network. Any other use will be deemed to be inappropriate. If Openreach stores are lost, damaged or misused, the cost of replacement will be invoiced against your company.
6. In the case of flats or apartments where you wish to provide service to individual flats beyond the intake duct, we will provide materials to serve each flat. We will, however, require you to provide the conduit and/or cable tray.
7. Openreach will provide network to an internal NTP normally located within two metres of entry into the premises. Charges may apply for other arrangements.
8. Whilst construction is in progress, the FBC will inspect the quality of the work being undertaken on behalf of Openreach.
9. Any payments for work carried out on Openreach's behalf will be made in line with the Inland Revenue's Construction Industry Scheme. Guidance is available at www.hmrc.gov.uk/new-cis/index.htm.
10. Where there is a need for additional protection or diversion works to our existing network, Openreach will require payment of the estimated costs, in advance, as provided for in the New Roads And Street Works Act 1991 Code of Practice.
11. It is Openreach policy not to share any infrastructure with any other licensed/unlicensed operator, unless under agreed terms. Please contact your FBC if you require further information.
12. Openreach will not normally be involved with the installation of internal extension sockets or associated cabling beyond the Openreach Network Terminating Point (NTP). However, we can put you in touch with the correct Openreach department who can provide advice and guidance and even undertake such work on request.
13. With the exception of pre-formed chambers, Openreach materials will be delivered free of charge on request. We operate a single day per week delivery service to all regions. Therefore early notification of requirements is needed. If materials are required urgently, a small charge may be incurred.

14. The network apparatus/equipment to be installed at your development will be owned by and your contract for service will be with British Telecommunications plc ("BT"). Openreach is an operating division of the BT Group and is responsible for the physical layers of the BT access and backhaul networks. All references to "Openreach" in this document should be read accordingly.