

New Sites Delivery

Key Points For Efficient Call Off And
Prevent Delays To Client Connections

July 2026



openreach

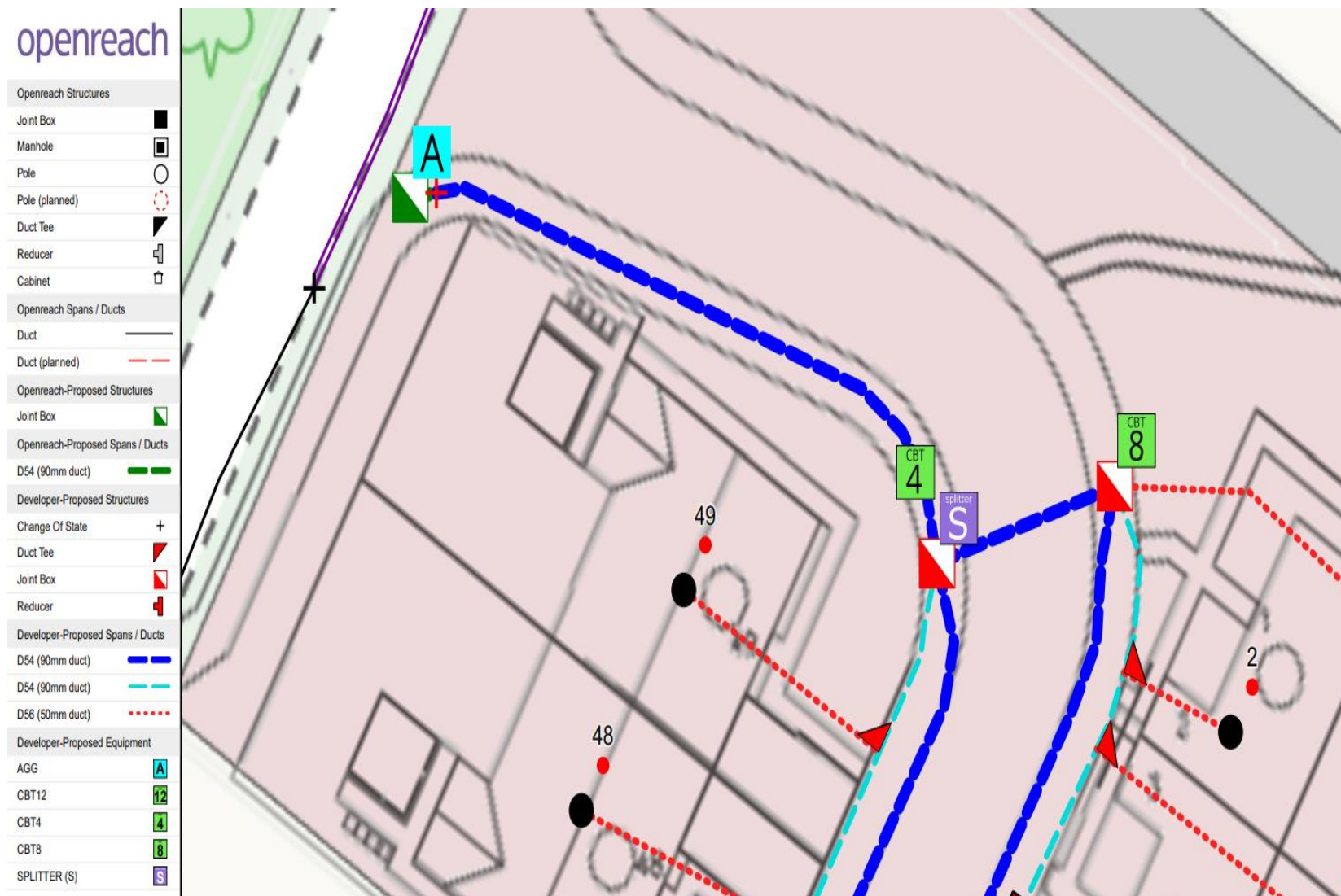
Openreach Site Proposal

This is a snip from a typical proposal for the design of our network infrastructure on all new build developments. It is agreed during a meeting with the developer site management and the Openreach Field Based Co-Ordinator (FBC).

It shows the position of chambers and the routes ducts are to be laid chamber to chamber and chamber to plot. All the duct and chamber components are colour coded with each individual component identified by text and it's associated symbol in the key on the left hand side of every proposal.

The link below is to the developer guides which provide instruction on how to construct the Openreach infrastructure to the required quality standard:

[Guides and handbooks | Openreach](#)

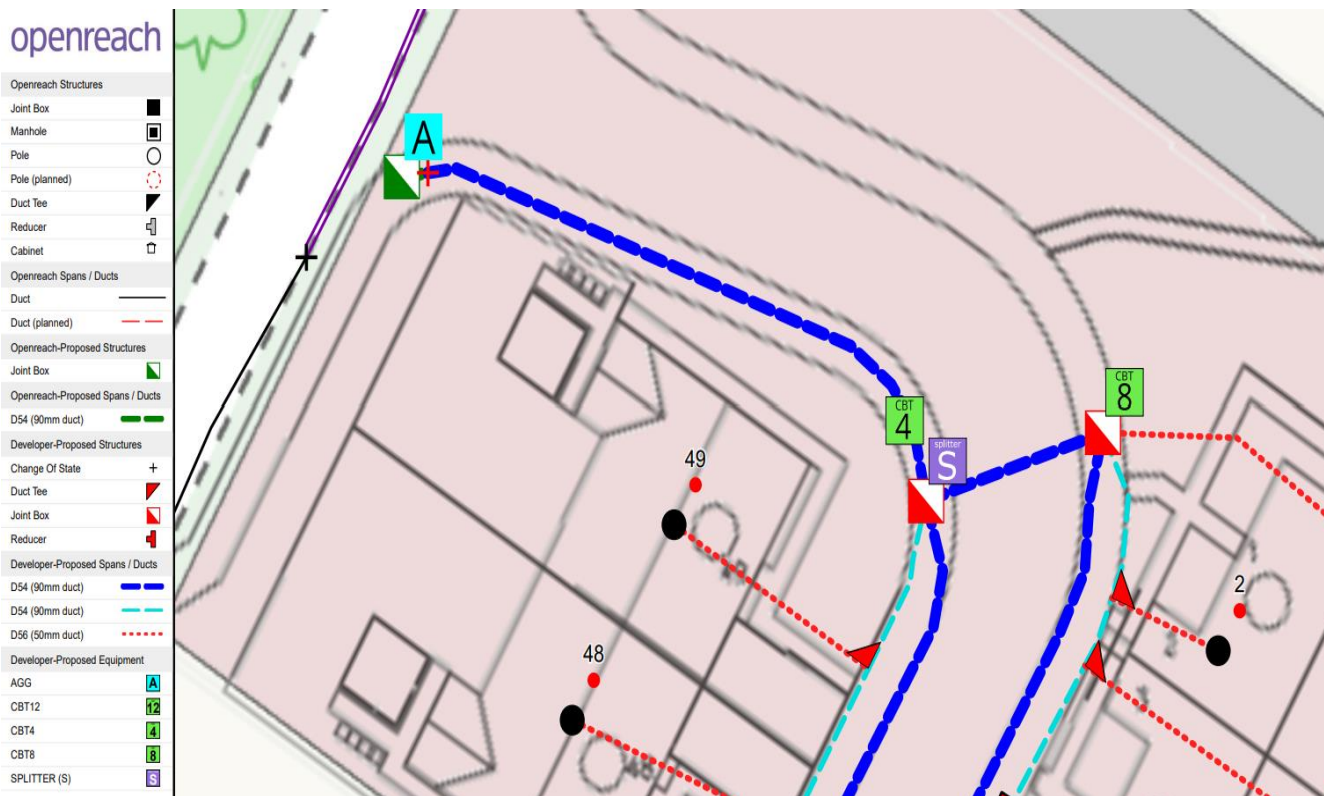


Key components:

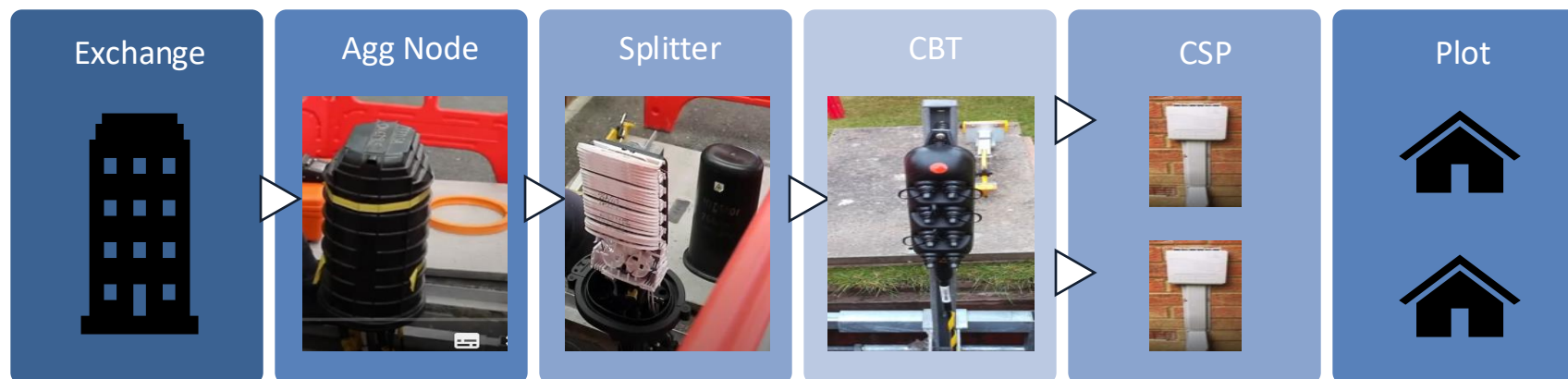
A Aggregation Node (Agg Node). This is the connection from Openreach's main network to the site. It will be located in an existing chamber or a chamber newly built by Openreach near the site boundary.

S Splitter. This is the equipment that links the existing network to the new build network. Depending on site size there may be more than one which will be daisy chained together at specific locations throughout the build. The first of this equipment on a site will normally be in the first chamber built on site by the developer.

4 CBT Connectorized Block Terminal (CBT). This equipment connects to the splitter and provides a connection to the CSP's on an external wall of the plot. The number in the green square signifies the maximum number of possible connections. There will be several per splitter. These connections are ducted chamber to chamber back to the serving splitter.



CSP – Customer Splice Point. This small waterproof box facilitates the connecting of the external fibre cable to the internal fibre cable which has been installed by the developer within the plot. There is one required for each plot to be connected. There will be a duct from each plot to a chamber which has the serving CBT installed in it.



Civils

Quality Standard For Chamber Call Off For Splitters & CBT's:

- Chamber to be set on 150mm deep concrete base and to be flat and level.
- Chamber to be 750mm min depth (5 x 150mm modular sections or brick construction to that depth) First section to be set into the base to a depth of 15mm
- Ducts to be installed in the second segment from the base in the pre-marked areas or as per the specification for brick construction.
- Duct entries to be cored. Oversized duct entries must have voids between the chamber wall and duct sealed as per the developer guide instruction.
- Ducts to be trimmed back flush to chamber wall.
- All completed ducts to be roped chamber to chamber and chamber to plots.
- Frame and cover to be set on a mortar bed. No metal to plastic. Where frame and cover adjustment is required over 50mm a trimmed down modular section of minimum 40mm to be used with the required mortar bed on top of it.
- Metal drop in bearers to be installed. Foundation bolts to be installed in brick constructed chambers as per the developer guide specification.

Issues Arising From Sub Standard Chamber Quality:

- FBC cannot call off equipment for installation in the chamber.
- Potential demolition and reconstructing of chamber.
- Delay in Openreach being able to install required equipment
- Delay in developers Client being able to place orders for service.
- Delay in the completion of any relevant SOD payment (Developer Rebate)

Examples Of Common Issues Preventing Call Off:

- Ducts not roped.
- Ducts roped but ducts not cut back to chamber wall.
- Ducts incorrectly installed.
- Chamber too shallow not meeting minimum required depth
- Concrete base not installed
- Drop in bearers not installed

Internal Fibre

Quality Standard For Plot Call Off Including Installation Of Internal Fibre:

- 50mm 90 degree house bend (hockey stick) to be installed at the plot directly under the ingress point for the Openreach internal fibre.
- Duct to be touch tight to the plot wall.
- Duct to be trimmed 50mm or one course of brick above finished ground level.
- Duct to be roped from plot to chamber with 3m of rope at either end and tied off.
- 50mm black foam sponge to be inserted in duct to prevent debris entering the duct (These can be ordered for delivery by the FBC)
- Internal fibre to be installed from external wall to internal location for the ONT (Optical Network Terminal) to be installed. Minimum 3m of cable coiled externally and between 500mm and 1m coiled internally.
- Power to be available at the location for the ONT.

Issues Arising From Sub Standard Plot Works Quality:

FBC cannot call off the plot for connection and commissioning of the ONT

Delay in Openreach being able to install cable and connect plots.

Delay in developers clients orders being completed before plot handover.

Clients moving into their new home without service.

Delay in the completion of any relevant SOD payment (Developer Rebate)

Examples Of Common Issues Preventing Call Off:

- Duct work not completed.
- Duct not roped.
- Incorrect bend used or duct not trimmed back to required height.
- Duct not installed directly under the ingress point to the plot.
- Internal fibre cable damaged externally or internally. This requires replaced and can result in patches being cut in walls and ceiling to facilitate renewal.
- Insufficient slack on the fibre cable either externally or internally.
- Too much slack on the fibre cable inside the plot. The cable can't simply be pushed back into a void as this can cause damage to the cable or greatly reduce the light performance and reducing the developers clients internet speed.
- No power. Without power the ONT cannot be commissioned

Summary

- Duct and chamber installation at the earliest opportunity, and to the required quality standard, will allow Openreach to complete equipment installation well in advance of clients taking ownership of their new homes. This will also allow them to place orders with service providers in preparation for moving in.
- Early installation of our equipment in chambers will allow Openreach to light test and commission the equipment while also offering us the chance to identify and resolve any issues that can lead to delays in providing service to developers clients.
- Plots works completed at the earliest opportunity, and to the required quality standard, enables Openreach to connect plots, install and commission ONT's ready for developers clients to simply plug in their service providers router and have their brand new homes connected to the internet as soon as they move in.
- Ensuring all infrastructure is built to the correct quality standard reduces snagging timescales and allows SOD payments (Rebates) to be processed quicker.
- The Initial Site Meeting Agreement form (attached below) details in section 9 the required timescales for splitter box completion and the notice required for the connection and commissioning of plots. The FBC will assist the developers site management team to support in achieving these timescales.