



OFNL Damage or Defect Reporting

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If you are working on new developments, or undertaking roadworks, it is likely you will come across some of Open Fibre Network's (OFNL) network infrastructure.

Who are OFNL?

OFNL operates next generation 'Open Access' fibre optic networks to new build residential and commercial developments across the UK. The pure fibre infrastructure uses end-to-end fibre optic cables, right into the home,

Emergency Notification

If you believe that you have encountered a defect or damage to OFNL's fibre network or property, please consider whether it constitutes a safety hazard, a risk of injury or to life. Risks of this nature should be reported to **02920 028726** and can be made 24 hours a day.

Identifying OFNL's property

OFNL's infrastructure can be found in carriageways, footways, street side cabinets, underground ducts and within buildings connected to our network. This guide will help identify whether the infrastructure is OFNL's property.

Duct Network

OFNL traditionally use purple un-plasticised uPVC ducting and subducting to help differentiate from other providers.



Street Side Cabinet

OFNL cabinets come in various shapes and sizes. They also look very similar to other UK broadband and telephony providers.



To help identify OFNL ownership, we place a label on the outside of the cab with emergency contact details:



Other OFNL Cabinet Locations

OFNL may also house equipment in purpose built brick buildings or within utility areas of larger, high rise developments. Again, yellow signs will be clearly visible to help identify as OFNL property inside.



Chambers

OFNL duct network is accessed for installation and maintenance tasks through a series of chambers and jointing locations. OFNL chambers can be identified by their lids, with OFNL branding (or legacy IFNL).



Reporting Damage and/or Defects to OFNL infrastructure.

Damage can be defined as being an alteration caused by a third party either maliciously or through accident, impeding the quality or performance of an item. Types of damage reports can include but not exclusive to the following:

- Theft & criminal damage of OFNL assets
- Underground cable/duct damage by a third party
- A vehicle impact to a street side cabinet

A defect can be classified as either a quality or safety defect.

Quality Defects are likely to be as a result of poor installation and risk shortening the life of the infrastructure or OFNL service in that area. Quality defects do not constitute a hazard or risk of injury and as such do not require a rapid response. The most effective means of reporting damage/defects to OFNL that is not requiring rapid response is by completing a damage/defect report on **02920 028 726**. This will allow for a complete and detailed account of the issue being raised and its location, with an ability to attach/upload photographic evidence.

A Safety Defect can constitute a health risk to OFNL engineers and/or the general public and is primarily as a result of general wear and tear. If any risk of injury cannot be mitigated, please contact OFNL on the emergency notification number **02920 100 347** whereby one of our team can take details and instigate a rapid response.



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