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Cellnex UK

Site Access Escalation Procedure

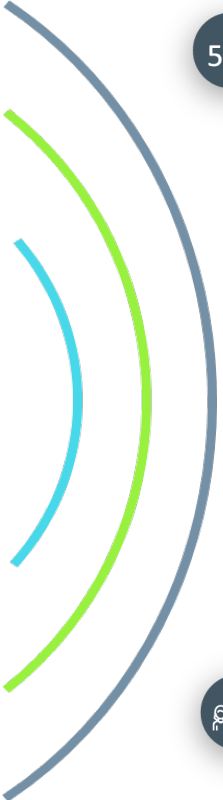
Hollie Hall

01/08/2022

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1. Escalation Procedure - Guidance

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- 5G • To view the status of a site access request please first self-serve on Agora by looking in the comments section of your request
 - Please allow the team reasonable processing time before raising an escalation
 - The escalation procedure is to be used as an exception, not as BAU
 - All escalations are to be raised via the Jira Service Desk and not via email or by telephone
 - 5G • If you require the assistance of the Access Management Team, request this in your Jira ticket
 - This escalation procedure relates to site access requests only; post-work reports and site issues are managed by our NOC team - please raise a ticket here:
<https://towerco.atlassian.net/servicedesk/customer/portal/4/group/67>

2. Agora Site Access Request - Escalation Procedure

In the event that you need to ask a question, require an update or to escalate your Site Access Request, please select the appropriate scenario, below. You may ask in your Jira ticket for assistance from the Access Management Team, at which point your ticket will be passed to the first available Access Manager.

Hours of Service: Mon – Fri: 07:00-18:00
Out of Hours: Any period outside the hours of service

Scenario	Cellnex Contact Details	Hours of Service	Response Time
Submit an access request or view status of submitted request	Access Request Portal: https://agora.cellnextelecom.com/	24/7	Self Serve
Submit a query about an access request	Raise a JIRA ticket to submit a query about an access request: https://towerco.atlassian.net/servicedesk/customer/portal/4/group/34	07:00 – 18:00 Monday – Friday	4hrs
Escalate your access request	Raise a JIRA ticket to escalate your site access request: https://towerco.atlassian.net/servicedesk/customer/portal/4/group/34/create/326	09:00 – 17:00 Monday – Friday	4hrs

Access Request Portal Availability: The access portal is available 24/7, with a maintenance window each Thursday between 18:00 – 20:00. If the system is unexpectedly unavailable outside these times please contact the on call coordinator who will liaise with IT and process any urgent access requests.

3. Access Contact Numbers

Please only use the below contact numbers for the scenarios listed for **on the day issues** accessing site under an approved site access request.

The contact numbers are **not** be used to request an update on an access request or to escalate an access request. **This line needs to be available in the event of any incident on site, to ensure swift action can be taken**

Scenario	Team	Cellnex Contact Details	Hours of Service
Assistance accessing site on the day of approved request, report engineer locked on site, report a fire at site or major incident at site	Site Access Team	In hours Tel: opt 2 +44 (0) 20 4526 8561 Out of Hours Tel: opt 2 +44 (0) 20 4526 8563	24/7
Assistance with renewal or new accreditation, update to engineer certification, request keys or iLOQ set up	Accreditation Team	All requests should be submitted via Jira: https://towerco.atlassian.net/servicedesk/customer/portal/4/group/29 Tel: opt 1 +44 20 4526 8561	09:00-17:00 Monday – Friday
Report an accident, near miss, RF issue	SHE Team	Tel: opt 3 +44 (0) 20 4526 8561	09:00-17:00 Monday – Friday

Please note all post work reports should be completed through Jira - <https://towerco.atlassian.net/servicedesk/customer/portal/4/group/67>

4. Access Management Team

In the event of an **emergency** (e.g. P1 fault, fire on site, fatality on site) the below management contact details may be used as point of contact within working hours.

If you require assistance out of hours, please call the on-call coordinator and advise you require assistance from the Access Management Team, they will get the on-call Manager to call you back.

Role	Cellnex Contact Details	Hours of Service
Site Access Coordinator	Access Request Portal: https://agora.cellnextelecom.com/ In hours Tel: +44 (0) 20 4526 8561 Out of Hours Tel: +44 (0) 20 4526 8563	24/7
Site Access Team Manager	Stephanie Peace Email: stephanie.peace@cellnextelecom.co.uk Tel: +44 (0)7810 316536	09:00-17:00 Monday – Friday
Head of Access & Service	Hollie Hall Email: hollie.hall@cellnextelecom.co.uk Tel: +44 (0)7970 274664	08:30-17:30 Monday, Thursday, Friday 09:00-15:30 Tuesday, Wednesday
Head of Service Assurance	Matt Smith Email: matthew.smith@cellnextelecom.co.uk Tel: +44 (0)7816 450682	09:00-17:00 Monday – Friday