

## Business processes

### Co-Mingling LLU and Access Locate End to End Process Manual

The purpose of this document is to detail the processes that apply to co-mingling used for Local Loop Unbundling (LLU) and Access Locate only.

#### Revisions

S/N	Version	Author	Date	Description
1	1.0 D	Original Draft Document dated 30/11/01		
2	1.0	Issue status after discussion at industry meeting on 6/12/01 dated 11/12/01		
3	2.0D	Draft to incorporate changes to timescales		
4	2.0	Issue 2 dated 8/5/02 as agreed at commercial meeting on the 8/5/02.		
5	3.0D	Draft to incorporate changes to timescales etc, and change of author		
6	3.1D	Draft to incorporate changes following Industry discussion on 21/11/04		
7	3.2D	Further draft following Industry Review on 21/1/04		
8	3.2	Issued 15/3/04 incorporating changes agreed with Industry on 11/2/04		
9	4.0D	Draft to incorporate revised forecast and standard lead times		
10	4.1D	Updated to include comments from Industry 8/9/04		
11	4.2D	Issued 21/9/04 incorporating changes agreed by Contracts Group		
12	4.3	Issued 1/10/04 incorporating all agreed changes		
13	5.0D	Complete revision to align format with all other process documents AND OFFERED TO INDUSTRY FOR REVIEW AND COMMENT		
14	5.01D	Initial high level comments from Industry added		
15	5.02IND	Revised draft following Contracts Group meeting 4/05/05		
16	5.03IND	24/6/05: Revised following LLUO comments from 20/06/05. Awaiting response to request for		

		clarification from LLUOs on changes to para 5.1 and 5.2		
17	5.04IND	4/7/05: updated to include change to para 5.2		
18	1.0 (new format)	Issued following agreement by Contracts group and industry group on 13/7/05		
19	1.1	Group e-mail address for forecasts (section 4) updated.		
20	1.2	Updates to sections 2 and 16 regarding building closures ratified at Products & commercial Group meeting 14/03/2006		
21	1.21	Changes to revise any references from BTW to Openreach and change any references from LLUO to CP		
22	1.3	Formatting and grammatical changes, plus additional section on Security access.		
23	1.4	Main changes to forecasting section, cease section, building closures section. Addition of APO, space only product, Joint and Several Licence, Additional Tie Cable ordering and Access Locate sections. Minor vocabulary updates.		
24	1.41	Clarification of APO cancellation charge in section 6.1		
25	1.42	References included to RANF and Access Locate Contract where applicable.		
26	Draft 0.1	KnowHow documentation team	16 July 2010	
27	1.1	Martin Edwards	08/02/2011	Changes to section 19 Building closures
28	1.2	Martin Edwards	09/10/2012	Amendments for APO process changes
29	1.3	Martin Edwards	20/06/2013	Amendment to sections 5.3 and 6.2. Also, change of name (BT Operate (BTO) to BT Technology Service and Operations (BT TSO))
30	1.4	Martin Edwards	15/10/2013	Revision to APO order process (Section 6), Compliance (Section 11) and Cessation (section 16)
31	1.5	Martin Edwards	06/10/2016	Issue post notification

This document is to be reviewed annually following issue or update.  
Next scheduled review is 06/10/2017.

### Introduction and handy reading tip for our LLU and Access Locate customers

This is an Openreach ancillary document.

It contains important information about our LLU and Access Locate infrastructure products which you need to understand. Its contents, except those sections highlighted in grey, which are for information purposes only, form part of our LLU and Access Locate contract with you.

As we introduce or withdraw product features or otherwise develop our services, we will make changes to this document in line with the change process for ancillary documents in our LLU and Access Locate contracts which are published on the Openreach portal at:

<https://www.openreach.co.uk/orpg/home/products/llu/contracts/contracts.do>

<https://www.openreach.co.uk/orpg/home/products/llu/contracts/accesslocate.do>

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## 1. Contracts and Pricing

**1.1.** The contractual text that relates to the co-mingling processes can be found in Part II of the Revised Agreement for Access Network Facilities Services (RANF Agreement). This can be found at:  
<http://www.openreach.co.uk/orpg/products/llu/lluhp.do>

**1.2.** A Communications Provider (CP) must have signed the RANF Agreement including the appropriate schedule for co-mingling in order to have forecasts and orders accepted by Openreach.

**1.3.** Pricing information on LLU products is held in the Openreach Price List. This can be accessed at the following link:  
<http://www.openreach.co.uk/orpg/pricing/lluprices.do>

**1.4.** If a CP wishes to order Access Locate it must have signed the Access Locate Services contract in order to have forecasts and orders accepted by Openreach. This can be found at:  
<http://www.openreach.co.uk/orpg/products/llu/lluhp.do>

**1.5.** Pricing information on Access Locate is held in the Openreach Price List. This can be accessed at the following link:  
<http://www.openreach.co.uk/orpg/pricing/lluprices.do>

## 2. Purpose of document

**2.1.** The purpose of this document is to detail the processes that apply to co-mingling used for LLU and Access Locate only. It covers stages for forecasting, Advanced POP Order Form (APO) completion and submission, build, cancellation, handover, backhaul, compliance, escalation, fault reporting and maintenance, cessation and building closures.

The internal BT process used to produce the building closures list will be the definitive information source for closure details and will be used to supply this information to CPs in accordance with BT's Undertakings.

## 3. Forecasting

**3.1.** To assist Openreach in resource planning, supplier management etc, an informal Advanced Capacity Planning Forecast (ACPF) should be placed monthly with Openreach via the Sales and Relationship Manager (SRM) that details the orders the CP wishes to place over the following 12 month period. This informal forecast should include all Main Distribution Frame (MDF) Sites previously forecast and detail requirements by MDF Site as a minimum for the first quarter and if possible for the subsequent 9 month period. This forecast is informal and indicative only and is not binding on either the CP or Openreach. To assist CPs, Openreach will publish an availability report on the Openreach portal, which will detail sites with known or perceived infrastructure capacity issues (MDF, space, ESS or non ESS power). This will aid CPs in making decisions on where best to build their networks. Note: this information is provided on an indicative basis only and does not confirm if infrastructure is or is not available. All sites are subject to survey.

**3.2.** Details required on the informal forecast, which may be submitted as a free form spreadsheet are:

- i) Company name
- ii) Contact name
- iii) Contact telephone number
- iv) Email address
- v) Proposed APO submission date

**3.3.** The CP should where possible provide details by week and MDF Site for a minimum of the first quarter.

**3.4.** The CP may also place an informal forecast detailed by MDF Site for the subsequent 6, 9 or 12 month period.

Additional information to be submitted as a minimum for the first quarter and if possible for any subsequent period is:-

- i) The co-mingling product required
- ii) Whether ESS or non ESS power required
- iii) Where applicable, the maximum power capacity required for the space

- iv) Where applicable, the initial power requirements/ sub metering (for usage charge)
- v) The number of internal tie pairs that are required to be terminated initially, the arrangement of the tie pairs (i.e. line sharing or classic) and where applicable, the size of Handover Distribution Frame (HDF) required for future growth.
- vi) Any options required e.g. Direct Current (DC) power.
- vii) Customer Preferred Date (CPD) which may be up to 120 working days after the proposed APO order date. By use of the CPD, the CPs can spread the handover dates to match their resources.

**3.5.** The purpose of a forecast with the above information is to assist Openreach in planning resources and supplier management

**3.6.** The informal forecast can be submitted to the SRM at any time, but is preferable on a monthly basis.

**3.7.** Openreach will review the informal forecast as follows:-

- i) Openreach may via the SRM contact the CP to highlight any known or potential issues at sites included in the informal forecast.

## 4. Advanced POP Order Form (APO) Completion and Submission

**4.1.** CPs must use the APO to identify the week in which Openreach should process requests and state within, the CPD. If no CPD is stated, then Openreach will return the shortest build time possible back to the CP.

**4.2.** The front sheet of the APO contains details of the CP submitting the form. Unless all of these details are completed, the order form will be rejected and returned to the CP.

Details required on the form are:

- i) Contracted company name
- ii) Contracted company address
- iii) Contact name
- iv) Contact telephone number
- v) E-mail address
- vi) LLU or Ethernet account number (dependent upon order type)
- vii) Compliance reference number (if known). If not yet known then insert "waiting" in the compliance reference number field (see section 8, "Compliance" for further details).
- viii) Week commencing date for orders
- ix) Submission date

**4.3.** The CP may submit APO requests at any time. To maximise the effectiveness of the planning processes in Openreach and BT Technology Service and Operations (BT TSO), the orders will be sent over at an interval basis ensuring maximum survey allocations can be achieved each week.

**4.4.** The APO will show for each MDF Site:

- i) MDF ID or dummy MDFID as published by Openreach for non MDF Sites.
- ii) The co-mingling product required
- iii) Whether ESS or non ESS power required
- iv) Where applicable, the maximum power capacity required for the space
- v) Where applicable, the initial power requirements/ sub metering (for usage charge)
- vi) The number of internal tie pairs that are required to be terminated initially, the arrangement of the tie pairs (i.e. line sharing or classic) and where applicable, the size of HDF required for future growth
- vii) Any options required e.g. DC power, UPS
- viii) CPD (this can be up to 120 Working Days after the order date)
- ix) Whether a physical or virtual handover is requested

**4.5.** CPs should submit a single APO for all MDF Sites for each particular week

**4.6.** CPs should use the latest version of the APO. A copy of the form can be accessed via:

[http://www.openreach.co.uk/orpg/products/llu/planbuild/plan\\_build.do](http://www.openreach.co.uk/orpg/products/llu/planbuild/plan_build.do)

**4.7.** Any changes to the APO template will be notified as soon as possible to CPs via an Openreach Briefing Note.

**4.8.** Openreach will confirm receipt of the APO by the end of the next working day after receipt of a valid APO at both the survey and firm order stage (KCI 1).

**4.9.** At each quarter, Openreach carries out a credit vet to decide if credit controls should be invoked. Please refer to the current Credit Vetting Policy. The full LLU credit vet process is available via <http://www.openreach.co.uk/orpg/products/llu/signup/signup.do>

## 5. APO Survey and Build Process

**5.1.** Once an APO has been placed Openreach will check to see if any of the Sites are included in the Inventory that is published on the Openreach portal. If any Sites are included on the Inventory, and all infrastructure required to satisfy the order is shown as available, then the order will follow an accelerated build path with no survey required and the CP will be notified of the CDD via return of KCI3 within 5 Working Days of the APO submission. The CDD will be set at a standard build time of 65 Working Days. At this point, the order will step to Section 6.4.

If any Site is not found on the Inventory, or the Inventory shows that not all of the required infrastructure is available, then Openreach will proceed with the survey as soon as a time slot is available with BT TSO. The commencement of the survey will be notified to the CP (KCI 2).

Cancellation of any APO request after this point and prior to build commencement will raise the APO Cancellation charge.

**5.2.** BT TSO will conduct surveys for space and power and pass the results back to Openreach within 30 working days from the date of submission to BT TSO.

**5.3.** By working day 31, the CP will receive an Advisory Note or advice via e-mail of the survey response (KCI 3). For MDF Sites that are No Go, Openreach will provide a written reason. Openreach will also advise of the possibility of any alternative product that could be supplied.

**5.4.** If Openreach does not receive any response from the CP five working days after the return of KCI3, Openreach will automatically proceed to build.

During this 5 working day period the CP has the options to:-

- Accept and place the order;
- Cancel the order;
- Place a Space Only Product order, or
- Request the order is placed on hold "Awaiting CP Return" for a maximum of 16 weeks (80 working days). Note: If and when a firm order is placed, the CDD will be recalculated.
- Any APO order that has followed the accelerated build process as per Section 6.1 may be placed on hold "Awaiting CP Return" for a maximum of 16 weeks (80 working days). If and when a firm order is placed, the CDD will be recalculated.
- Any order that has been placed on hold "Awaiting CP Return" will not have the option to delay a recalculated CDD.
- Any APO order that has followed the accelerated build process as per Section 6.1 that has been placed on hold "Awaiting CP Return" for any period, will not be subject to ant SLA / SLG payment for late delivery against the CDD.

A firm build order or cancellation may be placed at any time during the 80 working days when an order is placed on hold "Awaiting CP return". If no response has been received during this period, Openreach will send a reminder after 75 working days that the CP must cancel the request within the next 5 working days or Openreach will proceed to automatic build after working day 80. Where a cancellation is placed, the APO Cancellation charge will apply.

**5.5.** Where Openreach cannot meet the CP original requirements with regard to space, product or power, the CP has up to five working days to:

- i) Request more detailed information than the information already provided. Openreach will then provide written information via an e-mail to the CP on how the order will need to be modified to enable build.
- ii) Accept any compromises/problems (e.g. lower floor loading) and proceed to build.
- iii) Ask for a visit to the MDF Site to inspect the problem.
- iv) Request a change of the order to an alternative product.
- v) Remove their order from the system. This should be via an e-mail to Openreach at [llu@openreach.co.uk](mailto:llu@openreach.co.uk)

**5.6.** If the above changes to the original order are accepted by the CP by the close of {day 35}, the originally returned Contractual Delivery Date (CDD) date will apply. Any delay in response after {day 35} will result in an equivalent time being added to the original CDD date returned.

**5.7.** The CDD will be the later of the date stated in the survey response or the CPD.

**5.8.** Once the APO survey response has been accepted and verified by Openreach, no change to the CDD is allowed except as specified in 6.9.

**5.9.** The CDD shall be subject always to:

- (a) Any extensions of time properly granted to the Contractor by the Representative under the terms of the Building Contract; and
- (b) Extensions of time equivalent to the period or periods during which there is a Dispute relating to the carrying out of the Works and which directly and necessarily affects the continuation of the Works; and extensions of time equivalent to any period of time that the Works are prevented by reason of statute or regulation or other binding legal rule or decision from commencing (except where such statute regulation rule or decision only applies due to an act or omission by BT and the circumstances in (a) and (b) do not apply);
- (c) Exceptional circumstances that are beyond the control of BT. This will include, but is not limited to:-
  - i) Contamination or suspected asbestos contamination
  - ii) Provision of a required power upgrade by the local electricity supplier
  - iii) Other works on site that prevent access for health and safety reasons

**5.10.** The response to the CP will list:

- i. Location of area within exchange (broad description including floor level and estimated distance from MDF)
- ii. The estimated tie cable length
- iii. The proposed handover date which shall be the later of this date or the CPD. This will become the CDD.
- iv. Full postal address of the MDF Site
- v. Availability of standby power
- vi. Access arrangements (security system at the MDF Site)
- vii. Tie cable PSID codes (LLUT / LLUL)
- viii. Co-mingling structure PSID code (LLUC / LLUR)
- ix. Any other relevant information

**5.11.** Where required, e.g. for cooling plant external louvers BT will apply for any required planning permission as soon as it is reasonably possible to do so.

**5.12.** If BT expects there to be any unusual design restrictions, it will highlight these in the advisory note, and will also advise if this will impact on the delivery date.

**5.13.** Openreach proceeds with works that:

- i. Do not require planning permission
- ii. Do require planning permission if planning authorities informal view is that there will be no issues with the planning application

**5.14.** In cases where the planning authorities informal view is that there may be issues with the application, all works that do not impact or form part of the planning application will proceed.

**5.15.** If planning applications are refused, Openreach will immediately inform the affected CP.

A 5 working day period is then used for the CP and Openreach to agree on the appropriate course of action (e.g. appeal, move items that require planning permission to another side of the building etc) with the general actions that all planning application refusals are reviewed by Openreach and the affected CP as a matter of course.

**5.16** If the CP decides cancel an APO request at any time after the survey response (KCI 3) has been returned then the APO Cancellation Fee will apply as per the Openreach price list.



**5.17.** The Industry agreed process does not allow for any negotiation of price by the CP to accelerate the process.

**5.18.** If at any time, the proposed handover date changes, Openreach will, as soon as possible, inform the affected CP via e-mail (KCI 3 delay).

**5.19.** The CP and its representatives may by prior arrangement with the SRM, enter the MDF Site up to but not more than twice during the build period to inspect and view the progress of the Works and the materials used. The visit will normally be accompanied by an Openreach Exchange Based Services Product Line representative. The CP and its representatives must comply with all requirements BT Security, the Building Contractor or any other Openreach Representatives may impose with regard to an inspection. The CP must not impede or obstruct the progress of work, or issue any instructions to the Building Contractor or any other Openreach Representative, but may address any requirement or complaint to the Openreach Exchange Based Services Product Line representative.

## 6. Space Only Product

**6.1.** A request for the Space Only product is submitted as per a normal build request via the APO request form. Space only requests can be submitted for any MDF Site for a maximum period of 18 months. A copy of the Space Only product description can be accessed via the following link

[http://www.openreach.co.uk/orpg/products/llu/planbuild/plan\\_build.do\\_under\\_the\\_comingling\\_section\\_supplementary\\_information\\_area](http://www.openreach.co.uk/orpg/products/llu/planbuild/plan_build.do_under_the_comingling_section_supplementary_information_area)

**6.2.** The Space Only request must state:-  
MDF site

Product required e.g.

AC only or AC plus DC power

AC power capacity required

ESS or Non ESS power required

Number of tie cables for Metallic Path Facility (MPF) service (LLUT or LLUX)

Number of tie cables for Shared Metallic Path Facility (SMPF) service (LLUL or LLUY)

Date of firm build order as previously agreed with Openreach via the APO process.

**6.3.** The firm build order that follows a Space Only product order must match the requirement as stated in the Space Only order.

**6.4.** All charges payable for the Space Only product are non-refundable, irrespective of whether the Space only product is followed up with a firm build order or not. If the firm build order is not submitted on the date as advised and agreed in the Space Only product order, any space and power allocations will lapse and a new APO request must be submitted.

## 7. Cancellation of a POP build order

**7.1.** If a CP wishes to cancel an APO order once the build has started to progress i.e. once the APO has been submitted, then charges will be applied as per the cancellation schedule in the Openreach Price list.

The Openreach Price List can be accessed via the following link

<http://www.openreach.co.uk/orpg/pricing/loadPricing.do>

**7.2.** Notification of a request for cancellation of an order should be submitted via e-mail to the Openreach Service Management Centre (SMC) at [llu@openreach.co.uk](mailto:llu@openreach.co.uk). The e-mail should contain the following information as a minimum:-

i. MDF Site name

ii. CP name

iii. MDF ID or dummy MDFID as published by Openreach

iv. Date order placed

- v. LLUC or LLUR number (if known)
- vi. LLUT and where applicable LLUL tie cable reference numbers (if known)

**7.3.** Openreach will accept this e-mail as confirmation of build cancellation and the date of the e-mail will be taken as the cancellation date of the order. Openreach will acknowledge receipt of this confirmation of cancellation by e-mail.

**7.4.** Cancellation of a build order cannot be accepted once the CP has accepted the handover.

## 8. Handover

**8.1.** Handover date will be set to CDD. The CP is expected to have sufficient resource to enable the handover to happen at the specified time.

**8.2.** The handover may take the form of a "virtual handover", where an Openreach representative will post all required information to the CP in advance of the agreed handover date to allow access from the agreed handover date. The handover may also take the form of a physical handover, where requested via the weekly order form. An Openreach representative will meet the CP at the MDF Site on the agreed handover date to demonstrate operation of supplied services and explain site access arrangements.

**8.3.** A handover pack will be sent by email to the customer nominated email address five working days before the 'CDD' based handover date (KCI 4). It is the responsibility of the CP to retain this handover pack and all its contents for future reference.

**8.4.** The handover pack will contain:-

- i. A floorplan – packaged in a Word document for ease of printing
- ii. A copy of the electrical test certificates for the co-mingling product
- iii. A copy of product installer quality checklist
- iv. Confirmation of the products supplied including internal tie cables
- v. A listing of tie cables provided and their position on the HDF together with installer confirmation of the testing of every tie pair to the MDF
- vi. If appropriate, confirmation that the TAM is installed and commissioned on site.
- vii. URL for associated downloadable product drawings and options – eg DC system user guide.
- viii. Physical access route description - from the appropriate entry point
- ix. Relevant site specific information – eg health and safety
- x. The type of access to the MDF Site and confirmation that the relevant cards have been updated
- xi. Details of external gate key delivery. This will be by post (recorded delivery) for a virtual handover, or directly on a physical handover
- xii. Name / contact details for Openreach representative for handover meeting

**8.5.** The CP will, within ten Working Days of the handover, accept or reject the completed physical co-mingled space as matching the agreed requirements.

**8.6.** If the CP rejects the comingled installation, as constructed, Openreach will as soon as possible ensure that appropriate changes are made to the construction to bring it into line with the agreed specification and repeat the completion and acceptance process. The only basis for rejection of a co-mingled installation is failure to construct to the agreed specification.

**8.7.** Any snagging items will be dealt with under the RANF or Access Locate Contract agreement provisions and will not prevent handover.

**8.8.** The co mingled installation is now ready for installation of CP equipment.

**8.9.** Note: To enable the CP to install their equipment they may order the Openreach BASIS product.

**8.10.** Openreach will invoice the CP quarterly from the handover date. The first invoice will include the one off unit charges, plus the applicable rental charges for the first Quarter in advance and the broken Quarter from the handover date.

**8.11.** Note: prior to the first handover, the CP should ensure that all appropriate access details are provided. (see Access section)

**8.12.** If handover is not accepted due to the MDF Site not being built to the agreed specification, Openreach will rectify the fault and the CP will be contacted by the SRM to arrange a new handover date. If the CP is not satisfied with this, then the escalation process (see Escalation and Disputes, Section 14) should be followed.

## 9. Access

**9.1.** CPs should follow the application process for the relevant electronic security access for each MDF Site where they require a presence. Details of the security application process and security guidelines can be found via the following link:- <http://www.btinterconnect.com/llu/planbuilduser/access/access.htm>

## 10. Compliance

### 10.1. PROCESS FOR THE FIRST COMPLETED MDF SITE

Following the installation of the CPs equipment at the first completed MDF Site, the BT Equipment Engineering Standards and Manager will contact the CP to carry out a compliance check to ensure the installation complies with current legislation and generic standards. As part of the compliance check, the CP will provide the relevant evidence / documentation to ensure their compliance with the Generic Standards when requested by the BT Equipment Engineering Standards and EMC Manager.

**10.2.** Once the above check has been completed, the BT Equipment Engineering Standards and EMC Manager will issue a compliance reference number, which should then be inserted in the appropriate box in the APO on all subsequent submissions.

### 10.3. SUBSEQUENT MDF SITES

If at any time the CP changes the manufacturer of the equipment to be installed at any MDF Site, then the above compliance check process will need to be repeated.

**10.4.** The current Generic Standards documentation is listed on the industry website on the restricted area under the Plan and Build (P&B) Information, co mingling criteria section at [http://www.openreach.co.uk/orpg/products/llu/planbuild/plan\\_build.do](http://www.openreach.co.uk/orpg/products/llu/planbuild/plan_build.do)

**10.5.** CPs will be requested to provide Certification of Electrical Compliance for all self-provided AC distribution systems for the supply of AC and or DC components. Openreach will request that this information is provided and updated on a 3 year cycle for each installation. Should compliance not be met then Openreach will provide Certification of Electrical Compliance on behalf of the CP, this will be a chargeable service.

To demonstrate compliance with the a code of practice for electrical installations, any 'AC power only' provided PoP should demonstrate that its compliant equipment and power distribution system and design have been tested and signed off by a competent person to confirm that BS7671 compliance has been met in full. This periodic inspection and testing also ensures that any requirements under Statutory Regulations such as the Electricity at Work Regulations act (EAWR) 1989 are also satisfied.

All such PoPs are subject to periodic inspection and testing (currently every three years) to ensure continuity of compliance.

Approved inspection and testing of customer compliant equipment including the power and distribution system and design against BS7671 results in a certificate of compliance being issued.

This certificate is time bound and should be readily available for inspection at BT's request, in keeping with the "Health and Safety Executive Enforcement Policy Statement".

## 11. Power Overloads

Once a CP has been informed of a power overload, they may choose to remove equipment to reduce the power consumption. In this case, if the CP informs Openreach that the power consumption has been reduced, a further check will be taken within two days of notification and if the reduction is confirmed, charging of the ongoing increased rental charges will cease as of that date and return to the previous design maximum or agreed order level.

Any CP with a PoP that is currently exceeding its maximum capacity or is expected to exceed its maximum capacity in the near future should immediately have an APO placed to increase the AC power capacity via an FCP Modify, FCP Refresh, FCP Augment or LLU regrade order.

## 12. Backhaul / Cablelink

**12.1.** It is the responsibility of the CP to ensure that any backhaul or Cablelink requirements are ordered within sufficient lead time to ensure the ready for service date aligns with the PoP delivery date. Information on the Connectivity Services portfolio and the ordering process for those products can be found via the following link:

<https://www.openreach.co.uk/orpg/home/products/ethernet-services/ethernet-services.do>

## 13. Additional Tie Cable Ordering

**13.1.** Although a formal forecast is no longer required for additional internal tie cables, to assist Openreach in resource planning and supplier management etc, an informal forecast of requirements should be placed a month (or earlier if possible) in advance of orders with Openreach via the SRM.

**13.2.** When additional internal tie cables are required a CP submits an ATO form, detailing exchange site, tie cable type & quantity and advising if normal or expedited delivery is required. When placing an order the CP should ensure that terminating capacity is available for the number of cables ordered or co-ordinate the provision of additional HDF or at the same time as when placing the tie cable order.

**13.3.** Standard delivery of internal tie cables will be within 40 working days of order submission and subject to survey with a confirmation of Customer Committed Date (CCD) on working day 20.

**13.4.** Expedite will be delivered within 15 working days of order submission and will be subject to survey and stores availability with confirmation of CCD by working day 7. When a survey result indicates that delivery cannot be provided within 15 working days the CP will be advised of the later date on day 7 and the order will revert to the later date and standard pricing. Expedite delivery will not be possible where additional Test Access Matrix (TAM), HDF or CMF capacity is required.

**13.5.** All ATO Orders are dependent upon:-

- i. Available MDF Capacity
- ii. Available runway and iron work
- iii. TAM delivery alignment
- iv. Management process of tie cable stocks (including enhanced tie cable, MDF & HDF blocks)

For standard delivery a weekly order total of 150 orders, applicable to all CPs cumulative orders, will be applied on a first come basis

**13.6.** In addition the following limitations will apply to Expedite delivery:-

- i. Maximum of 2 cables per CP order per site
- ii. A CP is restricted to 1 order per site per week
- iii. Maximum of 10 cumulative CP orders in 1 week order period
- iv. Supplementary HDF order or provision of CMF is not possible within expedite timeline
- v. Insufficient TAM capacity
- vi. Supplier agreement to deliver the expedite timescales

Order cancellation charges are detailed on the Openreach Price List which can be accessed via the following link  
<http://www.openreach.co.uk/orpg/pricing/loadPricing.do>

## 14. Escalations and Disputes

**14.1.** Complaint and escalation routes are described in the Customer Service Plan (CSP), which is agreed between Openreach and the CP, and reviewed regularly. A copy of the plan can be accessed via:  
[http://www.openreach.co.uk/orpg/products/llu/signup/downloads/LLU\\_CSP.doc](http://www.openreach.co.uk/orpg/products/llu/signup/downloads/LLU_CSP.doc)

**14.2.** For complaints and disputes not clearly covered by the CSP, such as disagreement on the co-mingling forecast, CPs should formally raise the issue with their SRM. The aim will be that the issue will be resolved through negotiations with the CP, SRM and product line specialists, with escalation within the appropriate management lines if required.

## 15. Fault Reporting and Maintenance

**15.1.** Any minor issues requiring rectification that are agreed between the CP and Openreach at the handover will be cleared by an agreed date. Rectification of the issues will be notified to the CP by e-mail.

**15.2.** Once a co-mingling installation has been handed over, all faults should be reported via the relevant telephone number:

- i. All faults concerning products, lighting, power etc should be reported to Openreach repair SMC on 0800 0850642.
- ii. All faults regarding security or access should be reported to BT Security on 0800 321999.
- iii. Maintenance and cleaning of the co-mingling area is the responsibility of Openreach. Any concerns over cleaning of the area should be reported to Openreach repair SMC on 0800 0850642.

**15.3.** It is the responsibility of the CP to ensure:-

- i. The Compliant Equipment installed is maintained in good and proper repair and working order.
- ii. That the Compliant Equipment or the installation or operation of the Compliant Equipment shall not put any person in danger, cause any damage to any MDF Site, to other property or to telecommunication apparatus operated by BT or by any other person and shall not impair the quality of service provided by BT or any other person.
- iii. Each piece of Compliant Equipment is labelled with the CPs name.
- iv. They use the escorted access service as described in Part IV of the RANF and Schedule 4 of the Access Locate Contract unless the CP has met BT's criteria for unescorted access to an MDF Site in which case the CP may access such MDF Site on an unescorted basis (see Access section).
- v. They comply in all respects with the provisions of any statutes relating to the handling, transportation, storage and disposal of waste and special waste.
- vi. They comply in all respects with any working practices instructions and any other local instructions as published by BT.
- vii. That the CPs representatives are issued with passes bearing the photograph and signature of the holder. Passes must be worn by the holders at all times whilst on any MDF Site.
- viii. Compliant Equipment is not used otherwise than in compliance with the provisions of the relevant Contract.
- ix. They do not impede or interfere with BT's rights of possession and control of any MDF Site.
- x. They observe and comply with such reasonable regulations and directions as may from time to time be made by BT in respect of any MDF Site for the purposes of good estate management.
- xi. They do not obstruct or interfere with any fire safety equipment installed in any MDF Site or the operation of any such equipment.
- xii. That if any MDF Site is specified as a leasehold MDF Site not to do any act or thing on or in relation to that MDF Site which would or might cause BT to be in breach of the covenants on the tenant's part or the conditions contained in the lease.
- xiii. They report to BT, any accidents occurring at any MDF Site.
- xiv. At all times, take all practicable and proper precautions for the prevention of fire risks on any MDF Site and in particular not to obstruct any means of ingress or egress to or from any MDF Site.
- xv. They do not deposit or leave rubbish in or on any MDF Site.
- xvi. That other than warning and safety notices and signs as the CP may by law be required to install or as the CP may reasonably require for the purposes of health and safety or as the CP may be required to display under the relevant Contract, not to display any signs notices manufacturers motifs or advertising material of any kind on or at any MDF Site.
- xvii. They do not use an amount of electricity exceeding the rates from time to time permitted by BT.

## 16. Cessation

**16.1.** A CP may cease a co-mingling POP at any time after handover in writing to Openreach giving detailed notification of intention to cease.

Notification letters should be sent to:-

Tracy Fenton  
Pp HWL785  
PO Box 400  
London  
N18 1XU

This notification should give as much detailed information as possible to identify the POP to be ceased. This should include:-

- i. MDF Site ID
- ii. LLUC or LLUR room identification reference
- iii. LLUT and where applicable LLUL tie cable references.

Six months notice is required before cessation of a POP. Rental charges for the POP to be ceased will be due for 6 months from the date of notification. Prior to the cessation date (6 months after notification) all MPFs, SMPFs, Left In Jumpers (LIJs) and any backhaul circuits connected via that POP must be ceased. On the date of cessation a check will be made to ensure all lines are disconnected and that the POP infrastructure is cleared of all CP owned equipment and cables including backhaul.

Failure to meet this requirement may result in the CP being liable for continued POP rental charges and/or additional charges being levied to cover clearance by Openreach or their contractors if the CP fails to meet this obligation within a reasonable timescale.

## 17. Transfer of POP and Tie Cable ownership

**17.1.** A CP may transfer a POP to another CP at any time via the immediate cessation of licence by the existing CP and the immediate commencement of a new licence.

With the agreement of both parties, transfer of ownership of existing tie cables is also possible where a Joint and Several licence and contractual arrangement is in place for both CPs at the nominated POP. Changes to asset ownership will only be possible when no 'live' working end users are connected.

**17.2.** This process will commence through notification by e-mail to the SRM which should contain the contact address details of the intended recipient and a list of assets (including PSIDs and MDF site) that are to be transferred. The SRM on receipt of the email will ensure the correct terms & conditions exist and obtain from the CP a signed Letter of Authority with a list of assets that are to be transferred.

**17.3.** Once details have been verified and a price for the transfer has been calculated by the PoP transfer team the offer will be forwarded to the Openreach Commercial Group for sign off.

**17.4.** The SRM on receipt of the transfer offer will return to the CP and complete the signed agreement between Owning CP, Losing CP & Openreach before the transfer can take place.  
(There should be minimum of 14 days between the agreement and actual transfer)

## 18. Joint and Several Licence (Shared POP)

**18.1.** The Openreach Comingling Shared POP facility (hereafter referred to as Shared POP) is designed to enable an existing POP to be available for use by up to four different CPs under a Joint and Several licence. Each of the CPs under the Joint and Several licence is equally liable for the obligations within the RANF Agreement or the Access Locate Agreement.

For relevant obligations of the POP facility, please refer to the "Revised Access Network Facilities Agreement" or Access Locate Agreement on the LLU information Contracts section  
<http://www.openreach.co.uk/orpg/products/llu/contracts/contracts.do>

This facility enables each CP under a Joint and Several Licence to install its compliant equipment within the confines of the existing POP, making use of spare space and power capacity.

**18.2.** To request a Joint and Several Licence for a new build or existing POP the authorised CP must indicate this requirement in an APO request. Openreach will confirm details supplied by the CP are correct and return a formal request form which must be signed by all sharing CPs before returning a hard copy by post to the Openreach Commercial Contracts contact as directed. It should be noted that a Shared and Several Licence will only be possible when all CPs entering into the licence have entered into the necessary contractual agreement, failure to have done so may delay the issue of a Joint and Several Licence.

**18.3.** On receipt of the hard copy Openreach will:-

- i. Arrange for the existing licence to be terminated.
- ii. Issue a new Joint and Several Licence to cover all respective CPs using the shared POP.
- ii. Arrange access for any CP under the Joint and Several Licence who does not already have access to the specific MDF Site, providing electronic access tokens and keys as appropriate.
- iv. The standard Site Access charge will be applied to each CP under the Joint and Several Licence that does not already have access to the specific MDF Site. For detail of the standard Site Access charge please refer to the LLU pricing pages

<http://www.openreach.co.uk/orpg/pricing/lluprices.do>

An administration charge will be raised against the authorised CP for each POP to be shared on a per occasion basis to cover the setting up of the shared POP arrangement. The price is published on the LLU pricing pages

<http://www.openreach.co.uk/orpg/pricing/lluprices.do>

**18.4.** The following conditions will apply when a Joint and Several Licence is issued:-

- i. No additional space or power will be provided under a request for a shared POP.
- ii. Space and power will be limited to that within the existing POP.
- iii. Additional tie cables or changes of ownership can only be requested after the Joint and Several Licence is issued.
- iv. Requests for tie cables to terminate on a CMF or additional HDF can only be placed when the CMF is in place or when the order is combined with an additional HDF order.
- v. Each LLU CP must have signed the Revised Access Network Facilities Agreement however if the POP is licenced for Access Locate all sharing CPs must have signed an Access Locate Agreement.

## 19. Building closures

**19.1.** General Information on Building Closures

Information on exchange closures and consolidations will be provided from a common source and process operated by BT to CPs in accordance with BT's Undertakings, through the agreed communication channels. The following general principles will be applied.

- i. Updates to the list will be published every 6 months in the case of CPs and in accordance with BT's Undertakings commitments.
- ii. The list will be published on the Openreach website as detailed in para 19.2.

<https://www.internal.openreach.co.uk/orpg/customerzone/products/llu/llusecure/secure/llusecure.do>

**19.2.** Where a CP already has a presence in the closure MDF Site

Where a CP already has a presence in the closure MDF Site Openreach will give notice via a formal letter.

Openreach will give as much notice of closure as possible, and will where possible state the receive MDF Site on the spreadsheet at the same time.

Where 12 months or greater notice of closure is given, Openreach will only be liable for the cost of providing a similar presence in the receive MDF Site.

Openreach will discuss CPs forward requirements at the receive site with regard to product, power and tie cables.

Where the CP has a co-location hostel in the closing MDF Site, Openreach will offer to provide a co-mingling presence in the receive MDF Site as this is a more cost effective solution for both Openreach and the CP. However, the CP retains the right to request a co-location hostel presence in the receive MDF Site if required.

Where the CP has a distant location presence at the closing MDF Site, Openreach will offer to provide a co-mingling presence of equivalent tie cable capacity in the receive MDF Site.

However, the CP will retain the right to request the distant location presence is retained.



It is the responsibility of the CP to provide any required equipment for installation in the receive MDF Site in sufficient time to allow the initial changeover of MPFs, SMPFs and Ethernet circuits supplied by Openreach to the CP to progress. The CP will then be expected to re-use the offloaded equipment from the closure MDF Site to allow continued changeover of MPFs, SMPFs and Ethernet circuits supplied by Openreach to the CP. Openreach will offer to project manage this as part of the exchange closure project.

Openreach will endeavour to ensure that on consolidation, the line category of each MPF or SMPF is retained.

If an MPF or SMPF has a category of extra short, short, medium or long at the closing MDF Site, it will where possible, retain that category at the receive MDF Site, although this cannot be guaranteed.

Openreach does not have any responsibility to ensure a CP can continue to provide a particular level of service to any end user. E.g. If a CP is providing a 4MB service at the closing MDF Site, Openreach cannot guarantee that the CP will still be able to provide that level of service from the receive MDF Site.

There will be no provision for the CP to access the closure MDF Site MDF from the receive MDF Site MDF prior to consolidation.

**19.3.** Where a CP places an order for a presence at a MDF Site where Openreach has previously notified authorisation for closure via an update to the "Exchange closure and consolidations" spreadsheet listed on the Openreach website at <http://www.btinterconnect.com/llu/datafiles/data.htm#networkexchange closure>

Openreach will contact the CP to ensure that they are aware that the MDF Site is to close.

The CP will then have the choice of:-

- i. Not progressing with the order at the MDF Site.
- ii. Continuing with the order for the closure MDF Site.

Should the CP choose to continue with progression of the order, Openreach will not be liable for continuation of the service to the CP or any costs the CP encounters in order for them to provide continuation of their service from the receive MDF Site.

There will be no provision for the CP to access the closure MDF Site MDF from the receive MDF Site MDF prior to consolidation.

**19.4.** Where a CP already has a presence in the receive MDF Site.

Where a CP already has a presence in the receive MDF Site, then once consolidation has taken place, the CP will be able to access both the closure MDF Site and the receive MDF Site MDF from that single presence by requesting additional tie cables to access the closed MDF Site consolidated MDF.

Openreach will not incur any cost in the provision of the above as it is a business as usual order.

There will be no provision for the CP to access the closure MDF Site MDF from the receive MDF Site MDF prior to consolidation.

## 20. Access Locate

All comingling products are available for order under the terms of the Access Locate contract. Information on Access Locate can be found via the Access Locate pages at

<http://www.openreach.co.uk/orpg/products/llu/accesslocate/accesslocate.do>

## 21. Conversion from LLU to Access Locate or Netlocate /Locate to Access Locate

Prior to any conversions taking place, the CP must have signed the Access Locate contract. The Access Locate contract can be found via the Access Locate pages at

<http://www.openreach.co.uk/orpg/products/llu/accesslocate/accesslocate.do>

In the first instance CPs should contact their SRM with details of the conversions required. This detail can be provided in the form of a spreadsheet. The SRM will check the detail with Openreach and the CP will then be advised which Access Locate product the existing



Netlocate / Locate product will be converted to. The formal orders can then be submitted via the normal APO request form.

Please refer to the Access Locate product description. The Access Locate product description can be found via the Access Locate pages at

<http://www.openreach.co.uk/orpg/products/llu/accesslocate/accesslocate.do>

The conversion is on a "like for like" basis, both on a space and build basis. Any request for additional space / power / build will be dealt with and completed either prior to or requested after the conversion.

If the space is already in use for LLU purposes, the assets such as MPFs, Shared MPFs and internal tie cables will remain under the RANFA.

The conversion has no effect on the CPs' ability to order, change or cease these assets under the RANFA.

## 22. Accident Reporting

In the event of an accident or a near miss whilst CP personnel, contractors or their visitors are working on a BT Site, it should be reported to the Accident and Incident Reporting Group on 0800 671345.

## 23. Conventions / Terms

The following conventions / terms are used in this process manual:

**day 10** The 10th working day from the forecast order date. Note: These dates are average dates for the process – the associated Service Level Agreement outlines the typical and maximum timescales. All days are working days as defined in the RANF Agreement.

**AC** Alternating Current. As per the normal mains electricity supply.

**ACPF** Advanced Capacity Planning Forecast. The CPs forecast for its Distant Location and/or Co-location order requirements for a rolling period of twelve calendar months commencing on the first day of each Quarter;

**Advisory Note** A note returned to the CP by working day 10 after the order is placed, to advise of tie cable length, room licence fee, Contract Delivery Date etc.

**APO** Advanced POP Order

**BASIS** BT Assisted Site Installation Service.

**BBUSS** Broadband Britain Umbilical Services Structure. A type of co-mingling product.

**BRF** Cablelink Request Form. The form required by Openreach to request a Cablelink connection from the co-mingling facility.

**BT** British Telecommunications PLC.

**Cablelink** Openreach provided fibre facilities to enable connection to the CPs own backhaul circuit.

**Building Contractor** A contractor engaged by Openreach to carry out the building construction element of the Works required for the provision of co-mingling facilities.

**CDD** Contractual Delivery Date. The agreed date for delivery of Comingling facilities by Openreach to the CP which date shall be subject always to:

(a) Any extensions of time properly granted to the Contractor by the Representative under the terms of the Building Contract;  
and

(b) extensions of time equivalent to the period or periods during which there is a Dispute relating to the carrying out of the Works and which directly and necessarily affects the continuation of the Works; and extensions of time equivalent to any period of time that the Works are prevented by reason of statute or regulation or other binding legal rule or decision from commencing (except where such statute regulation rule or decision only applies due to an act or omission by BT and the circumstances in (a) and (b) do not apply).

**CMC** Customer Management Centre.

**Co-Location Hostel** A room constructed within an MDF Site for the purpose of LLU, and specifically built to order for one or more LLU Operators.

**Co-mingling** Co-location whereby LLU Operator compliant equipment is installed in an MDF Site in an area which may also house BT equipment or BT and Third Party Operator equipment un-partitioned from the LLU Operators compliant equipment and from each other.

**Co-Mingling product** The particular Co-Mingling Product ordered e.g. LCU, MCU or BBUSS.

**Compliant Equipment** The Operator's apparatus directly or indirectly connected to a local loop or a Metallic Path Facility which is operated consistently with the Access Network Frequency Plan and which is reasonably required for the use by the operator of the local loop or Metallic Path Facility for the purposes of providing an electronic communications service.

**CP** Communications Provider.

**CPD** Customers Preferred Date. This is the hand over date requested by the Operator which is submitted at order stage. Customer Preferred date can be up to a maximum of 130 working days from date of order.

**Credit Vet** A check carried out by Openreach on submission of the APO by the CP to see if a deposit is required.

**CSP** Customer Service Plan.

**DC** Direct Current. Required to power telecommunications equipment.

**Distant Location** An arrangement under which the equipment, apparatus and telecommunications systems of the LLU Operator intended to be connected to Metallic Path Facilities in the BT System are located outside an MDF Site and a link is made using a tie cable between the MDF Site and the Operator System.

**DSLAM** Digital Subscriber Line Access Multiplexer.

**EMC** Electro Magnetic Compatibility.

**ESS** Essential Services Supply. Standby power. i.e. the AC power supply backed up by a standby generator which provides the electricity supply for a limited period of not less than 12 hours in the event of failure of the electricity supply from the local electricity company which generally provides electricity supply to the MDF Site.

**HDF** Handover Distribution Frame. Ironwork for the connection of an Internal Tie Cable within a Specified Floor Area.

**LCU** Low Capacity Unit. A type of co-mingling product.

**LIJ** Left In Jumper.

**LLU** Local Loop Unbundling.

**LLUC reference** Unique reference used to identify a specific co-mingling installation. Normally followed by 6 – 8 numeric digits. Same as an LLUR reference.

**LLUL reference** Unique reference used to identify a specific tie cable used for line sharing. Carries the PSTN traffic back into the BT telephone network from the Operators DSLAM. Sometimes referred to as the handback or line share cable.

**LLUR reference** Unique reference used to identify a specific co-mingling installation. Normally followed by 6 – 8 numeric digits. Same as an LLUC reference.

**LLUT reference** Unique reference used to identify a specific tie cable used for LLU. Sometimes referred to as the classic cable.

**MCU** Medium Capacity Unit. A type of co-mingling product.

**MDF** Main Distribution Frame. The flexibility point in a telephone exchange building where cables from outside can be connected to the exchange equipment.

**MDF ID** Unique reference used to identify a specific MDF Site.

**MDF Site** An operational building housing an MDF.

**MPF** Metallic Path Facility.

**MUA** Multi User Area. An area within an MDF Site which may house BT equipment and LLUO equipment unpartitioned from each other.

**No Go** A MDF Site where there is insufficient space or power to satisfy a LLU Operators order, or a MDF Site BT has authorised for closure.

**Non ESS** Non Essential Services Supply. The normal mains electricity supply from the local electricity company which generally provides electricity supply to the MDF Site.

**OBASS** Operational Building Access Security System.

**POP** Point Of Presence.

**PSTN** Public Switched Telephone Network.

**RANF** Revised Agreement for Access Network Facilities.

**SLA** Service Level Agreement.

**SLG** Service Level Guarantee.

**SMPF** Shared Metallic Path Facility.

**Snagging issue** A minor issue that does not prevent operational use of the co-mingling space, in accordance with the agreed specifications.

**SRM** Sales Relationship Manager

**TAM** Test Access Matrix.

**UPS** Uninterrupted Power Supply.

**URL** Uniform Resource Locator – The standard way to give address of any resource on the Internet.

**User Guide / Manual** The associated Openreach user manual, as published on the BT Interconnect web site.

**APO Request From** The form issued by Openreach and used by the Operator to submit its orders for Distant Location and/or Co-mingling.

**Working day** Any day on which clearing banks in the City of London are (or would be but for a strike, lock out or other stoppage affecting such banks generally) open for normal business.

**Works** Any activity being carried out as part of the build of the co-mingling facility.