



National Fibre Network Maintenance

Client

CenturyLink

Framework & Location

National Fibre Network Maintenance

Duration

Start: 2001

Completion: On-going

Infrastructure Requirement

Network Maintenance

Scope of Works

- Civils, trench excavations, backfilling & permanent reinstatement
- Point to point networking
- New build (high fibre count rings & overlays)
- 24 hour call-out service

FRAMEWORK OVERVIEW

Instalcom are CenturyLink's maintenance Contractor in the UK responsible for repairs across their 500km fibre network and includes handling thousands of network enquires to provide specialist services to deliver C3-C9 lift and shift diversionary works and a dedicated 24/7 emergency response to fibre faults within England, Scotland and Wales where we provide a 2 hour rapid response co-ordinated through our Customer Care Centre. Instalcom has established a long-standing relationship with CenturyLink with over 15 years of collaborative working that enables us to provide a reliable, high quality and cost effective delivery service to schemes in urban and rural locations. The Instalcom service offering also includes new builds to expand the existing infrastructure to meet demand and in response to new technologies in digital communications and data sharing. We have long-serving civil and fibre installation teams, and engineers operating across the UK to complete fault repairs to ensure the network is maintained and in full operational service on behalf of CenturyLink's extensive client base, all of which have unique service specification requirements. The common key requirement they all share is the need for the network to run efficiently at all times and when faults occur repairs are carried out as quickly as possible.

DELIVERY & INNOVATION

- Instalcom responsible for contract management, project planning and noticing
- Instalcom developed civils design in collaboration with CenturyLink
- Implemented safety behavioural programme 'Mindset' to include participation of Colt personnel and key Supply Chain partners
- Successful introduction of COVID-19 Site Operational Procedures (SOPs)
- Proven delivery of high quality service and completion of multiple projects safely, on time, and to budget within densely populated urban and rural locations

KEY CHALLENGES

- Restricted daytime working hours
- Out of hours working
- Interface with multiple stakeholders
- NRSWA Noticing & Permits
- Traffic management & diversions
- Heavily congested existing utilities
- Logistics, storage and deliveries
- Pedestrian & vehicular access



NATIONAL FIBRE NETWORK

Instalcom Ltd

FRAMEWORK KPIs

- Year-on-year achieve ZERO harm
- Regulatory & legislation compliance with no Environmental incidents
- Full compliance with Technical Specifications and high quality engineering
- Compliance with project programme milestone dates
- Proactive communications with stakeholders and third parties resulting in positive interactions and outcomes
- Exceeded Customer Care expectations
- Successful brand promotion of CenturyLink
- Common protocols embraced leading to enhanced Instalcom / CenturyLink relationship



CONTACT US

Want to know more about the Instalcom infrastructure service offering in the following sectors:-

- Power
- Water
- Telecoms
- Rail
- Gas
- Multi-Utilities
- Trenchless Installations

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