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ACIF

A large, light blue decorative graphic dominates the background of the page. It consists of several thick, curved lines that spiral inward from the top left towards the center, creating a dynamic, swirling effect.

AUSTRALIAN COMMUNICATIONS INDUSTRY FORUM

INDUSTRY GUIDELINE

**BUILDING ACCESS OPERATIONS AND
INSTALLATION**

ACIF G571:2002

Industry Guideline– *Building Access Operations and Installation*

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Explanatory Statement

BACKGROUND – STATEMENT OF THE ISSUES

The installation of in-building connection equipment in multi-tenanted buildings has given rise to difficulties for Carriers, Carriage Service Providers and Property Owners.

A number of issues have arisen as a result of multi-Carrier building access, including:

- MDF and communications riser space allocation;
- end-to-end connectivity with customers (ie. direct cabling to customers); and
- identification and management of telecommunications infrastructure installed in the building.

These issues are contributing to significant delays in lead times for the installation of Telecommunication Facilities in multi-tenanted buildings. The development of an Industry Guideline is intended to provide resolution of these issues and will be used as a benchmark for resolution of access difficulties.

The Terms of Reference of the Working Committee were to define:

- the rights of Carrier access for inspection (*including the development of technical documentation for equipment installation*) and maintenance purposes;
- the methods to obtain access for installation of new equipment;
- the types of equipment and cabling to be installed in high rise multi-tenanted buildings having regard to the limited space in building risers and MDF rooms;
- the process(es) for the management of telecommunications space requirements, and processes for the recovery, replacement and abandonment of equipment and cabling; and
- the security procedures to protect both Carriers/Carriage Service Providers' infrastructure and Property Owners' assets.

Note: Equipment has the same meaning as Telecommunication Facility.

Representation on the Working Committee included Carriers and Carriage Service Providers (operators of both mobile and fixed networks), equipment suppliers, business end user representatives, regulators and representatives from Property Owners.

WHAT THE GUIDELINE WILL ACCOMPLISH

Carriers, Carriage Service Providers, Property Owners and tenants should all benefit from this Guideline. The Guideline will provide greater clarity to Carriers, Carriage Service Providers and Property Owners by standardising procedures across the telecommunications industry with resultant savings in the administrative costs of all parties involved.

It will also provide improved certainty for Carriers, Property Owners and tenants in terms of the timing for provision of services, access to adequate power supplies, facility documentation requirements and improved security for Carrier and Property Owner facilities.

ANTICIPATED COSTS TO INDUSTRY

While it is not anticipated that this Guideline will result in undue financial or administrative burdens on Carriers, Carriage Service Providers and Property Owners, there may be some costs arise from the need to change current Carrier access seeking procedures. These changes may result in a need to re educate and re train staff as well as the modification of some internal systems and processes.

While the standardisation of notification procedures should lessen the delay in installing most facilities, small delays may arise for some installations from the consultation requirements between Property Owners and Carriers.

However, it is anticipated that where this Guideline is adopted it will, in general, result in a reduction in the costs associated with Carrier and Carriage Service Provider access to multi-tenanted buildings. This should occur as a result of reducing the number of disputes between Carriers, Carriage Service Providers and Property Owners, and consequently assist the timely provision of a wider range of competitive services to tenants.

ALTERNATIVE ARRANGEMENTS

This Guideline contains processes and procedures that are an alternative to the statutory process for Carrier access contained in Schedule 3 of the *Telecommunications Act 1997*. As this Guideline cannot override the statutory process and is a voluntary arrangement, Carriers can choose whether to follow the Guideline, in whole or in part. When a decision has been made to follow the Guideline, if negotiations breakdown or there is a dispute between the parties, the Carrier can utilise the statutory process.

At any time during the course of the processes contained in this Guideline, negotiation of commercial terms can commence, be under discussion or be agreed to by the relevant parties. This Guideline can be used to supplement commercial agreements.

Patricia Nash
Chair
OCR/P/WC20 *Building Access Operations and Installation* Working Committee

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1. SCOPE AND OBJECTIVES

1.1 Scope

- 1.1.1 This Guideline has been developed to facilitate a cooperative and timely process for access to commercial multi-tenanted or single occupant high rise buildings for the purpose of installing in-building subscriber connection equipment as defined in the Act. This is to ensure that building tenants have the maximum range of choice of telecommunications services possible.
- 1.1.2 To the extent that accessing land requires physical alterations that affects the physical building, fabric or services, the processes contained in this Guideline apply on each occasion. Where no such effect is noticeable, activities are deemed to be maintenance.
- 1.1.3 Included in this Guideline are suggested time frames for Property Owner responses to Carrier requests or notices.
- 1.1.4 It is intended that this Guideline is for use going forward from the date of publication.

1.2 Objectives

The Guideline does not derogate from governing legislation but creates a workable method for:

- 1.2.1 The process associated with the rights of Carrier access for inspection and maintenance purposes.
An access process for:
- pre installation inspection
 - post installation inspection and
 - maintenance
- 1.2.2 Access procedures necessary for the installation of Telecommunication Facilities.
Setting out a process to follow:
- checkpoint schedule
 - identify text document, plans, etc
 - sequential actions
 - timeframe
- 1.2.3 The types of Telecommunication Facilities to be installed in commercial multi-tenanted or single occupant high rise buildings.
- 1.2.4 The processes for the future management of telecommunications space requirements
- 1.2.5 The security procedures to protect both Carriers / Carriage Service Providers' infrastructure and Property Owner assets.
- 1.2.6 Minimising damage of property and inconvenience to Owners, Carriers, tenants and other users through identification of best practice processes in areas of installation, safety, maintenance and amenity as prescribed by the

Telecommunications Act 1997 and the *Telecommunications Code of Practice 1997* and Federal, State and local building and safety laws and codes.

1.3 Principles

The Guideline has been developed having regard to the following:

- (a) The need to optimise all parties' time and resources on negotiating individual access arrangements each time a customer requires Telecommunications Facilities to be amended or upgraded.
- (b) The finite space in building risers and MDF rooms and its allocation.
- (c) End to end connectivity with customers.
- (d) The maximisation of customers choice through competitively neutral processes which will not favour any particular Carrier or Property Owner and can be implemented with as little inconvenience as possible.
- (e) The need for the identification and management of installed Telecommunications Facilities in a building.
- (f) The identification of requirements in order to meet legislation (refer Appendix A – *In-building Carrier Installations - Powers and Responsibilities*) with provision for pre-existing conditions to agreement of Property Owner and Carrier(s).
- (g) The need for prior consultation on Telecommunications Facilities.
- (h) The Property Owners' checklist of building specific requirements for telecommunications contractors including their Site Safety Plan and Work Method Statement.

2. PARTICIPANTS

The group that developed this Industry Guideline consisted of the following organisations and their representatives:

Representative	Organisation	Membership
Patricia Nash (Chair)	Optus	Chair and Non-Voting
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John Pack	ATUG	Voting
Nicole Stewart	Optus	Voting
Chris Nicholls	Powertel	Voting
Peter Verwer	Property Council of Australia	Voting
Ewan Brown	SETEL	Voting
Steve Scerri	Telstra	Voting
Mark Champion	Worldcom	Voting
Amanda Choy	XYZed	Voting
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Nadia Ceh	XYZed	Non-Voting

Terry Andersen and Margaret Fleming of ACIF supplied project management support.

3. DEFINITIONS AND ABBREVIATIONS

For the purposes of this Industry Guideline, the following definitions and abbreviations apply:

ACA means the Australian Communications Authority.

ACIF means the Australian Communications Industry Forum.

Act means the *Telecommunications Act 1997 (Cth)* and *Telecommunications (Low Impact Facilities) Determination 1997 and Explanatory Statement*; *Telecommunications (Low Impact Facilities) Determination 1997 (Amendment No 1 of 1999) and Explanatory Statement*; *Telecommunications Code of Practice 1997 and Explanatory Statement*.

Authority means any government, semi or local government, statutory, public or other authority or body having jurisdiction over the building or anything in connection with it.

Building Rules shall mean the rules and procedures applicable to the building, as amended from time to time by the Property Owner. Each building may have a particular set of rules and fitout procedures. Such rules highlight special building issues.

Business Day means any day which does not fall on a weekend or a public holiday in that State or Territory in which the installation, inspection or maintenance activities is planned to occur.

Carriage Service Provider has the same meaning as in the *Telecommunications Act 1997*.

Carrier has the same meaning as in the *Telecommunications Act 1997*.

Carrier's Representative: For the purposes of this Guideline the Carrier's Representative refers to the Carrier or an authorised third-party that carries the relevant authority to act on behalf of the Carrier. Equally the term can encompass a third party without decision making authority if they are appointed by the Carrier to make recommendations and assessments for the Carrier's approval.

Fitout as installed means as built drawings.

Hazardous Materials shall include but not be limited to hazardous or radioactive material, polychlorinated biphenyls, friable asbestos, battery waste or other hazardous or medical waste substances as defined by any other federal, state or local law, statute, rule, regulation or order concerning environmental matters.

Maintenance has the same meaning as in the *Telecommunications Act 1997*.

Owner's Representative: For the purposes of this Guideline the Owner's Representative refers to the Property Owner or an authorized third-party that carries the relevant authority to act on behalf of the Owner. Equally the term can encompass a third party without decision making authority if they are appointed by the Owner's Representative to make recommendations and assessments for the Owner's Representative's approval.

Property Owner is the registered holder of the title over the said property.

Questionnaire: see Appendix B – *Standard Questionnaire*.

Relevant Occupant means the occupant in control of an area to which access is required.

Site Safety Plan is a written procedure for safe working practice and emergency response.

Telecommunications Facility has the same meaning as low impact facilities as defined under the Act. For the purposes of this Guideline, it also includes equipment and services supporting those facilities, for example metering, air-conditioning, and power supplies.

Work Method Statement includes an indicative program of works and access requirements.

4. CARRIERS' POWERS AND RESPONSIBILITIES

The Act confers on Carriers certain powers and responsibilities relating to the access of land and buildings for the purpose of inspecting, installing and maintaining telecommunications facilities.

This Guideline clarifies acceptable processes for access.

A summary of the relevant sections of the Act is included as Appendix A – *In-building Carrier Installations - Powers and Responsibilities*.

5. END TO END PROCESS FLOWCHART FOR INSTALLATION

Section 5 is a process summary which sets out the intended sequence of events for installation. Details are contained in section 6 to 11 of this Guideline.

5.1 Pre Installation Visit and Correspondence

- 1) Carrier's Representative to notify the Owner's Representative and Property Owner/s of intention to visit site to conduct a survey.
- 2) Owner's Representative responds within 2 Business Days nominating correct contact details of Owner's Representative with authority for dealing with building installation issues.
- 3) Carrier's Representative gives 2 Business Days notification for simple inspections to nominated Owner's Representative.
- 4) Carrier's Representative and Owner's Representative meet on site to discuss Carrier's needs, possible Telecommunication Facility location and cabling and power options.
- 5) Owner's Representative issues questionnaire to Carrier's Representative for completion and submission with Site Visit Outcome Pack
- 6) Owner's Representative supplies copies of drawings and site plan, where available.
- 7) Owner's Representative issues Carrier's Representative with Building Rules, highlighting any special building issues and nominating the Owner's preferred consultants.

5.2 Carrier chooses to go ahead with installation

- 1) Carrier's Representative issues proposal in the form of a Site Visit Outcome Pack and completed Questionnaire.
- 2) Owner's Representative responds to the proposal within 3 but no more than 5 Business Days of receipt by accepting or advising of amendments needed.
- 3) If the proposal is accepted, proceed to Installation Procedures (section 5.3).
- 4) If the proposal is not accepted, Carrier's Representative amends proposal in keeping with request.
- 5) Owner's Representative reviews the amended proposal and provides feedback to Carrier's Representative within 2 Business Days of receipt.
- 6) If the changes are accepted, proceed to Installation Procedures (section 5.3)
- 7) If changes are not accepted, then the Carrier may choose to review the proposal or utilise the statutory processes available..

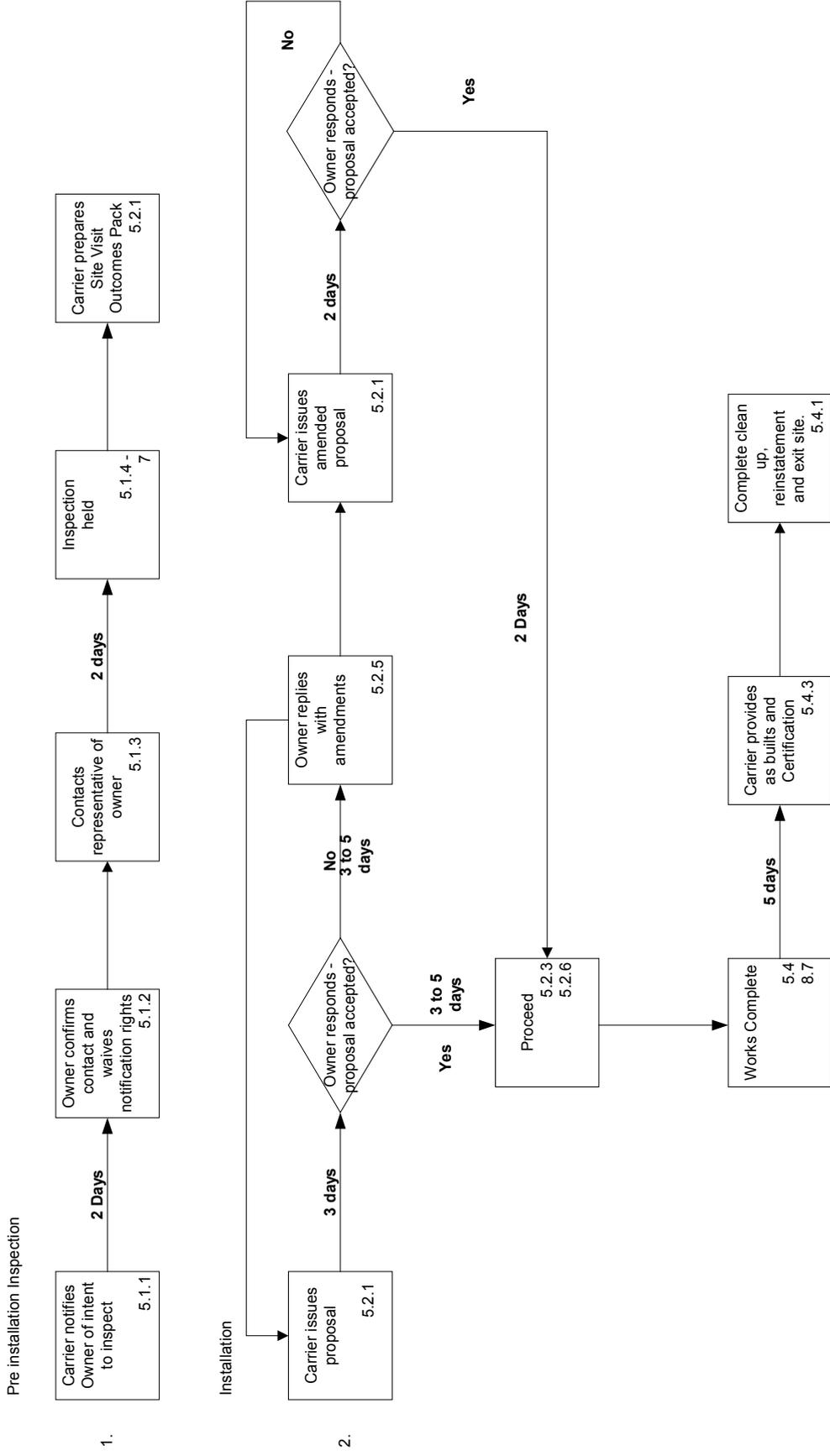
5.3 Installation procedures

- 1) Carrier's Representative familiarises itself with Building Occupational Health & Safety guidelines as set down in this Guideline (section 8.5).
- 2) Carrier's Representative ensures all equipment generating EME complies with ACA regulations as per section 9.3.
- 3) Carrier's Representative provides 2 Business Days notification of intention to commence installation and supplies a program of works and access requirements to Owner's Representative.
- 4) Owner's Representative arranges security and building access, ensuring that the Carrier's Representative is notified.
- 5) Carrier's Representative advises Owner's Representative of any needs to access areas other than those agreed to in the program of works, requesting consent to enter such areas.
- 6) Carrier's Representative ensures all necessary permits and trade licenses are in place.
- 7) Carrier's Representative installs Telecommunication Facility.

5.4 Post Installation

- 1) Carrier's Representative is to clean up and make good as per this Guideline (section 9.4) within 10 Business Days of completion.
- 2) Carrier's Representative is to tag the Telecommunication Facility as per this Guideline (section 8.4.2 and 9.5.1).
- 3) Carrier's Representative is to ensure all required certifications (as per section 9.1.1) are provided to the Owner's Representative within 5 Business Days of completion.

5.5 Flowchart



6. PRE INSTALLATION INSPECTION

6.1 Initial Contact

- 6.1.1 The Carrier's Representative should provide the initial notification to inspect the site to the Property Owner, the Owner's Representative and any Relevant Occupant. This notification should include a request for the Owner's Representative to agree to substitute the notification requirements in this Guideline and waive notification rights under the Act.
- 6.1.2 The Carrier's Representative must give written notification of at least two Business Days to the Owner's Representative for an inspection involving no material activities if the Owner's Representative does not waive their rights to notification. No physical works can be undertaken during the inspection phase.
- 6.1.3 Following the initial notification, the Owner's Representative advises the Carrier's Representative within two Business Days of the contact details of the Owner's Representative who is authorised to deal with building installation issues and has the necessary knowledge and expertise to carry out the role.
- 6.1.4 The Carrier's Representative gives authorised Owner's Representative two days notice of intention to inspect.
- 6.1.5 During the initial inspection, the Carrier's Representative will meet with the Owner's Representative to discuss potential location, cabling options, power requirements and any other Carriers' proposed installations.
- 6.1.6 The Carrier must obtain a Questionnaire from the Building Owner's Representative if available or complete a Questionnaire as per Appendix B – *Standard Questionnaire*.
- 6.1.7 The Carrier must complete the Questionnaire. Any relevant documents supporting the application must be attached to the Questionnaire. The Carrier is not required to answer any questions considered commercially sensitive.
- 6.1.8 The Carrier may request copies of drawing and site plans of the relevant areas of the building from the Building Owner, which should be provided.
- 6.1.9 The Building Owner's Representative should provide the Carrier with a copy of any Building Rules. These rules should highlight any building issues such as security, asbestos, sensitive tenants and nominate any owner's preferred consultants for any building works to be carried out. The Building Owner's Representative should also undertake to notify the carrier of any amendments to the Building Rules, for Carrier compliance.

6.2 Site Visit Outcomes

The Carrier prepares a Site Visit Outcome Pack consisting of (where relevant):

- (a) the building address;
- (b) a brief description of infrastructure to be installed;
- (c) the Telecommunication Facility;
- (d) all new cabling routes;
- (e) cable trays or equipment mounting;
- (f) power requirement to include equipment amperage and connection requirements as described in Section 9.2.1;
- (g) electrical earthing;
- (h) three copies of all hard drawings or soft copies of all drawings;
- (i) plan and elevation views of the proposed and existing equipment in the equipment room of fitout quality (see example in Appendix C – Examples of Fitout Quality Drawings);
- (j) waterproofing;
- (k) an acknowledgment of receipt of Building Rules or otherwise and an undertaking to have read them prior to undertaking any installation;
- (l) the completed Questionnaire.

7. DOCUMENTATION AND PLANNING DRAWINGS

7.1 Site Visit Outcome Pack delivered to Owner's Representative

Carrier's Representative issues proposal to Owner's Representative consisting of the items listed in Site Visit Outcome Pack.

7.2 Owner's Representative Responds

7.2.1 The Owner's Representative should be asked to respond preferably within three but no more than five Business Days either accepting design format set out in the Site Visit Outcome Pack and granting building access, or requesting amendments.

7.2.2 Amendments

7.2.2.1 The Carrier need only consider reasonable amendments requested by the Owner's Representative relating to:

- (a) electrical issues;
- (b) OHS/interference;
- (c) other existing agreements over the proposed area, which were not known to the parties at the time of inspection;
- (d) designs that are physically unfeasible in practice; and
- (e) other unforeseen circumstances which prevent the proposed installation.

In such cases the parties may agree to revisit the plan as per the following steps.

7.2.2.2 If the proposal is not accepted, the Carrier's Representative amends the proposal in keeping with the request.

7.2.2.3 The Owner's Representative reviews the amended proposal and provides feedback to the Carrier's Representative within two Business Days of receipt.

7.2.2.4 If the changes are accepted, proceed.

7.2.2.5 If changes are not accepted, then the Carrier may choose to review the proposal or utilise the statutory processes available.

7.2.3 Carrier's Representative will provide Work Method Statement, Site Safety Plan and structural certification of penetrations and proposed installed equipment, if required by the Owner's Representative, prior to commencement on site. Owner's Representative will review documentation and provide feedback to the Carrier's Representative with regards to physical design if necessary. Any subsequent amendments should be assessed and responded to in two Business Days.

8. GENERAL SITE OBLIGATIONS

The following obligations apply in the case of both installation and maintenance.

8.1 General Obligations

- 8.1.1 Carrier's Representative will notify the Owner's Representative at least two Business Days prior to commencement on site and advise of program of works and access requirements. Notification may be written or oral.
- 8.1.2 Owner's Representative should, within two Business Days provide acknowledgment to the Carrier's Representative regarding commencement on site and should arrange with on site security, access to all areas, other than tenancy areas. When appropriate the Owner's Representative should assist the Carrier's Representative to access tenanted areas.
- 8.1.3 The Carrier's Representative shall not enter any area other than those agreed in the program of works without the consent of the Owner's Representative, such consent will not be unreasonably withheld or delayed.
- 8.1.4 A Carrier must keep the site clean during works.
- 8.1.5 Upon completion of the Installation or Maintenance activity, the Carrier will leave the site in a tidy state.
- 8.1.6 All tradespeople are to:
 - (a) be appropriately trained / licensed;
 - (b) only use safe and approved work practices; and
 - (c) comply with occupational health and safety requirements as per Section 8.5.
- 8.1.7 Evidence will be provided of necessary trade licences, public liability and workers compensation insurances to a reasonably agreed value, as agreed on acceptance of the Site Visit Outcome Pack.

8.2 Access Conditions

- 8.2.1 Emergency access will be available on a 7 day x 24 hour basis as per the Act. Nature of work must be clearly and precisely identified in writing by the Carrier's Representative at the earliest opportunity.
- 8.2.2 Carrier Representative's staff must be able to show appropriate proof of identity.
- 8.2.3 Contractor identification where supplied by building security, must be obtained, displayed visibly and returned as required.

8.3 Materials / People Movement / Amenities

In conjunction with Building Rules, the Carrier's Representative must:

- (a) access work sites via goods lifts or other lift designated for this purpose only when engaged in site works;
- (b) ensure that all materials and equipment be transported to work sites via goods lifts or other lift designated for this purpose only;
- (c) be aware that the loading dock is not to be used for long-term parking;
- (d) not consume food or drink on tenancy floors;
- (e) use agreed temporary storage area only;
- (f) use nominated toilet facilities only; and
- (g) co-operate with other service providers in accessing spaces within the building.

These representatives may include other Carriers' Representatives, guards, cleaners, window cleaners, and other trades.

8.4 Work Practices

- 8.4.1 Regard must be had for Building Rules at all times. Carrier's Representative must comply with Building Rules in so far that they do not interfere with the statutory rights of the Carrier.
- 8.4.2 On an ongoing basis, the Carrier should ensure its Telecommunication Facilities are identified by using clear visible labels, or some other clearly identifiable form, to indicate Carrier ownership.

8.5 Occupational Health and Safety / Public Safety

- 8.5.1 Carriers are required, in relation to authorised activities under the Act, to take all reasonable steps to act in accordance with good engineering practice and to protect the safety of persons and property. In particular the Carrier's Representative should:
 - (a) obtain details and be familiar with Emergency Evacuation Procedures, Routes and Assembly Areas;
 - (b) keep stairwells and emergency exit routes clear at all times;
 - (c) in public areas fence off work; provide safety signage; keep work materials and equipment within barriers;
 - (d) supply isolation & safety tagging 'ON/OFF' or 'DANGER' only with the written approval of Owner's Representative;
 - (e) ensure that Earthing of equipment must occur to building earth;
 - (f) ensure EME dosimeter is used in areas of high EME and limit daily hours of exposure;
 - (g) ensure safety harnesses are worn and attached to suitable anchorage point or system when working outside safety barriers or in unprotected areas; and
 - (h) comply with the Building Rules, the Property Owner's OH&S Guidelines, and complete any contractor induction program or training program required by the Property Owner under its risk management program.
- 8.5.2 If the Carrier's Representative discovers, uncovers, disturbs or otherwise reveals any existing Hazardous Materials within the building, they shall report such findings to the Owner's Representative immediately or within twenty-four hours and will act in a manner that does not cause risk to human health.

8.6 Roof / External Work

- 8.6.1 Restrictions on working at roof level will apply and will be advised on a case by case basis through the Owner's Representative prior to access being granted. Where pre existing arrangements are in place the arrangements will take precedence. Eg: Restrain / secure materials in use at roof level from wind gusts; no materials are to be left out overnight unsecured.
- 8.6.2 Carrier's Representative is to help avoid penetration of waterproof membrane resulting from crushing particles under equipment or footwear by prompt removal of their rubbish from roof surfaces and disposal off-site.

8.7 Limitations / Times of Work

- 8.7.1 Hand tools and electrical cables are to be regularly checked and tagged to show safety compliance.
- 8.7.2 Noisy works (e.g. jack-hammering, scabbling, structural drilling, using impact tools and sawing) are to be in accordance with State or local government regulations and with regard to Building Rules.
- 8.7.3 Works generating offensive, toxic or harmful fumes are to be undertaken having regard to the Building Rules. Any such works are to be done as after hours work only, with Owner's Representative's approval, confirmed in writing at the earliest convenience.
- 8.7.4 Owner's Representative prior notification required for use of Hazardous Materials.

8.8 Failure to Comply

- 8.8.1 In cases of a serious breach of Building Rules or OH&S requirements or any other breach which may result in injury to persons or damage to the building or third party property, the Owner's Representative acting reasonably, may direct the work to stop, see evidence of investigation and safe work method for work to proceed. As a last resort the Owner's Representatives may dismiss individuals from the site. In such an event, the Owner's Representative will immediately advise the Carrier.
- 8.8.2 After site inspection upon completion of installation or maintenance, should the Carrier's Representative fail to clean up and make good/restore within 10 Business Days, the Owner's Representative has the right to engage a contractor to clean up and make good and charge the Carrier for any reasonable costs involved.

9. INSTALLATION PROCESS

9.1 Permits

- 9.1.1 Roof mounted equipment or Telecommunication Facilities - roof penetrations – re-waterproofing to be done to an agreed standard. Provision for compensation for any damage incurred is covered under the Act.

9.2 Electrical Issues

- 9.2.1 General information relating to the electrical equipment being installed will specify the estimated power consumption, including: maximum rated current, maximum supply voltage, maximum rated operating voltage. Carriers will advise whether more than 20 Amps is required to allow for existing and future Telecommunication Facility upgrades.
- 9.2.2 Where the Owner's or Carrier's Representative identifies through their consultant the requirement to upgrade the electrical services to accommodate additional requirements stemming from Carrier installations, then:
- (a) The building approved consultant who will be appointed with the mutual approval of the Owner's Representative and the Carrier's Representative shall prepare a report detailing the issues and proposed solutions. The report should be available to all impacted Carriers, Carriage Service Providers and Owner's Representatives within 5 to 10 Business Days which includes the time taken to nominate the consultant.
 - (b) After analysis of the report, Carriers using the equipment causing the need for the upgrade of the building electrical services collectively agree to accept one of the options, or propose a new solution (which shall be subject to the approval of the building approved consultant within 2 Business Days); or
 - (c) The Carrier proposing the use which has triggered the upgrade requirement shall only proceed with the installation if it is willing to undertake the works identified in the building approved consultant's report, or proposes an acceptable alternative solution (which shall be subject to the approval of the building consultant within 2 Business Days)
- 9.2.3 The Owner's Representative should use reasonable efforts to notify the Carrier's Representative in advance of any planned utility outages which may interfere with the use of the Facility, but in no event will the Property Owner be liable to the Carrier for any damages, direct or indirect, resulting from any loss of power. The Carrier shall at all times be responsible for the provision of its own emergency or "backup" power (unless supplied by the owner via separate agreement or facility), and any such "backup" power system installed by the Carrier shall be the sole responsibility of the Carrier.

- 9.2.4 Based on the varying nature of Telecommunication Facilities and its network purpose each installation will have certain requirements. Some larger installations will need their own lighting, emergency lighting, air conditioning, UPS (uninterrupted power supply) and equipment supply. However, these will have been specified in the plans and drawings submitted and approved under the terms of this Guideline.
- 9.2.5 Consumption rates will vary, however telecommunication standards for electronic equipment elements are rated at a supply of 50 volts DC positive earth.
- 9.2.6 Single or multi phase supply to switch mode power supplies is contingent to the type of equipment being installed. From 240 V to 415 V would reflect the specifications of the majority of Low Impact installations.
- 9.2.7 Unless agreed otherwise, Carriers can use unmetered supply of mains power to power installations using less than 20AMPS single phase (each connection needs to be confirmed by the energy supply authorities for each installation, for registration). Any Telecommunication Facility installation resulting in an excess of 20 AMPS single phase requires a meter to be installed. Compensation for electricity usage where there is no meter is to be agreed upon between the property owner and the carrier concerned.
- 9.2.8 These connections must be carried out by an electrician with appropriate metering licenses.
- 9.2.9 The physical layout of power equipment should provide safe and easy access for operation and maintenance functions.
- 9.2.10 All electrical and earthing installation and commissioning will be undertaken by a licensed electrical contractor and will be in accordance with Australian Standards with Building Owner approval. The Building Owner must not unreasonably withhold approval.

9.3 Electromagnetic Energy (EME) and Interference Issues

- 9.3.1 Where the service is installed from the transmission equipment to the customer's floor using cable that can be shared by other services or carriers, then compliance with the ACIF C559:2001 *Unconditioned Local Loop Service (ULLS) Network Deployment Rules* Industry Code will avoid any interference.
- 9.3.2 In common areas, the racks housing the transmission equipment or Telecommunication Facilities of various carriers may be installed in close proximity and to ensure that there is no interference between the equipment or Telecommunication Facilities of different carriers, two issues need to be considered:
 - (a) Emissions standards covering the level of EME emanating from a carrier's transmission equipment which may interfere with other electronic equipment in the vicinity; and
 - (b) Immunity from interference standards covering the ability of a carrier's transmission equipment to operate reliably in such an environment.

- 9.3.3 Carrier's Telecommunication Facilities will comply with ACA EME regulatory arrangements. Should interference occur the Carrier will work with the Owner's Representative to isolate the problem rectify the situation accordingly.

9.4 Clean-up / Make Good After Installation

Within 10 Business Days of completion of the installation, the Carrier must:

- 9.4.1 Leave the site in a tidy state.
- 9.4.2 Reinstall all furniture, fixtures and equipment that were moved by the Carrier, to original locations, where applicable.
- 9.4.3 Repair any markings or damage on any part of the building caused as a direct result of the work carried out.
- 9.4.4 Remove all rubbish from site and not use on-site bins.
- 9.4.5 When required, reinstall fire and water rated penetrations and obtain certification on completion by the building consultants or in accordance with the Building Code of Australia.
- 9.4.6 Arrange site inspection with Owner's Representative, issue independent sub-contractor certification of essential services and agree on make good requirements.

9.5 Records

- 9.5.1 All Facilities must be tagged to show the name of the Carrier as per clause 8.4.2.
- 9.5.2 The Carrier's Representative should supply relevant documentation to allow the Owner's Representative to update these records on completion of the works.
- 9.5.3 Carrier's Representative is to ensure all required certifications (as per 9.1.1) are provided to the Owner's Representative within 5 Business Days of completion.

10. MAINTENANCE

General site obligations covered in Section 8 may apply to maintenance activities.

10.1 Notice

- 10.1.1 The Carrier's Representative will give the Owner's Representative 2 Business Days notice prior to a scheduled maintenance activity on site, except for where the Owner and Carrier have an existing arrangement or come to alternative arrangements. Notification may be written or oral.
- 10.1.2 A Carrier is not required to give notice of a maintenance activity if it needs to be carried out without delay in order to protect:
- the integrity of a telecommunications network or a facility; or
 - the health or safety of persons; or
 - the environment; or
 - property; or
 - the maintenance of an adequate level of service.

11. RISER, EQUIPMENT AND SPACE MANAGEMENT

11.1 Purpose

- 11.1.1 This section addresses the practical activities aimed at creating improvements in those circumstances where significant riser, equipment and related space / management constraints exist. This is expected to relate primarily to larger multi-tenanted high rise office buildings.
- 11.1.2 Building Telecommunications Areas typically covered by this section:
- (a) MDF Rooms
 - (b) Plant Rooms
 - (c) Storage rooms
 - (d) Communications Rooms
 - (e) Parking areas
 - (f) Supplementary non-lettable space
 - (g) Riser shafts
 - (h) Telecommunication and data risers and cupboards
 - (i) Third party rooms

11.2 Cooperation Principles Governing the use of Building Telecommunications Areas

- 11.2.1 Carriers will adopt a co-operative approach to the management of cabling installations in risers acknowledging the needs of other users.
- 11.2.2 This may involve the deployment of a Carriers' sub committee study group to investigate utilisation efficiency from time to time. Such situations must clearly identify the issues requiring investigation as Carrier related.
- 11.2.3 Such a study group can expect to have the timely support and co-operation of the Property Owner and Owner's Representative.
- 11.2.4 Before engaging in an installation of a Telecommunications Facility, a Carrier must take all reasonable steps:
- (a) to find out whether another Carrier, or a public utility, is engaging in, or proposing to engage in, a similar activity for the same land; and
 - (b) to consider whether it is practicable to work with the other Carrier or the utility to allow the first Carrier:
 - (i) to cause as little detriment and inconvenience as is practicable; and
 - (ii) to minimise the amount of building space required.

11.3 Installation Management

- 11.3.1 All cabling installations intended for telecommunications purposes must meet ACA guidelines.
- 11.3.2 This will apply equally to third party installations such as ‘blown fibre’.
- 11.3.3 Carriers will maintain appropriate records of their installations that may be made available upon reasonable request.
- 11.3.4 Cabling installed in future by Carriers will be tagged in accordance with ACA guidelines and where possible retrospectively.
- 11.3.5 Every effort will be made to avoid situations where risers are shared with electrical cabling. Where such circumstances are unavoidable the requirements of AS/ACIF S009:2001 *Installation requirements for customer cabling (Wiring Rules)* Australian Standard will be followed in maintaining minimum separation between electrical cables and copper communications cables and through the Property Owner installing a suitable barrier of insulating material or metal in line with this requirement.
- 11.3.6 Carriers will observe the use of separate riser trays where provided or guided by Property Owners, where practically possible.
- 11.3.7 Provisions for locating equipment in racks within MDF rooms or corresponding space (Plant Rooms; Storage Rooms; Communications Rooms; Parking Area; Third party Rooms) will be co-operatively managed in a positive manner between carriers that will minimise disruption to other carriers and building operations. Such corresponding space is recognised as equating to original MDF space in as much as it is supplementary non-lettable space subject to the rights of compensation under the Act.

11.4 Removal of Obsolete Cabling and Equipment

- 11.4.1 The Owner’s Representative may request that the owners of cabling and equipment, agreed to be redundant, be removed where this is agreed to be practical, and make good any damage.
- 11.4.2 Where telecommunications facilities congestion becomes critical in a particular building, then those Carriers engaged in activities in that building at that time agree to co-operate in good faith to provide solutions for on-going use, in a timely manner.

11.5 New Design Initiatives

- 11.5.1 Where positive design improvements are initiated by Property Owners (eg: full building height clear risers with fire-rated access doors at each level) these will receive Carriers’ support in aligning them with ACA guidelines.
- 11.5.2 Carriers will work jointly to give advice on likely projected riser capacity requirements, where possible, when asked by the Property Owners.

12. GUIDELINE REVIEW

Review of this Guideline will be conducted one year after publication and every two years subsequently.

A. APPENDIX: In-Building Carrier Installations - Powers and Responsibilities

This information was prepared by the Telecommunications Building Access Roundtable (TBAR).

1. Purpose

This paper provides a general summary of the statutory powers and responsibilities conferred on carriers¹ under the *Telecommunications Act 1997 (Cth)* ('**Telecommunications Act**') to access land and buildings in order to inspect land and to install and maintain telecommunications facilities (in particular in-building subscriber connection equipment).

2. Schedule 3 - Powers and Immunities

In providing statutory access powers to carriers, the Commonwealth Parliament has granted an exemption to carriers from compliance with specified categories of State, Territory and local government laws. These rights and exemptions are commonly referred to as carriers' "powers and immunities".

Carriers' powers and immunities are set out in Schedule 3 ('**Schedule 3**') of the Telecommunications Act. Where these powers apply, they operate to allow access by carriers to any land irrespective of its status or ownership in order to undertake authorised activities. These authorised activities include:

- Inspect and survey land
- Install Low Impact Facilities
- Maintain Facilities

Carriers may seek to enter land with the written or verbal consent of a landowner. However, landowner consent is not required when a carrier exercises the statutory access powers. In exercising statutory land access powers, a carrier must give written notice of its intention to do so to the landowner unless alternative notification arrangements have been agreed to. Carriers must also comply with the Telecommunications Code of Practice 1997 ('Code of Practice').

Schedule 3 also provides for compensation where a person suffers financial loss or damage as a result of a carrier's activities.

Carrier powers and immunities also extend to employees of a carrier, its contractors and employees of the contractor by virtue of Clause 43 of Schedule 3.

3. Schedule 3 - General Conditions

In exercising a Schedule 3 power to inspect land or to install or maintain a telecommunications facility, a carrier must take all reasonable steps to:

1. Ensure that the carrier causes as little detriment and inconvenience and does as little damage as is practicable;
2. Ensure that the land is restored to a condition that is similar to its condition before the activity began; and begin the restoration within ten business days after the completion of the activity unless otherwise agreed with the owner and any occupier;
3. Act in accordance with good engineering practice;
4. Protect the safety of persons and property;

¹ Carriers are entities holding a Carrier licence issued by the ACA under the Telecommunications Act – such licences comprising a \$10,000 fixed component and a variable component calculated on the basis of a carrier's share of total 'eligible revenue'. There are 89 licences currently on issue.

5. Ensure that the activity interferes as little as practicable with the operations of a public utility, public roads and paths, traffic and the use of land; and
6. Protect the environment.

A carrier must also comply with:

1. Relevant industry standards recognised by the ACA;
2. Relevant listed international agreements;
3. Any conditions specified in regulations;
4. Ministerial code of practice covering schedule 3 powers; and
5. Notification obligations.

The Code of Practice also contains an objection process whereby, on certain specific grounds, a landowner or occupier can object to an activity or installation of a facility on their land.

4. Low Impact Determination

The Telecommunications Act provides for the Minister for Communications, Information Technology and the Arts to determine that certain telecommunications facilities have only a minimal impact on the environment or are so unobtrusive as to be characterised as ‘low impact facilities’.

The Minister’s determination on ‘low impact facilities’ is contained in the *Telecommunications (Low-impact Facilities) Determination 1997* (**‘Determination’**), as amended.

Under the Determination, to be a low impact facility, the facility must be:

- (a) a specified type of facility;
- (b) installed in a particular identified area; and
- (c) not be in an area of environmental significance.

5. In-Building Subscriber Connection Equipment

One of the nominated low impact facilities under the Determination is in-building subscriber connection equipment.

In-building subscriber connection equipment is defined as:

“A facility installed within a building with the aim of managing and maintaining the supply of carriage services to a customer of a Carrier.”

The Determination specifies that in-building subscriber connection equipment can be installed in residential, commercial, industrial and rural areas.

There is one proviso and that is that a low-impact facility cannot be installed in an “Area of Environmental Significance” as defined in the Determination. However, the definition is such that given the nature and location of multi-tenanted commercial buildings, it is uncommon.

6. Maintenance Activities

A carrier may, at any time, maintain a facility.

A reference to maintenance of a facility includes a reference to:

- a) the alteration, removal or repair of the original facility; and
- b) ensuring the proper functioning of the original facility;

- c) the replacement of the whole or a part of the original facility; and
- d) the installation of an additional facility in the same location as the original facility, subject to satisfying certain conditions.

Maintenance activities require written notice to the owner, **except** where the carrier intends to engage in maintenance activities and those activities need to be carried out without delay in order to protect:

- i) the integrity of a telecommunications network or a facility; or
- ii) the health or safety of persons; or
- iii) the environment; or
- iv) property; or
- v) the maintenance of an adequate level of service.

7. Code of Practice - Notification Requirements

In addition to schedule 3 requirements, carriers must also comply with the following requirements specified in the code of practice (an instrument of the act), unless other arrangements have been agreed to by the parties:

1. For inspection and survey activities involving no material disturbance to sensitive areas, a carrier must give at least two business days written notice to the land owner and occupier.
2. In all other cases, a carrier must give at least ten business days notice in writing to the land owner and occupier before the start of the activity.
3. There is no standard notification format but the notice must:
 - (a) be in writing,
 - (b) state the proposed start and finish dates of access,
 - (c) state purpose for the proposed activity,
 - (d) describe the proposed activities and location of facilities,
 - (e) state entitlement to compensation that may be payable under clause 42 of schedule 3, and
 - (f) include a statement explaining the objection process.
4. A carrier must also ensure that the design, planning and installation of its facilities are in accordance with best practice.

8. Code of Practice - Objection Process

The owner or occupier (the "objector") of the land has a right to object to a proposal. The objection must be given in writing to the carrier at least 5 business days before the specified start date of installation and must include reasons for the objection.

There are five (5) specified reasons that an objection must relate to as follows:

1. Using the objector's land to engage in the activity;
2. The location of a facility on the objector's land;
3. The date when the carrier proposes to start the activity, engage in it or stop it;
4. The likely effect of the activity on the objector's land;
5. The carrier's proposals to minimise detriment and inconvenience and to do as little damage as practicable, to the objector's land.

A carrier must make reasonable efforts to consult with the objector and resolve the objection within 20 business days of receipt of the objection.

If the objection is not resolved by agreement within 20 business days after receiving the objection, the carrier must confirm in writing whether the carrier proposes to change the activity and if it does not propose to change the activity, then the carrier must inform the objector why it will engage in the activity as originally proposed.

A carrier is not required to change an activity in a way that:

- (a) is not economically feasible;
- (b) is not technically practicable;
- (c) is likely to have a greater adverse effect on the environment than the original proposed activity; or
- (d) is inconsistent with a recognised industry practice relevant to the activity.

If the objector is not satisfied with the carrier's response to the objection, then within 5 business days after receiving the carrier's response, the objector may ask in writing for the carrier to refer the objection to the Telecommunications Industry Ombudsman ("TIO"). The carrier must comply with this written request.

Under the Code of Practice, where a written objection has been received, the carrier must not engage in the activity unless one of the following occurs:

- 1. The objection is resolved by an agreement between the parties; or
- 2. The objector does not request the carrier to refer the objection to the TIO within 5 business days, in which case the carrier may engage in the activity; or
- 3. The objector requests the carrier to refer the objection to the TIO within five days of receiving the carrier's response to the objection; and the TIO deals with the objection and does not give a direction to the carrier and informs the carrier accordingly in writing (thus allowing the activity to continue); or
- 4. The TIO gives the carrier a direction.

9. Compensation

Where a carrier relies on carrier powers under Schedule 3 of the Telecommunications Act, then statutory provisions for compensation exist under Clause 42 of Schedule 3.

Clause 42 provides that where a person suffers financial loss or damage because of anything done by a carrier in exercising its powers in relation to any property owned by the person there is payable to the person by the carrier such reasonable amount of compensation as is agreed between them or failing agreement, as is determined by a court of competent jurisdiction.

A building owner seeking compensation must be able to demonstrate for the purposes of Clause 42 that it has suffered actual financial loss or damage as a result of the carrier's activities on the land. If the quantum of the compensation payable cannot be agreed, either party may refer the matter to a Court for a determination.

The issue of compensation can be decided at any time if both parties agree. However, a claim for compensation under Clause 42 will generally arise as a direct result of a carrier actually engaging in an activity which causes financial loss or damage. Consequently, claims for compensation can generally only be assessed by a carrier after the event.

10. Co-location & Co-operation

There is a positive obligation on carriers to investigate the co-location and sharing of facilities during the planning stages of a proposed activity.

Clause 4.13 of the Code of Practice reads:

- 1. Before engaging in a low-impact facility activity, a carrier must take all reasonable steps to find out whether any of the following things (**existing facilities**) is available for the activity:

- a) cabling, conduits or other facilities of the carrier or another carrier; or
 - b) a facility of a public utility; or
 - c) an easement attaching to the land for a public purpose.
2. The carrier must take all reasonable steps to use existing facilities for the activity.

There is also an obligation on carriers to co-operate if engaging in similar activities. Clause 4.14 of the Code of Practice reads:

Before engaging in a low-impact facility activity, a carrier (the *first carrier*) must take all reasonable steps:

- a) to find out whether another carrier or a public utility is engaging in or proposing to engage in a similar activity for the same land; and
- b) to consider whether it is practicable to work with the other carrier or the utility to allow the first carrier:
 - i. to cause as little detriment and inconvenience as is practicable; and
 - ii. to do as little damage as is practicable.

11. Complaints and Remedies

Carrier compliance with Schedule 3 is a standard carrier licence condition by virtue of section 61 and part 1 of Schedule 1 to the Act.

Complaints about poor workmanship or on-site conduct, or non-conformance with specified plans etc, should be referred to the relevant carrier in the first instance for investigation and resolution.

If a carrier response to a complaint is considered unacceptable by the building owner, then the complaint may be referred to the TIO for investigation and resolution.

If a carrier contravenes Schedule 3, then the matter may be referred to the Australian Communications Authority ("ACA") for investigation and resolution. The ACA may issue a formal warning or remedial direction to the carrier under sections 70 and 69 of the Act respectively. In addition, the ACA may also apply to the Federal Court for an injunction or pecuniary penalty under Parts 30 and 31 of the Act respectively if a carrier contravenes Schedule 3. Further information can be obtained from the ACA's Licensing and National Interests Team.

Parties may also seek remedies at law should the exercise of carrier powers prove problematic to either party. For all parties, such remedies may include Court-issued declarations of rights, action for damages and/or criminal action under the Crimes Act 1914 (Cth).

B. APPENDIX: Standard Questionnaire

This questionnaire is to be completed by Carriers seeking access.

- 1. Do you have a customer in the property that has signed an agreement for your services? If yes please provide details (Optional)
- 2. What type of service do you propose? Please tick.
 - Voice
 - Data
 - ISDN
 - Mobile phone "In Building Coverage System" (IBC/DAS)
 - Mobile phone (GSM) with GPS or BMR external radio panel antennas.
 - Pay TV Installation
 - Other.....
- 3. Will a satellite dish, microwave dish, panel antenna, omni directional antennae, or other such antennae be required?
 - Yes
 - No

If Yes, please specify the type of installation and confirm all relevant EME exposure standards.

- 4. What type of communication cabling will be required for the service you propose to install? Please List.
 - Optic Fibre
 - Copper
 - Coaxial
 - Leaky Feeder
 - RG
 - Radiofrequency transmitter
 - Other.....
 - Other.....
 - Other.....
- 5. Please list all additional elements that will need to be installed (eg optic fibre cabinets, battery racks, equipment racks, etc).
 -
 -
 -
 -
 -
- 6. If an existing building infrastructure is available, will it be considered for use?

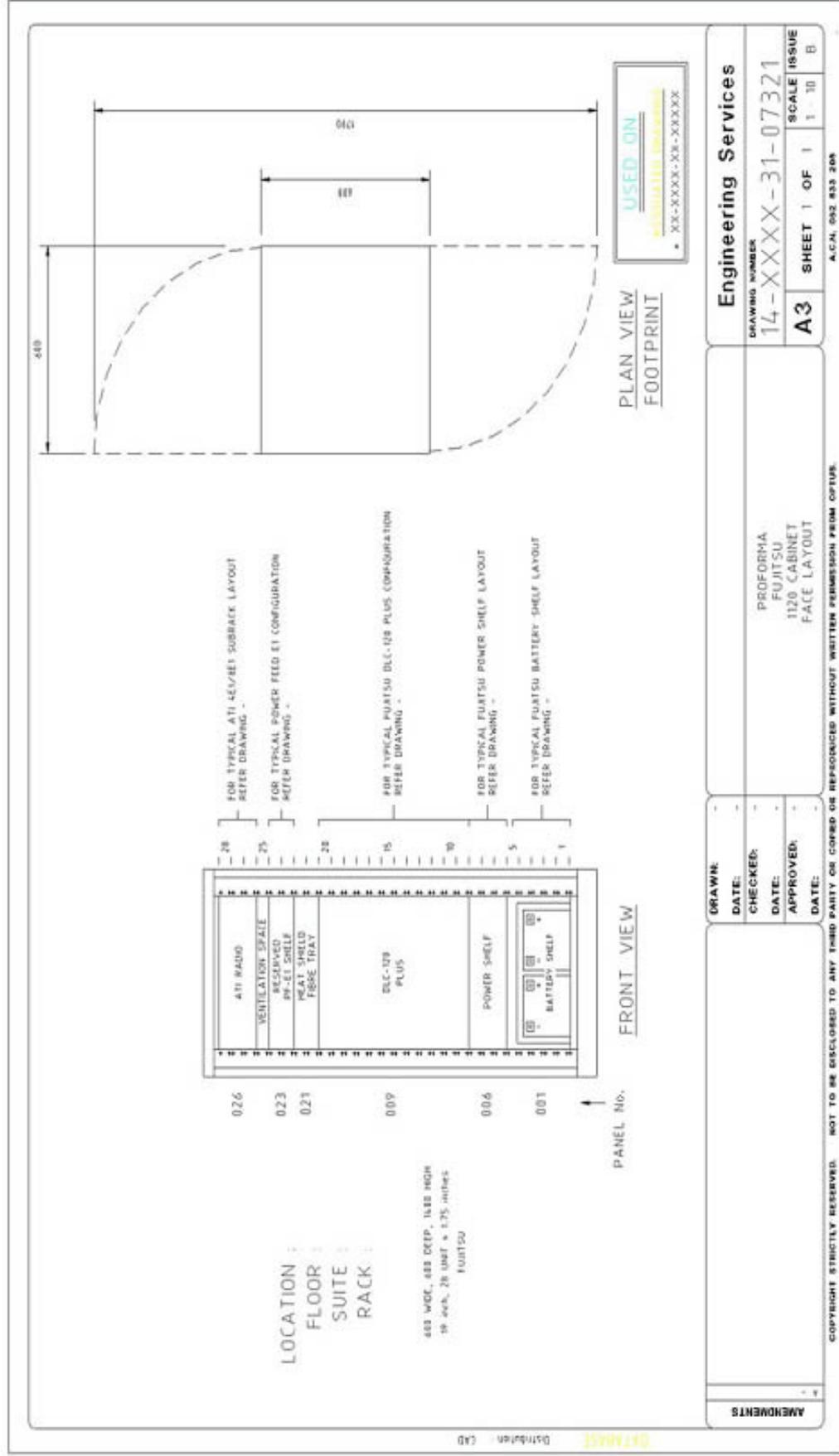
.....

7. Will a power supply be required for your Telecommunication Facility? How much power is required and how will electrical metering be arranged and carried out? (ie tenant/mains supply/meter).
.....
8. Is earthing to base building earth required?
.....
9. What is the proposed total heat load of your Telecommunication Facility?
.....
10. Will you be proposing to install cable tray or ladder, etc, to run your cables on?
.....
11. Will you require any core drilling? If so have you arranged for a structural engineer to certify these works?
.....
12. Have you established the building entry points for your primary cabling (if applicable)?
.....
13. Will the cables and equipment be removed when the customer moves or the services are no longer required?
.....
14. Please attach any additional information you feel is relevant.
.....

C. APPENDIX: Examples of Fitout Quality Drawings

Drawings may be as complex as the following examples or as simple as a single rack, however the type of detail included is indicative of fitout quality drawings.

Drawing 1



ACIF is an industry owned, resourced and operated company established by the telecommunications industry in 1997 to implement and manage communication self-regulation within Australia.

ACIF's role is to develop and administer technical and operating arrangements to foster a thriving, effective communications industry serving the Australian community through

- the timely delivery of Standards, Codes and other documents to support competition and protect consumers;
- driving widespread compliance; and
- the provision of facilitation, coordination and implementation services to enable the cooperative resolution of strategic and operational industry issues.

ACIF comprises a Board, an Advisory Assembly, seven standing Reference Panels, various task specific Working Committees, a number of Industry Facilitation/Coordination Groups and a small Executive.

The ACIF Standards and Codes development process involves the ACIF Board, Reference Panels, Working Committees and the ACIF Executive. The roles and responsibilities of all these parties and the required operating processes and procedures are specified in the ACIF Operating Manual.

ACIF Standards, Codes and other documents are prepared by Working Committees made up of experts from industry, consumer, government and other bodies. The requirements or recommendations contained in ACIF published documents are a consensus of views of representative interests and also take into account comments received from other stakeholders.

Care should be taken to ensure that material used is from the current version of the Standard or Industry Code and that it is updated whenever the Standard or Code is amended or revised. The number and date of the Standard or Code should therefore be clearly identified. If in doubt please contact ACIF.



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