



KCOM Wholesale Product Definition Document

Product: KCOM Physical Infrastructure Access (KPIA)

Department: Wholesale Product

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Summary of last change:

V1.0 New document creation

Reviewed and Approved by:

Document owner's approval is mandatory

Name	Role	Date Approved
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Definitions of Terms Used:

Term (e.g. abbreviation or technical term)	Explanation
KCOM Physical Infrastructure Access (KPIA)	KPIA is a product facilitating duct and pole access in KCOM's "Hull Area" meaning the area defined as the 'Licensed Area' in the licence granted on 30 November 1987 under section 7 of the Telecommunications Act 1984 to Kingston upon Hull City Council.
OLA	Original License Area (Hull)
CP (Communications Provider)	A 'communications provider' is defined in section 405 of the Communications Act 2003 as someone who provides an electronic communications network or electronic communications service. This term is broad and includes any organisation that operates a network or service, even if it is a private network or service not available to the public
BFT	Blown Fibre Tubing
Duct	Underground conduits that house cables.
Poles	Overhead infrastructure that supports aerial cables
Joint Chamber	An underground enclosure that provides access to the duct network for joining, branching or redirection of cables within the telecommunications infrastructure

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1 Introduction/Scope

KPIA is being introduced as a formal substitute for the Access To Infrastructure arrangements established to enable access for other CPs to KCOM's ducts and poles in the "Hull Area", meaning the area defined as the 'Licensed Area' in the licence granted on 30 November 1987 under section 7 of the Telecommunications Act 1984 to Kingston upon Hull City Council.

2 Service Description

The KPIA product provides CPs with access to our Physical Infrastructure including ducts and poles within the Defined Area in which the initial deployment is authorised. KPIA may only be used to provide Public Electronic Communications Services and/or Public Electronic Communications Network. It allows you to:

- install multiple cables, Blown Fibre Tubing (BFT) or sub duct in KCOM duct and joint chambers; and
- attach equipment and cables on KCOM poles;
- install joint enclosures within chambers in compliance with installation standards.

2.1 Service Features

- Access to ducts and poles – CPs can use KCOM's existing ducts to install their own fibre networks, reducing the need for new civil engineering works
- Surveying and planning – KCOM provide surveying services to help CPs plan their network deployment efficiently
- Installation support – Assistance with the installation of fibre cables within the existing infrastructure
- Capacity management – Tools and processes to manage forecast capacity requirements
- Safety and compliance – ensuring all installations comply with safety regulations and standards
- Service Management – ongoing management and support for the infrastructure access
- Business Continuity -

2.2 Service Availability

KPIA will be available in the OLA only

2.3 Overall Customer Experience

Complete details on the KCOM KPIA One Stop Form for each licence required and email to kpiaprovisioning@kcom.com.

KCOM Planners team will aim to validate the order, checking that

- the number of duct / structures per route does not exceed [X]
- that the total number of objects selected does not exceed [Y]
- $X + Y$ does not exceed 500 objects,
- and
- that there is route continuity e.g. no inventory omissions.

Please note that you, the CP, remain solely liable for the accuracy of any Request order submitted.

KCOM will acknowledge receipt, allocate a KCOM reference number and advise the expiry date for your Request order (the Build Period). The Request can be modified or cancelled up to the point where you submit your Build Completion Pack.

Note that where there is missing or incomplete information this will be advised for correction and resubmission. No work can be undertaken until the Request order has been validated. This permit to work will be issued to the CP via email by KCOM Wholesale Partners.

If you fail to complete your build within the Build Period then the Request order will be cancelled and you will be required to remove any equipment installed at the location and make good; any associated Ancillary and Co-op orders that have been requested and that could not be cancelled will be chargeable. Removal will be confirmed by KCOM supervisory team.

2.4 Estimated Volumes and Forecast

You must provide regular, reasonably accurate forecasts of your intent to build using PIA, the purpose of which is to enable an efficient delivery. You must use the standard PIA Forecasting Form pre-populated with submission dates to submit a 12-month forecast of build activity.

Forecast Content

The forecast must contain a forecast for each calendar month of what and when you intend to build that calendar month and be broken down by Service Category which means volume of:

- Duct (KM)
- Poles (number of poles)

Forecast Area

You must inform us of the location of your forecast build activity; this will be by post code, and the relevant geographic information will be provided in the PIA Forecasting Form. Any more granular detail of your forecast build activity may assist with our operational planning.

Forecast Frequency

Your forecast must be submitted 3 months in advance of the Fixed Forecast Period and be for a twelve (12) month period. Where you anticipate any material changes to forecast volumes beyond a 10% threshold you must submit a revised forecast

Effects of Under or Over Forecasting

If no forecast is submitted or there is material divergence from forecast, then no SLAs will apply.

2.5 Service Delivery Requirements

Requests should be made to kpiaprovisioning@kcom.com unless KCOM has allocated a Nominated Contact to the CP. Wholesale Provisioning will remain the main contact throughout the process.

Orders should be made in accordance with the directions below by an officer of the CP making the request.

- Establishment

- Contact KCOM by email to kpiaprovisioning@kcom.com requesting establishment for the purpose of accessing KCOM External Infrastructure
- New KCOM infrastructure must be fully constructed and approved by KCOM before it becomes available for use under KPIA
- Feasibility
 - CP views KCOM network using KCOM EMAPS (electronic mapping)
 - CP to complete a KCOM PIA One Stop Form identifying the specific network elements required, identifying capacity requirements, detailed on 'Schedule' tab and email to kpiaprovisioning@kcom.com. KCOM will distribute this to its Planning area. The One Stop Form is a record of what network objects you intend to use. As part of our feasibility response, we provide specification details of the objects. The response should not be *taken as acceptance of a design. It is simply an acknowledgment that you intend to use the objects listed.*
 - Queries may arise due to identification of engineering issues or requirement for notices / permits, requiring resolution before progression.
 - KCOM will confirm, by email using the same form, inventory to be utilised and associated costs.
 - CP can undertake non-intrusive surveys of the KCOM Network during the feasibility/design stage to establish pole top/duct capacity and validate the network information provided they follow the Whereabouts requirements.
- Build
 - CP to submit notice of build into KCOM. Standard build requires one (1) Working Days' notice; KCOM will request details of personnel to be deployed and authorise access where there are no impediments at the selected site (other work already in progress or Sensitive Area)
 - CP to complete all network installation works and on completion submit Build Complete.
 - Whereabouts required for all works on KCOM network with 1 working days' notice - to be submitted into KCOM Works Control
 - KCOM Supervisor to audit supplier works and act as technical contact
 - CP is expected to resolve blockages. However, in exceptional circumstances where KCOM is required to perform this task, the CP can request KCOM resolve blockages by requesting such on the Network Adjustment form. A desktop feasibility will be carried out which will provide costs and timescales. The CP would then submit an order for the works. KCOM will contribute to blockage clearance as detailed in Section 8 of the Service Operations Manual, Network Adjustments.
 - CP responsible for approved new build on KCOM network using either:
 - KCOM supplied materials; or
 - CP supplied new build materials from its own supply chain provided the materials are to KCOM specification. Any non-conformance would result in defect notices to resolve. New network will be gifted to KCOM.
 - Coop and Ancillary works will require 10 Working Days' notice and KCOM Planner Approval
 - CP Build Approval
- Build Complete
 - CP Submits Build Complete to KCOM Works Control; this will be approved by KCOM Planning and billing will commence. KCOM to record all CP network on the electronic mapping tool
- Lead Ins

- Lead in installations will be recorded on standard whereabouts submission to provide visibility of works on KCOM network.
- CP will submit monthly lead in reports to KCOM Planning to trigger Billing.
- The maximum length of cable from a CP's Distribution Point to the footway box / joint chamber connecting the Lead In duct to the premises should be approximately 150 metres. Where the required distance exceeds 150 metres, this must be noted on the Lead In submission
- Post Complete
 - Damage and ongoing network assurance
 - NRSWA Diversionary works
- Cease Network
 - CP Cease - CP can remove installed network and cease payment obligations after the Minimum License Period.
- Forecast and Service Review
 - Forecast and continuous Service Review are key to successful implementation

2.6 Installation of the Services

Refer to section 7.3 of the Service Operations Manual for installation details

2.7 Repair Services

Refer to Section 7.1 in the Service Operations Manual

3 Pricing

Refer to P13-S63 PIA at <https://www.kcom.com/pricing/> for up to date pricing

4 Diagrams

