

Site Access Services for Site Share

Managed access to sites for maintenance and fault fixing

Our Site Access service manages access to sites ensuring visits are safe and environmental risks are controlled.

Our Site Access services are a key component of Site Share. Whether it's emergency fault fixing, routine maintenance or equipment reconfiguration, our Site Access service will grant access efficiently. The self-service online portal allows users to apply for access and gain an approved permit to visit the site. In most cases the request can be approved and a permit provided automatically.

Where site access is less straightforward, for example some climbing structures, RF hazards, or certain defined scopes of work, there may be a requirement for supervision to ensure a safe working environment. Where site supervision is required, or other factors prevent automatic access, the Site Access Service Desk will manage the request and expedite an access permit and co-ordinating appropriate resources.

Our Site Access Service Desk offers a single point of contact for all site access needs, supported by a user-friendly online tool, Gateway, providing a portal to manage requests.

Case study example


A provider of paging services needed access to a mast to upgrade one of its antennas. A site access request was submitted through the Gateway portal.

Because the work required climbing to a height above 25 metres at a site where broadcast radio frequencies presented a particular hazard, the access was not granted automatically. Instead, the Site Access Service Desk quickly assessed the Risk Assessment and Method Statement

(RAMS) and arranged Site Supervision for the paging company to ensure safety measures relating to climbing at height and working with RF were met.

Access was granted and the paging company successfully upgraded its antenna.

24/7
portal for access requests equipment



80%
of sites have 24/7 ground access



Comprehensive **accreditation** regime



Features and benefits

Service Desk and online portal – included in the Site Share Annual Licence. Where site supervision is required, a standard charge is applied

Key or combination lock security access – available to customers and their partners after attaining accreditation

Urgent site access requests processed as soon as is possible – with 24/7 Service Desk support for emergencies.

Our Site Access Service helps to ensure:

- Safety of individuals and equipment – limiting access to trained and competent companies and individuals
- Clear management of access conflicts – so that different parties requiring simultaneous access can be managed to reduce risk of abortive work
- Sharer's authorisation – contractors working on sharer's equipment do so with permission
- Staff on site are protected – against accidents from unapproved activities or unauthorised contractors

Why Cellnex?

Cellnex is a key piece of the telecoms jigsaw throughout Europe.

Every day, as a UK Critical National Infrastructure Provider and the country's leading independent telecoms site partner, emergency services organisations, telecoms operators and many others count on us to connect millions of people to the world.



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Cellnex plays a key role within the telecoms sector enabling connectivity throughout Europe. In the UK, as the country's leading independent telecoms site partner, Cellnex provides critical national infrastructure & services to telecoms operators, emergency services organisations and many other enterprises.

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