

Event & Exhibition Services
Providing the missing links
and a great deal more



Temporary fixed lines for any event or exhibition must always be ordered through a Communications Provider. Openreach delivers and maintains those lines up to the last fixed network termination point.

Onward extension wiring to where those lines are going to be used – to a corporate hospitality tent, exhibition stand or press box, for instance – is a specialist service that Openreach engineers are expert in delivering.

Although you can employ any onward wiring contractor to carry out this work, it's the experience and quality of the way in which Openreach delivers the goods that makes us stand out from the crowd.

Before you place any orders, an Openreach events expert will visit your site and carry out a survey that will take into account all the lines required for the event, after which they will report back with their recommendations and accurate estimates.

The survey will ensure enough line plant is available, calculate the time required to carry out the work and advise of any charges over and above the standard installation costs. This will ensure that you are able to budget accurately and manage the expectations of your exhibitors.

You can be confident that we fully understand the complexity of the work required for events and exhibitions, including deadlines. That's why we strongly recommend the services of an experienced Openreach engineering co-ordinator. They will attend your site meetings, liaise with any other contractors onsite and ensure that the installation work progresses smoothly and to schedule.

By the same token, our dedicated engineering workforce offers you unrivalled experience and expertise at the coal face, coupled with tremendous enthusiasm and a real passion for what they do. Between them, they've worked on a diverse range of assignments, all over the country.

Our engineers have seen it all and provisioned it all – everything from wiring for village fetes and county shows, to fashion, garden and air shows, major sporting events, exhibitions of all sizes and descriptions, music festivals and political party conferences. And they've collected a plethora of commendations from satisfied customers for their efforts along the way.

Openreach fixed line engineers work alongside wireless engineers at many events throughout the year, delivering the communications mix that customers require.

For a major annual music festival, Openreach installs 11.5km of cable, 70 poles and 10 joint boxes.

Why your choice of extension wiring contractor is so important

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Not that many years ago, communications services were the last thing on the minds of event and exhibition organisers. Times change, as do priorities.

Communications have become a recognised tool for earning additional revenue. For example, exhibitors may require lines for broadband links from their stands to their own websites or video screens to live news reports, along with services that enable visitors to pay for goods by credit card or withdraw cash from onsite ATMs.

At high profile events, the reliability of a broadcaster's high speed data links is absolutely vital; especially when you're talking global audiences. However, no technology is fail-safe. Technical glitches can and do occur, for any number of reasons beyond anyone's control.

Having an Openreach engineer on standby to put things right when they go wrong can save the day. As an example, when the line went down at a recent music festival as a TV reporter was interviewing a mega group, the Openreach engineer immediately located the cause of the problem, rectified it and the interview was back on air within 90 seconds.

Or it might be that the final termination point of the line needs to be moved at the last minute. Here again, if you've got an engineer onsite, it becomes far easier and faster to deal with potentially difficult situations.

While not all organisers may require a standby engineer, at the very least you will want the confidence of knowing that the quality of their onsite wiring is guaranteed. With Openreach, it is.

If, on the other hand, you opt to use an alternative contractor for your onward extension wiring services and a fault is found within this wiring, Openreach won't be able to work on it without your written permission. Even then, we won't be able to give you a cast iron guarantee that we'll get things up and running again.

Something else to look for in a wiring contractor is the ability to work flexibly in order to get the job done. If, for instance, the only time that our engineers can gain access to work on a site is at night, then that's what they will do. Openreach has the resource to provide this kind of service whenever and wherever it's required.

Our engineers are the real stars of our show

In exactly the same way that Event & Exhibition Services are ring fenced within Openreach, so are our engineers. So you can be certain that you will always have an engineer who knows what they're doing.

That familiarity extends to the geography of many sites in terms of what wiring has gone before (and what wiring remains in place). As importantly, our engineers know how to conduct themselves in any number of situations they might find themselves – from working in highly secure locations, to rubbing shoulders with royalty and celebrities.

Involve us early for the best results

Much thought and planning goes into the most successful exhibitions and events. The communications aspect is no exception. The organisers of some of the major annual events we're involved with start planning for the next one several months in advance.

While not all events will require this level of planning, we do ask for a minimum of 6 weeks' advance notice on the installation front. This should ensure that we have ample time to survey the site, examine your site plans, discuss what you've had in previous years and advise how those needs might have changed, based on any new communications requirements.

We would then come back to you with a detailed spreadsheet covering the entire onsite installation, including price breakdowns for each element. Where required, this estimate would also include out-of-normal hours engineer working, engineer on standby and engineering co-ordination.

An engineering co-ordinator makes life simpler and reduces risk

The main advantage of having an Openreach engineering co-ordinator on hand is that you get a single point of contact – a skilled professional, who will be available to attend planning meetings and go on to manage our engineers from the day they arrive onsite.

They can also ensure that our engineers are working with the right line order numbers, double check that there's enough capacity at the local exchange to deliver your lines and advise you accordingly. So, if necessary, they can get the provisioning of changes or new line plant underway sooner rather than later.

Permit us to paint a picture for you. A tented village is going up for a major event. We've got 10 engineers working onsite, wiring up huge marquees. Unbeknown to them, the floor on one of the marquees is about to be laid, after which it will be too late to install the wiring. As a single point of contact for the event organiser, the engineering co-ordinator takes responsibility and redirects our engineers accordingly. Potential problem solved!

Or it might be that a radio reporter who's arrived late requires external access quickly. With a line order from the Communications Provider, the engineering co-ordinator could arrange this and an onsite engineer could provide the access immediately. Once again, job done!

Specialist services at a special price

We understand how important and emotive events can be, and that marketing budgets are tight in the current economic climate. We also understand that the level of expertise Openreach can provide is preferred. So, especially calculated and uniquely available for events, we are able to offer a discounted day rate for these onward engineering services.

No longer a buy-by-the-hour or part thereof, you pay a one off charge per engineer for a full 7 hour day, ensuring that they are able to carry out all of your onsite wiring requirements. This same cost effective rate also applies to engineering co-ordination and standby engineering time. It's applied at the time of estimate, so all your exhibitors will enjoy the same level of engineering expertise.

All sounds good, where can I buy these services?

The complete range of Openreach specialist engineering services is available as a single one-off package when ordering the lines from your Communications Provider. Alternatively, you can have a direct relationship with Openreach as your preferred extension wiring contractor.

Whichever way is best for you, by using Openreach you can be certain of the continuity of expertise and end to end professionalism.

Openreach maintains in excess of 6km of cable running within the sites of some major events.

Why Openreach?

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Because we believe that we're the best at what we do. Because we're passionate about doing it. And because we really do care.

We're certainly by far the most experienced wiring outfit in the events and exhibitions space. We also offer you an unrivalled quality of human and technical resources. But, most importantly, you can always rely on us to get the job done.

To find out more, or to take advantage of any of the Openreach Event & Exhibition Services described in this brochure, email the dedicated team at openreach.events.team@openreach.co.uk

As already explained, they cannot take orders for lines for events and exhibitions. Such orders can only be placed by a Communications Provider.

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