Requesting Access to Openreach Maps By Email (MBE)

Version 9 – August 2022

\*\*If your company already has an account with MBE and you want to add new users please skip to section 2\*\*

To sign up your company to the MBE service please complete all sections of this form and return to maps.by.email@openreach.co.uk.

Section 1 – Company Details

|  |  |
| --- | --- |
| Company/Utility/Authority Name |  |
| Company Address (Head Office) |  |
| Primary Contact (This is the name of the person who will be responsible for the company account) |  |
| Email Address (This is where we will send future quotes and service updates. Ideally this should be a group account to make sure service isn’t interrupted in case of absence of the primary contact) |  |

Section 2 – User Details

Please note, all users must have a company email address as we match users to their parent company using email addresses.

|  |  |
| --- | --- |
| Name | Email Address |
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Section 3 – Authorisation

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| --- |
| I confirm by completing this form that the people detailed above are employees of the stated company and require access to Openreach Plant Maps as part of their work with the company. I agree to advise Openreach when any of the people above cease to require access to Openreach Plant Maps or leave employment of the company.Please complete boxes below. No signature required.  |
| Authorised by: | Date: |

Please note: The User IDs and passwords that are provided are for the personal use of the named individual and should not be disclosed to any other person. Unauthorised access to or misuse of this system is prohibited and constitutes an offence under the Computer Misuse Act 1990.

MBE FAQ’s

Q. How much does it cost to use the MBE service?

A. There is a say annual charge for support and admin. Please contact us for details.

Q. How do users access the system?

A. Access is via the internet with all users being given unique user details. New users are issued with log in details and instruction on how to use the system.

Q. How long is a subscription period?

A. Subscription is for 12 months, however, account that aren’t accessed for 180 days are disabled to comply with the computer mis-use act 1990. Accounts can be reinstated at any time in the subscription period by contacting us.

Q. Why do I keep getting locked out of my account?

A. Accounts become locked when the wrong password is entered 3 times. The most common reason for this is that your browser has remembered an old or temporary password. We recommend that you don’t save your password in your browser and input your details manually.

Q. Can I sell the maps I generate?

A. No, re sale is not permitted see below T&C

Q. Where can I find the terms and conditions of MBE?

A. Terms and conditions are [here.](https://www.openreach.co.uk/cpportal/terms-and-conditions)

Q. How many users/maps can we request?

A. Subscription to MBE allows you unlimited users and map requests during the subscription period.

Q. How is the service renewed each year?

A. Each year when your subscription is about to end we will send an email to the nominated email address with a quote to renew for a further year. If you want to renew, you just need to make the payment on the quote. If the quote is not paid the subscription doesn’t renew and access for all users belonging to the company is revoked.

Q. How do I get support with MBE?

A. If you need to contact the team you can reach us at maps.by.email@openreach.co.uk.