

Attendance Request Application Form & Notes

(This process and form is NOT applicable if proposed work being undertaken is on behalf of Telstra)

The *Attendance Request Application Form* (referred to as an 'ARF') provides an approved means of access to one or more Telstra network sites by other carriers / network providers / internet service providers or shared facilities users. Access will generally be via an electronic EACS card or physical key in metropolitan and country areas. Prior to lodging an ARF, a *016913f01: Credential / Key Application Form* (for other carriers / network providers / internet service providers and shared facilities users) should have been submitted to and processed by Telstra, where EACS card(s) or physical key(s) have been issued to the person(s) requiring access. If the access is one-off, then other arrangements may be available.

A soft copy of: *Credential / Key Application Form* can be downloaded from the Telstra Wholesale Facilities Access webpage: <https://www.telstrawholesale.com.au/products/facilities.html>

Instructions for Completing the Attendance Request Application Form

Please complete your application electronically using a soft copy, noting that the form has been created as a document template, where you use the 'Tab' button to move to the next field and your left mouse button to insert an 'X' in check boxes.

Section A – Telstra Facility Type

Insert an 'X' in one or more of the following three options, as per:

- Combination Exchange (TE) / Radio (RT) / Mobiles (CMTS) site – This will represent the bulk of access requests for sites that are either a telephone exchange or microwave radio repeater terminal, with or without a Telstra mobiles presence.
- Stand-alone Mobiles Site – If you need access to a Telstra mobiles facility that is not collocated with a telephone exchange.
- Underground Plant – If you need access to pits and/or ducts located in street pavement away from our telephone exchange buildings. **Note:** This does not include cable chambers, which are usually considered as part of a telephone exchange (Therefore, if you require access to a cable chambers, then select Combination Exchange access).

Section A – Reason for Attendance

- **Inspection of New Site** – if you need to perform an inspection of a Telstra site (compound/antenna support structure/building) in which the carrier or shared facilities user (SFU) you are representing has no existing infrastructure installed.
- **Inspection of Existing Site** – if you need to perform an inspection of a Telstra site (compound / antenna support structure /building) in which the carrier or shared facilities user (SFU) you are representing has existing infrastructure installed.
- Scheduled Maintenance / Provisioning – if you wish to perform routine planned maintenance or perform a customer service provisioning activity.
- Emergency or Unscheduled Maintenance / Fault Restoration – if you wish to perform unplanned maintenance usually associated with service restoration.
- **Construction / Installation** activity (Refer **Note**) – if you wish to undertake work associated with a new or upgraded facility.

Note: For other carrier or shared facilities users, where Construction / Installation activities for antenna, transmitter or related equipment is being proposed, please contact your Telstra representative for more information on where and how to submit your Attendance Request Application Form. Or email TWSiteaccess@telstrawholesale.com

Section B – Site Details

- Site Name – Provide name of site as known by Telstra. If you don't have this information, please consult other representatives for the carrier, shared facilities user or Telstra.
- Address / Location / Nearest major town – Provide us with the best description of the site location you can find.

Place an 'X' in any of the following three options, as per:

- Telstra Equipment Building access – Use if necessary the three half lines to describe where within the building you wish to gain access (eg. separate TEBA room on Level 1, TEBA equipment area on Level 3 or MDF on ground floor).
- Telstra Site Compound access only – If you only require access to your separate equipment building, hut or shelter.
- Antenna Support Structure access – If you need access to our towers, masts, poles or building roof tops – please specify if the roof top requires internal or external access.
- Telstra Wholesale Project N° / Preliminary Study Approval (PSA) N° / Duct Study N° (for underground plant) – Only applicable for Telstra Wholesale carrier customers who are planning a new installation or upgrade, and have received these numbers after submitting obligatory preliminary plans to Telstra.

Note: For more than one site, please complete *Attachment 1*, after adding the words "see Attachment 1" in the "Site Name" field, and then leaving the remaining fields blank under "Site Details". If there is insufficient room to list all your sites, then please provide your own separate attachment in a similar format as ours.

Section C – Site Visit Details

- Valid From – Start date and time (using 24 hour clock) in which the access request commences, taking into consideration the Notification Requirements below. This date should not precede the date provided in Section E – Authorisation.
- Valid To – End date and time (using 24 hour clock) in which the access request finishes.

Note 1: For Scheduled Maintenance / Provisioning and/or Emergency or Unscheduled Maintenance / Fault Restoration and/or Inspection of Existing Sites, up to six months access can be requested and approved. However, for Inspection of New Sites and/or Construction / Installation Activity, the time period requested should be for the duration of the specific task only.

Note 2: If a project extends beyond the requested Valid To date, another ARF should be submitted. This is to ensure that the On-site Senior Person always carries a valid ARF, which must be presented on-site if requested by Telstra or its authorised representative.

- Work being performed by (Company Name) – Specify name of company who will be performing the work or activity.
- On behalf of (Carrier / Shared Facilities User) – Specify name of company who owns the equipment or proposed infrastructure the work or activity is being performed on.

Section D – Access to Site

- Access to site is via EACS or Key – Place an ‘X’ in whichever option is applicable.
- Does the On-site Senior Person require assistance for access to the site? Select this item if you need a loan key(s). Provide details in the next box.
- On-site Senior Person Details – Provide full name, company name and preferably mobile phone contact number. It is mandatory that the Senior Person be on-site at all times, has a personally issued EACS card when an EACS card is required to gain access to site, and has completed within the past 3 years Telstra site induction training (refer Note 2), as provided by Telstra approved equivalent. The On-site Senior Person is also required to have knowledge of, and follow items detailed in Section E – Authorisation.
- Additional on-site staff – Provide full name(s), company name(s) and preferably mobile phone contact number(s) for all other staff that will be working under the supervision of the On-site Senior Person. Any EACS card numbers quoted must be in the name of the additional on-site staff member(s). On-site staff must have completed within the past 3 years Telstra site induction training, as provided by Telstra approved training. If more than two names need to be provided, please complete *Attachment 2* after adding the words “see Attachment 2” in the first “Name” field, and then leaving the remaining fields blank under “Additional on-site staff”. If there is insufficient room to list all your additional on-site staff, then please provide your own separate attachment in a similar format as ours.

Note 1: If there are to be any changes to personal (i.e. additional names or replacements), another ARF will be required.

Note 2: Not applicable for requests to Underground Plant – Ducts & Pits.

Section E – Authorisation

Normally this field is completed by any employee of the carrier or shared facilities user (SFU) who has a business interest in gaining access to Telstra network sites. In addition, the carrier or SFU may also nominate an employee(s) of their contractors to sign-off and submit the forms directly to Telstra. The prerequisite for this to happen is for a letter, on the carrier’s or SFU’s letterhead, to be emailed to Telstra on the same email number in which the ARFs are sent. Alternatively, an email containing an electronic copy of the authorisation letter can also be sent. Once received and registered, the person(s) listed by the carrier or SFU may then submit ARFs until such time we are notified that they are no longer authorised to do so.

Section F – Telstra Response

- An Application Reference Number is assigned to each ARF, and should be quoted if there are any queries.
- A copy of the Telstra approved ARF must be carried at all times by the On-site Senior Person whilst on Telstra premises.

Notification Requirements

- For Site Inspections Scheduled Maintenance / Provisioning, and Construction / Installation activities, please provide 2 business days advance notification.
- For Emergency or Unscheduled Maintenance / Fault Restoration, no specific advance notification is required.

***COMPLETE THE APPLICATION FORM ON THE NEXT TWO PAGES.
SEND THE FORM TO THE EMAIL NUMBER PROVIDED***

(Except in the case of other carrier or shared facilities user construction / installation work associated with antenna or transmitter installations - TWSiteaccess@telstrawholesale.com)

ATTENDANCE REQUEST APPLICATION FORM

(For information on who should use this form and how to correctly complete it, please refer to the notes on pages 1 & 2)

Physical Access Management Email: security.access.management@team.telstra.com Phone: 1300 363 421 option 1

Section A – Facility and Reason for Attendance [Place an 'X' in the following boxes that best describes the purpose of your request]

Telstra Facility Type	Reason for Attendance
<input type="checkbox"/> Combination Exchange (TE) / Radio (RT) / Mobiles (CMTS) site <input type="checkbox"/> Stand-alone Mobiles (CMTS) Site <input type="checkbox"/> Underground Plant – Ducts & Pits (<i>refer Note in Section D</i>) Note: For access to cable chambers, please select <i>Combination Exchange</i>.	<input type="checkbox"/> Inspection of <u>New</u> Sites (<i>Provide TW PSA N° in Section B</i>) <input type="checkbox"/> Inspection of <u>Existing</u> Sites <input type="checkbox"/> Scheduled Maintenance / Provisioning <input type="checkbox"/> Emergency or Unscheduled Maintenance / Fault Restoration <input type="checkbox"/> Construction / Installation (<i>Provide TW Project N° in Section B</i>)

Section B – Site Details (*complete Attachment 1 instead of the below if more than one site is to be accessed*)

Site Name: (as known by Telstra): _____

Address / Location / Nearest major town: _____ State _____

Telstra Equipment Building access – equipment location and floors required: _____

Telstra Site Compound access only – have own equipment building/shelter _____

Telstra Antenna Support Structure access _____

Telstra Wholesale (TW) Project N° / Preliminary Study Approval (PSA) N° / Duct Study N° (*where applicable*): _____

Section C – Site Visit Details

Valid From: ____ / ____ / ____ At ____ Hrs Valid To: ____ / ____ / ____ At ____ Hrs

Description of work being performed: _____

Work being performed by (Company Name): _____

On behalf of (Carrier / Shared Facilities User): _____

Section D – Access to Site

Access to site is via:	<input type="checkbox"/> EACS <input type="checkbox"/> Key	Does the Senior Person require assistance for access to the site?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please provide details:
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On-site Senior Person Details: *The Senior Person is required to be on-site at all times. The Senior Person and any additional on-site staff must have completed Telstra Site Induction (TSI) within the past 3 years or a Telstra approved equivalent. All EACS card numbers quoted must be in the person's name. The Senior Person is also required to have knowledge of, and follow items detailed in Section E – Authorisation.*

Name _____ Co. _____ Ph _____ EACS N° _____ TSI N° _____

Additional On-site staff (*complete Attachment 2 instead of the below if more than two names need to be provided*)

Name _____ Co. _____ Ph _____ EACS N° _____ TSI N° _____

Name _____ Co. _____ Ph _____ EACS N° _____ TSI N° _____

Note: For access to Underground Plant - Ducts & Pits, all staff must have completed formal training, by a nationally recognised training provider, in Confined Space Entry, Manhole Rescue and Gas Detection & Control. Completion of Telstra Site Induction is not required. The appropriate Telstra process must be followed at all times for Hazard Notification and Service Interruption work.

Section E – Authorisation

I, (*Print Name*) _____ (*Signature*) _____ from _____ (*Company Name*)

being an employee or representative of the **Carrier / Shared Facilities User (SFU)**, duly authorised to sign this form, hereby certifies that the Senior Person nominated above will take full responsibility for the actions of all other staff or contractors employed by the Carrier / SFU whilst they are undertaking work on the Telstra site, will be in attendance for the duration of the visit and pass on any site specific induction to them prior to commencement of work. The Senior Person will ensure that these staff or contractors possess the skills, qualifications and necessary equipment to carry out the work safely and competently, and they have in place an Occupational Health & Safety policy consistent with AS/NZS 4804:1997, which enables them to meet all relevant Australian legislated OH&S requirements. The Carrier / SFU will indemnify Telstra, its employees, contractors and agents in respect of all liabilities, obligations, actions, proceedings, claims, demands, costs, and expenses whatsoever which may be brought against them or any of them by any person or persons in respect of loss or damage arising out of the Carrier / SFU, its employees, contractors or agents performing activities on Telstra Facilities or Sites except to the extent that such loss or damage is caused or contributed to by Telstra, its employees, contractors or agents.

Note: After approval by Telstra, a copy of the approved application should be carried by the On-site Senior Person as confirmation of access approval, and presented on-site with photographic identification, if requested by Telstra or its authorised representative.

Date: ____ / ____ / ____ Phone N° of Authoriser: _____ Reply Email: _____

Section F – Telstra Response

The application is / is not (*insert an 'X' whichever is applicable*) approved for the purpose and persons detailed in the application.

Signed on behalf of PAM: _____

Print Name: _____

Date: ____ / ____ / ____

Application Ref N°: ____ / ____
(Above Ref N° to be quoted for any queries)

Additional information for gaining access:

