

Openreach New Sites

SOD Payment Process

Correct as of April 2024



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SOD Payment Overview

Payment for the construction and installation of the Openreach network on new developments is made on a per unit basis. For site with 11 or more plots which are mixed use (i.e. commercial and residential plots on the same site) we do not count the commercial premises within the number of plots eligible for SOD payments.

Openreach will make payments for all sites of 11 or more plots providing that quality standards are met on completion. For developments of 25 plots or more Openreach will pay invoices on request for batches of 25 or more completed plots, or for the final number of plots if fewer than 25 remain. Batches include flats or apartments which are counted as individual Premises.

Plots are eligible for payment if the infrastructure has been installed to the quality standards as set out within the supporting handbook:

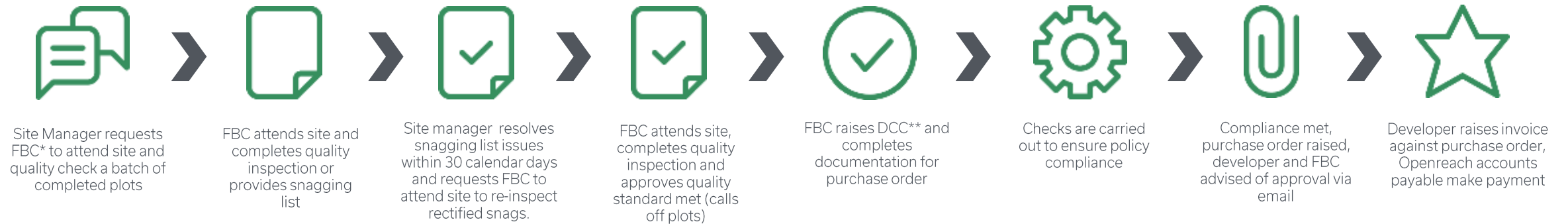
[Openreach FTTP Developer Handbook](#)

If the quality of work falls below the required standard, the Field Based Co-ordinator (FBC) will issue the developer a remedial/snagging list. When all remedial work has been completed to the required quality standards, the sign-off will take place and the contract payment can be progressed.

For any further questions about SOD payments the FBC should be contacted. Alternatively, please see the contractual terms and conditions at the end of this document.



Simplified process guide



Payment is subject to work being completed on site to standard set out in the Openreach Developer Handbook. Non-payment can also be caused by these common issues

- Snagging not completed within 30 calendar days – site manager and FBC must coordinate
- Non access to plots to check ONT is installed & lit - site manager and FBC must coordinate
- Claim is over 12 months old and fails policy criteria
- Developer moves address or starts new office – compliance starts process for new details and will email out required forms
- Developer details entered at registration are incorrect, FBC should ensure all details are correct when filing DCC
- Developer not received notification of PO, developer to follow-up with FBC to check details
- Invoices should be sent to the accounts payable team at the following address below or email ap.manual.pdf.submission@bt.com but they must be sent as a PDF attachment and 1 invoice per email

Paying invoices

Payment of invoices from the developer are subject to the following process. Please follow these steps to ensure that invoices are paid in a timely manner:

- Before the developer submits any invoice, they must arrange for a Quality Statement (Developer Completion Certificate) to be signed off by their Field based coordinator (FBC). The FBC will then arrange a meeting on site and ensure that all work meets the standards set out in the contract. No payment will be made until the standards are met.
- Once the Quality Statement has been signed off, the FBC will send a copy of the Developer Completion Certificate to the developer and send a copy to the Purchase Order team. The developer at this stage should also provide their full billing address details. A purchase order will then be created for the development and the purchase order reference number will then be sent to the FBC who will then forward this to the developer.
- The developer can then submit their invoice to Openreach Accounts Payable. The invoice must quote the following:
 - The appropriate purchase order reference
 - The Openreach NSI reference number
 - The number of plots involved and the unit cost per plot
 - Ensure invoices are addressed to the correct legal entity, which should always contain the name "British Telecommunications plc".

Please ensure a full tax invoice additionally includes the following:

- An identifying number [invoice number]
- BT's name and address
- The time of the supply
- The date of issue
- The developer's name and address and VAT registration number if applicable (Please note that the address should match that given to the FBC for the original purchase order, otherwise there will be a delay in payment as a new purchase order may be required)
- Total charge exclusive of VAT and the rate of VAT
- Any discount including rate of discount
- The total VAT payable
- The developer should also ensure that all the relevant information has been supplied to BT Accounts Payable associated with HMRC's CIS scheme (Construction Industry Scheme) including the Unique Tax Reference (UTR) details. Unless advised otherwise stated on the purchase order, Invoices should be sent to the accounts payable team at the following address below or email ap.manual.pdf.submission@bt.com but they must be sent as a PDF attachment and 1 invoice per email.
- Unless advised otherwise stated on the purchase order, please ensure all invoices are addressed in full to:

Openreach Accounts Payable
PO Box 817
1st Floor Brundrett Place
1 Brundrett Street Stockport
SK1 9DD

Inspection of Infrastructure Contractual Terms and Conditions

[Full contract can be found here](#)

INSPECTION OF INFRASTRUCTURE

7.6

BT will inspect the Developer Works, in batches of twenty-five (25) Premises or more (to be agreed by BT) except for the final batch which could be less than twenty-five (25) Premises. Batches include individual apartments which are counted as individual Premises.

Where the total number of Premises for the site is less than twenty-five (25) premises BT will inspect the Developer Works in a single batch.

BT will inspect the Developer Works when the Developer notifies BT that the Developer has completed the whole Site(s) or relevant part and on a date to be agreed with the Developer. The parties shall use their reasonable endeavours to agree an inspection date after the Developer's notification to BT. If the parties cannot agree a date for inspection, BT will attend the Site on a day of its choosing, to inspect, and provide a summary to the Developer relating to each batch of Premises.

As the Site is being completed in batch(es) the Developer must ensure that BT has all necessary access to the Premises in order to deliver the infrastructure service and if appropriate, that the road level lines and levels are formed.

7.7

If BT confirms to the Developer that, in relation to a relevant batch of Premises, it is satisfied that the Developer Works have been completed to the agreed quality as set out in the Specification, BT will automatically issue a Quality Certificate within 4 weeks of the date of BT's batch satisfaction confirmation.

7.8

If BT is not satisfied that the Developer Works have been completed to the agreed quality as set out in the Specification:

- (a) BT will provide the Developer with a snagging list of issues on the Site (or relevant part of the Site). The Developer will use its reasonable endeavours to correct the issues on the snagging list within a reasonable time, not exceeding thirty (30) calendar days after receiving the snagging list from BT and when the remedial work has been completed, the Developer shall request a site visit from BT for re-inspection.

- (b) BT will charge the Developer for any visit(s) to re-inspect the Developer Works based on either Time Related Charges or Abortive Visit Charges in accordance with the Openreach Price List. The Developer acknowledges that any delay in the successful completion of the Developer Works:
 - (i) will delay the provision of a Quality Certificate;
 - (ii) may delay completion of the BT Works; and
 - (iii) may delay the connection of communications services to end user customers, including any retail and nonretail occupiers of the Site;
- (c) If the Developer fails to complete the snagging list of issues as provided by BT within the time specified at Clause 7.8 (a):
 - (i) The Developer automatically forfeits the right to claim Service on Demand rebates for the Premises associated to where any remedial work has not been completed;
 - (ii) Any such failure impacts BT's ability to deliver its services and BT will be required to amend the delivery date for services for a duration consistent with the period of any delay or failure by the Developer; and
 - (iii) BT may complete any works reasonably necessary to finish the installation to the relevant standard and charge the Developer by providing the Developer with an invoice for any such works undertaken and payment by the Developer shall be within thirty (30) calendar days after receiving the invoice.

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