**1. Address Details**

|  |  |  |
| --- | --- | --- |
| Question |  | Answer |
| Company Name | Please supply the company name relating to the end user. This will be helpful to the survey and delivery engineers in locating the customer and site. |  |
| Address (line 1) |  |  |
| Address (line 2) |  |  |
| Town |  |  |
| County |  |  |
| Postcode |  |  |
| Room | Confirmation of the room where the leased line should terminate Eg Comms Room. |  |
| Floor | It's important that the correct floor is referenced, and what you specify matches up to terminology applied at the premises. Eg 3rd Floor |  |
| Location | This is the location the leased line should terminate within the room. Eg Comms Cabinet. |  |
| Mounting Type | Openreach will supply an NTU which the fibre terminates into. This is a 1U unit which requires 2 power sockets. Traditionally this is supplied as a rack mounted unit, but you can make a request for wall mounted. Most other carriers supply a 1U rack mounted NTU, but not always dual fed. | Rack mounted |
| Additional Location Information | If you have any other details you wish to share that may be useful for installation. |  |

**2. On-site Contacts**

The on-site contact is passed to our suppliers. It will be used by survey engineers when the visit, and aid with contractors completing any works on-site.

|  |  |  |  |
| --- | --- | --- | --- |
| Primary On-site Contact | Options | Additional | Answer |
| First Name |  |  |  |
| Surname |  |  |  |
| Contact Number |  | Best contact number for them. Landline or mobile. |  |
| Email Address |  | Unlikely to be used by a carrier, but requested all the same. |  |
| Are the site contacts aware of this order? | No | Site contacts are a critical part of the delivery process. If the site contacts are unaware of this order Openreach may be unable to progress appointments and unable to meet the Contractual Commitment Date. |  |
| Yes |  |
| Are the site contacts able to provide access to the engineers? | No | Site access is key for Openreach’s engineering teams. If their engineering teams are unable to speak to the right person to secure access Openreach won’t be able to progress an order and we will be unable to meet the Contractual Commitment Date. Abortive Visit Charges may be applied. |  |
| Yes |  |

Do not duplicate the primary contact. The secondary contact must be unique.

|  |  |  |  |
| --- | --- | --- | --- |
| Secondary On-site Contact | Options | Additional | Answer |
| First Name |  |  |  |
| Surname |  |  |  |
| Contact Number |  | Best contact number for them. Landline or mobile. |  |
| Email Address |  | Unlikely to be used by a carrier, but requested all the same. |  |
| Are the site contacts aware of this order? | No | Site contacts are a critical part of the delivery process. If the site contacts are unaware of this order Openreach may be unable to progress appointments and unable to meet the Contractual Commitment Date. |  |
| Yes |  |
| Are the site contacts able to provide access to the engineers? | No | Site access is key for Openreach’s engineering teams. If their engineering teams are unable to speak to the right person to secure access Openreach won’t be able to progress an order and we will be unable to meet the Contractual Commitment Date. Abortive Visit Charges may be applied. |  |
| Yes |  |

**3. Site Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Question | Answer | Additional | Answer |
| Is there a 13 amp double socket within 1 metre? | No | Make sure you have an extension lead readily available as 2 power sockets are required for the carrier NTU alone. |  |
| Yes |
| What are the power requirements for your circuit? | AC | We need confirmation of your power requirements. For most sites AC power will be the norm. | AC |
| DC |
| Is there a telephone within 3 metres? | No | Some leased lines require a PSTN line to be installed to aid the monitoring of the circuit. |  |
| Yes |
| Is third party access required? | No | Third party access policies require owners of natural monopoly infrastructure facilities to grant access to those facilities to parties other than their own customers, usually competitors in the provision of the relevant services, on commercial terms. | No |
| Obtained |
| Waiting |
| Is the fibre service in the same location? | No | If you are aware of existing fibre, from the same fibre provider (eg Openreach) then it’s helpful to supply the reference you see on their equipment (eg ONEA123456). This can help speed up the survey process. If you are ordering from an alternative fibre source (eg Openreach fibre, where there is an existing Virgin fibre) the reference isn’t needed. |  |
| Yes | Circuit number of the existing fibre delivered service |  |
| Is the comms room/area ready? | No | Without access to the comms room / area work may be delayed. |  |
| Yes |
| Do you currently occupy these premises? | No | Without legal right to access the premises, surveys or deliveries cannot begin.Ensure you have access to the building before submitting the order. |  |
| Yes |

**4. Ownership**

|  |  |  |  |
| --- | --- | --- | --- |
| Question | Answer | Additional | Answer |
| Is Landlord consent necessary? | No | If you are **not** the owner of the building you may need to seek permission to grant the carrier access to the site to deliver the necessary infrastructure. |  |
| Yes | If Yes, Landlord Name & Contact Number |

If ‘Yes’ is selected:

|  |  |  |  |
| --- | --- | --- | --- |
| Question | Answer | Additional | Answer |
| Has Landlord consent been granted? | No | If you are not the owner of the building, or your lease doesn’t explicitly provide permission, we strongly recommend that you have a conversation with the landlord or managing agent to confirm your intent. Their permission is required prior to works commencing. Securing agreement from the landlord in advance can significantly help speed up legal processes such as Wayleave. |  |
| Yes |

If ‘Yes’ is selected:

|  |  |  |  |
| --- | --- | --- | --- |
| Question | Answer | Additional | Answer |
| Landlord contact details | Name Number Email | Please supply contact details for your landlord or managing agent. Providing this can help speed up Wayleave processes.  We need the landlord’s name, contact number and email. | Name:  Number:  Email: |

**5. Asbestos**

|  |  |  |  |
| --- | --- | --- | --- |
| Question | Answer | Additional | Answer |
| Was this building built before 2000? | No | All carriers don’t want their engineers put in harm's way. If your building was constructed pre-2000 then you will need to obtain an asbestos report. This report will warn the attending engineers of any asbestos present to ensure their work can be carried out safely. Failure to provide a report, even at survey state, can result in delays. Don’t overlook the importance of this document. |  |
| Yes | Additional question applies. |

If ‘Yes’ is selected:

|  |  |  |  |
| --- | --- | --- | --- |
| Question | Answer | Additional | Answer |
| Is there an Asbestos Register on site? | No | If your building was built or refurbished prior to 2000, and you do not have an asbestos register you will need to obtain one prior to any survey or installation work takes place. **A copy of your Asbestos register/certificate will need to be shown to the surveyors/engineers on their first visit.** Otherwise it will cause a delay to your order as they may only be able to carry out an external survey and will need to revisit the premises to complete an internal survey. Repeated failure to show an Asbestos register/certificate may result in your order being put on hold. |  |
| YES | Additional question applies. |  |

If ‘Yes’ is selected:

|  |  |  |  |
| --- | --- | --- | --- |
| Question | Answer | Additional | Answer |
| Asbestos Register Location | Location | Asbestos register needs to be provided when the survey is taking place. This will reduce the need to revisit the premises. Without evidence of the register, only an external survey can be carried out and may delay your order. Where is the register located (eg reception) | Location of register: |

**6. Health & Safety / Hazards**

|  |  |  |  |
| --- | --- | --- | --- |
| Question | Answer | Additional | Answer |
| Are there any site specific access, security restrictions, hazards or safety issues we should be made aware of? | No | Examples could include the need to attend induction before access can be granted, site restrictions on the use of ladders, or the likely need for specialist equipment. |  |
| Yes | Provide details |
| Do you require a site-specific risk assessment and method statement (SSRAM’s) to be completed and are you willing to accept the costs? | No | Most orders do not require a site specific risk and method assessment. Generic ones are readily available and usually satisfy most requirements. For details on additional costs please refer to the provisioning team. | No |
| Yes |