ADR Data Issue Form

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| Purpose of this FormWhilst InfraCo is committed to ensuring the best possible Network Data quality, there are instances where the data does not depict what is physically in the field. Please raise an ADR Data Issue where one or more of the following are identified: Damage and Data Issue Type1. My Reserved duct is not physically useable

One or more reservation sections are found to be blocked/broken or full in fieldI.e. – Incorrect data: Conduit Diameters, Network Configurations, Cable Configurations1. I cannot visually determine the ADR assigned Duct to utilise.
2. My reserved duct is available but bypasses the next pit/manhole Or duct goes through unidentified intermediate pit/manhole. (Network Configuration Issues)
3. A Breakout/Splice/Loop/H-joiner in my reserved path exists or does not exist where it should.
4. My reserved duct is available, but the duct size displayed in ADR is not correct.
5. My ADR reserved duct physically enters another Carrier’s network Or another Carrier’s pit(s) on my reserved route is displaying in ADR as a Telstra asset.
6. I have found network plant damaged (e.g. pit/manhole, lids, cables, equipment etc)

Documentation to be ProvidedThe below lists all the documentation that are required to support your ADR Data Issue. Each issue requires slightly different documents and the details are listed in the table at the end of this document.* **Marked Plans** - Marked up plans must include references of what is the field. File types must be standard file types. Please DO NOT use Visio. Preferred file types are DWG, PDF or JPG.
* **Pit/Manhole Photos** - Photos to include: Top view and all 4 sides of the Manhole, or, 2 end walls of the pit; Tags identifying directional view.
* All Photos must ensure that the cross bar and all the lids have been removed and the photos must clearly identify the direction; where the issue is located; and where the potential solution is located.
* **Manhole Sheets** – Using the approved InfraCo issued Manhole sheet template, the Manhole sheet must depict the issued clearly marked up.
* **Location Photos** - Building Street views including Building/s on either side of pit/manhole.
* **Infrastructure TLS ID** – This is depicted on the ADR Reservation extract and can be seen in ADR.
* **Mandrel Diameter** - This is the sub duct/cable mandrel diameter of what has been ‘proven’.
* **Photos of Cable Tags** - Where no cable tag is available on cable’s related to the issue please include the cable diameter/s to assist in identification where possible.
* **Damage information** – if known, provide damager’s name, company, date of occurrence, project identifier

Due to email size constraints, please ensure the following:* Each photo image does not exceed **400KB**
* All artefacts are zipped in the Microsoft File Compression
* An individual email does not exceed **10MB** in size (split into multiple emails if necessary)

Why do I have to provide this information to InfraCo?InfraCo requires this detailed information to fully understand your network data issue and take the necessary steps to update the underlying network data. It is imperative that you provide the documentation outlined above when submitting your issue. Where this information is not provided or is only partially provided InfraCo ADR Helpdesk will request the documentation be provided, and the resolution of your issue will be delayed while we await the provision of this information.What if I have more than one issue related to my Reservation Order?Provide clear separation between each error within the form. Refer to the examples provided.Who do I send the Request to?Please attach the ADR Data Issue Form, and the associated mandatory documentation and email to the InfraCo ADR Helpdesk - ADR.Helpdesk@team.telstra.com |

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| ADR Network Data Issue Form  |
| Company and Contact Details |
| Full Name of Company Contact Person: |  |
| Contact Phone Number: |  |
| Email Address: |  |
| Company: |  |
| Date Issue Submitted to ADR Helpdesk: |  |
| Reservation Order Details |
| Reservation Order ID: |  |
| Issue Details |
| Error Information: | Issue #<Indicate the Issue Type as a Category> A, B, C, D, E etc<Description of Error><TLS ID’s of infrastructure to aid in identification and reduce confusion><Reference the attached artefact names the relate to this individual error>Examples: Issue 1 – (A) **Reserved Duct not usable (Capacity Issue) Alternate duct used within ­route.**Cable configuration is different in the field, no capacity in assigned duct.Assigned Conduit TLSID: 123456789 (AB)Used Duct TLSID: 987654321 (EF)Pit TLSID: 9875412Refer to artefacts: X, Y, ZIssue 2 – (C) **Network Configuration in ADR does not match the field**The assigned duct BB exits in pit (ID 9865321245) rather than the one ADR indicates (45678923). It is likely that the top two ducts have been intercepted by this pit (ID 9865321245) as can rod into the expected pit (45678923) from that one.Assigned Conduit TLSID: 123456789 BBPossible interception pit: 9865321245 (unsure)Refer to artefacts: P, Q, RIssue 3 – (G) **Reporting Damage & Data Issues that does not affect my work**Noticed damages to a bunch of cables in conduit AC.Refer to photos: S, T, W |
| Project Details |
| Project Stage:*Rod and Rope**Installing*  |  |
| Expected Commencement Date of Construction*(Complete if in Rod and Rope Stage)* |  |
| Is this issue preventing the continuation of your project? |  |
| General Comments/Further Information: |  |

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| **What is my issue?** | **What information/evidence to I need to submit?** | **My Checklist** |
| **Marked Plans** | **Pit/****Manhole Photos** | **Manhole Sheets** | **Location Photos** | **TLS ID** | **Mandrel Diameter** | **Photos of Cable Tags** |
| 1. *My Reserved duct is not physically useable*

*One or more reservation sections are found to be blocked/broken or full in field**I.E – Incorrect data: Conduit Diameters, Network Configurations, Cable Configurations* | **Yes** | **Yes** | **Yes** | **Yes** | **Yes** | **Yes** | **Yes\*** |   |
| 1. *I cannot visually determine the ADR assigned Duct to utilise*
 | **Yes** | **Yes** | **Yes** | **Yes** | **Yes** | No | **Yes\*** |  |
| 1. *My reserved duct is available but bypasses the next pit/manhole Or duct goes through unidentified intermediate pit/manhole. (Network Configuration Issues)*
 | **Yes** | **Yes** | **Yes** | **Yes** | **Yes** | No | **Yes\*** |  |
| 1. *A Breakout/Splice/Loop/H-joiner in my reserved path exists or does not exist where it should.*
 | **Yes** | **Yes** | **Yes** | **Yes** | **Yes** | No | No |  |
| 1. *My reserved duct is available, but the duct size displayed in ADR is not correct*
 | **Yes** | **Yes** | **Yes** | **Yes** | **Yes** | No | No |  |
| 1. *My ADR reserved duct physically enters another Carrier’s network Or another Carrier’s pit(s) on my reserved route is displaying in ADR as a Telstra asset*
 | **Yes** | **Yes** | No | **Yes** | **Yes** | No | **Yes\*** |  |
| 1. *I have found network plant damaged*
 | **Yes** | **Yes** | No | **Yes** | **Yes\*** | No | **Yes\*** |  |
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\* To be provided where possible