



Duct Access

Physical access procedures

Physical access procedures for Telstra Duct Access

Once you have been approved to undertake construction activities to connect to the Telstra duct network (refer to the duct access ordering and provisioning procedures fact sheet for full details), you and your contractors will need to follow the steps below to gain your required access.

1. Ensure all staff have completed formal training, by a nationally recognised training provider, in **Confined Space Entry**, **Manhole Rescue** and **Gas Detection and Control**. (You must attach a list of training registration numbers and institutions when you submit a Site Attendance Request Form)
2. Before accessing any Telstra site or part of Telstra's underground plant, you must complete a Site Attendance Request Form and submit it to Telstra Network Security Operations. This form is available from www.telstrawholesale.com

Site Attendance Request Forms must be submitted two days in advance of when access is required. Some sites require accompanied visits, where a Telstra representative will escort your staff, in which case five days notice required.

In exceptional circumstances, Telstra will permit access to a site without two days notice for maintenance or service restoration purposes

You and your contractors specified on the Site Attendance Request Form can access the Telstra site or underground plant only when Telstra replies to your submission and gives authorisation for access to proceed.

3. If as part of the construction activities, you or your contractors need to access a Telstra Equipment Building (controlled by EACS (electronic access) security), you must first order an EACS card by submitting a Credential/Key Application Form (008712-F08). This form must be sent to the Telstra Wholesale Operational Support Manager, fax 03 9632 2676 for approval.

Once this form is submitted, Telstra will arrange for your EACS card(s) to be sent to you within 15-20 business days.

Following submission of the Site Attendance Request Form, the EACS card(s) will be activated for the site(s) listed, for the period specified on the form.

Contact details for physical access requests and queries:

Network Security Operations - Physical Access and Security

Phone: 1300 363 421, Fax: 03 9540 0540, Email: goc.access.security@team.telstra.com

Links to all forms are available from www.telstrawholesale.com.