

Document title	Site Access Escalation MBNL_EE_H3G Procedure		
Document Code	UK-SA-PRO-0005	Version 2.0	Date 07-Aug-2022

Document Manager	Hollie Eade, Head of Access & Service
Final Approver	Matt Smith, Head of Service Assurance

This document is controlled as part of the Cellnex UK IMS via the Engage platform which maintains history of changes / version control. Downloaded or printed copies are uncontrolled.

Cellnex Access Escalation Process

MBNL / EE / H3G

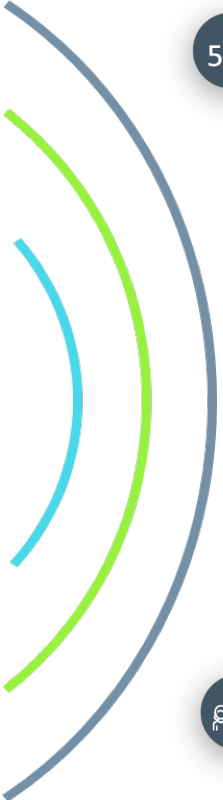






Hollie Eade

10-April-2022

Index

- 1 Escalation Process Guidance**
- 2 Agora Site Access Request Escalation Process**
- 3 Access Contact Numbers**
- 4 Access Management Team**

1. Escalation Process Guidance

- 
- 
 - 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 process is to be used as an exception not as BAU
 - 
 - All escalations are to be raised via Jira Service Desk and not via email or phone line
 - 
 - If you require the assistance of the Access Management Team request this in your Jira ticket
 - 
 - This escalation process relates only 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 Process

In the event that you need to ask a question, require an update or to escalate your Site Access Request please follow the below process. 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: Faults: https://towerco.atlassian.net/servicedesk/customer/portal/4/group/34/create/369 Planned works: https://towerco.atlassian.net/servicedesk/customer/portal/4/group/34/create/370	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 8568 Out of Hours Tel: opt 2 +44 (0) 20 4526 8254	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 8568	09:00-17:00 Monday – Friday
Report an accident, near miss, RF issue	SHE Team	Tel: opt 3 +44 (0) 20 4526 8568	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 8568 Out of Hours Tel: +44 (0) 20 4526 8254	24/7
Site Access Team Manager	Rob Gorry Email: robert.gorry@cellnextelecom.co.uk Tel: +44 (0)7815 023562	09:00-17:00 Monday – Friday
Head of Access & Service	Hollie Eade Email: hollie.eade@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