

BTS Property Consultancy  
Hagley Mews  
28-29  
Hall Lane  
Hagley, Stourbridge  
DY9 9LG

**FAO: Grace McArthur**

Our Ref: 941361  
Your Ref: Mole Road, Arborfield  
16th July 2025

Dear Madam,

**Mole Road, Arborfield, RG2 9JF**

Thank you for your enquiry at the above address.

An initial investigation of the above site proposals has been completed, and a detailed survey is now required to confirm that anticipated alterations to Openreach apparatus are the most cost-effective means of protecting our network. Your proposals have been registered as works applicable to The Electronic Communications Code ("the 2017 Code"), Schedule 3A of the Communications Act 2003 and in line with Paragraph 16, Schedule 2, Transitional Provisions of the Digital Economy Act 2017

The estimated cost to provide a detailed estimate and specification for this work is £3,058.20 (inclusive of VAT), which we will require in advance although the actual costs will be charged, whether more or less than this.

Because we consider a detailed investigation is essential to ensure our network is protected, we will contact you within 30 working days if payment has not been received unless you inform us that your proposals or circumstances have changed.

After receipt of payment, we will contact you where necessary and if there is no alternative to the alterations work, we will provide a single detailed estimate of the costs and a specification. However, if your proposals are not suitably detailed, then we may agree to provide a budget costing in advance of this. We would normally expect to complete this within 25 working days when we will also inform you of the next steps. If our expense is likely to exceed the advance payment you have made, particularly if additional or alternative costings are required, then further payments will be requested from you.

After provision of the final detailed estimate and your agreement to the associated specification, we will review our expenditure and provide a final invoice to settle the costs for this work before moving on to the next stage of the project. If you have not

already done so, please ensure you include preferred contact details, detailed plans and any supporting information for your proposals along with the advance payment (see 'Paying Openreach' section).

We offer a free site visit service to locate and mark the position of Openreach apparatus within your work area. To arrange a site visit from a Plant Protection Officer, email: [cbyd@openreach.co.uk](mailto:cbyd@openreach.co.uk)

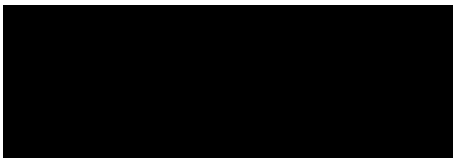
We also provide a "Maps-by-Email" service to enable you to receive an electronic copy of our plant records.

For further information on these services please visit the following URL: <https://www.openreach.com/building-developers-and-projects/locating-our-network>

Please be aware that any duct and poles owned and controlled by Openreach can be used by third party communications providers (CP) for the installation of their cables and apparatus if they have a contract with us for our Physical Infrastructure Access (PIA) product. The CP must, however, place an Order with us for PIA before they install their cables or apparatus. If such CP cables or apparatus are identified in our network within your area of interest, I will identify a contact for the affected CP and advise them of your proposals. I will pass these contact details on to you and liaise with the CP so that they are aware of any diversionary requirements relating to your proposals. You will be contacted directly by the affected third-party CP – they will advise you of any associated chargeable costs relating to their cable and apparatus diversions. If you have any queries or concerns relating to this aspect of the Openreach operated network, please don't hesitate in contacting me. Please Note Openreach Ltd. will not be held liable for any delays, costs, losses or damage caused by the third-party CP.

If you wish to discuss your proposals further or would like to arrange a meeting please do not hesitate in contacting me.

Yours faithfully,



**Lee Povey**  
Repayments Project Engineer

**Paying Openreach**

Our reference 941361, must be quoted for all methods of payment.

**1. Telephone Payments**

To pay by credit card or debit card, simply call our dedicated card payments team on **freephone 0800 085 7717**.

Payment Reference: **941361**

Our opening hours are 9am to 4.30pm Monday to Friday.

**2. Bank Automated Clearing Services (BACS)\***

Our Bank:	Barclays Bank, 1 Churchill Place, Canary Wharf, London E14 5HP
Sort Code:	20-00-00
Account No:	00835757
Bank Identifier Code (Swift Code):	BARCGB22
IBAN (International Account No):	GB20 BARC 2000 0000 835757
Payment Reference:	<b>941361</b>

\*for BACS payment, remittance advice, quoting your details, and our Openreach reference, must be submitted as per the table below (please complete the blank fields):

<b>Title/Location of Work</b>	Mole Road, Arborfield, RG2 9JF
<b>Project Engineer Name</b>	Lee Povey
<b>Openreach Reference</b>	<b>941361</b>
<b>Client Company Name</b>	
<b>Client Billing Address</b>	
<b>Client Contact Name</b>	
<b>Client Tel</b>	
<b>Client E-mail</b>	

Please send your completed remittance to:

Email:	<a href="mailto:bacs1.sth@bt.com">bacs1.sth@bt.com</a>
Fax:	01908 862290
Post:	BT Payments Services Ltd, BT Telephone Centre, Durham. DH98 1BT

## Cheque Payment

We no longer accept cheques as a payment method.

## Refunds Policy

Where appropriate, a refund will be made by cheque, BACS or the Credit/Debit card from which payment was taken.

## Legal Costs and Interest

Please note that in circumstances where BT plc has issued legal proceedings, this payment may not be accepted in full and final settlement. Where applicable, legal costs and interest will remain outstanding and must be paid in full.

## CIS Details

Unique TAX Reference (UTR):	93520 03146
Company Name:	BRITISH TELECOMMUNICATIONS PLC
Company Trading Name:	BT
Company Registration Number:	01800000

**BT VAT Registration Number:** **245719348**

## Domestic Reverse Charge (DRC)

DRC does not apply to the following services, the professional work of architects or surveyors, or of building, engineering, interior or exterior decoration and landscape consultants

## Reverse charge treatment for utilities

Supplies of construction services to utility businesses are likely to be outside the scope of the reverse charge because they're the construction, repair, or alteration of the utility company's physical assets. Therefore, although they're CIS registered the end user exclusion will apply.

Further information can be found at: <https://www.gov.uk/guidance/vat-reverse-charge-technical-guide>

Legend

CAUTION AREA

BT.CAUTION\_AREA

EQUIPMENT

- FIBRE, TCODE
- COPPER, CABINET
- COPPER, DP

DUCT

- AERIAL
- TUNNEL
- DUCT

PROPOSED

- AERIAL
- DUCT

STRUCTURE

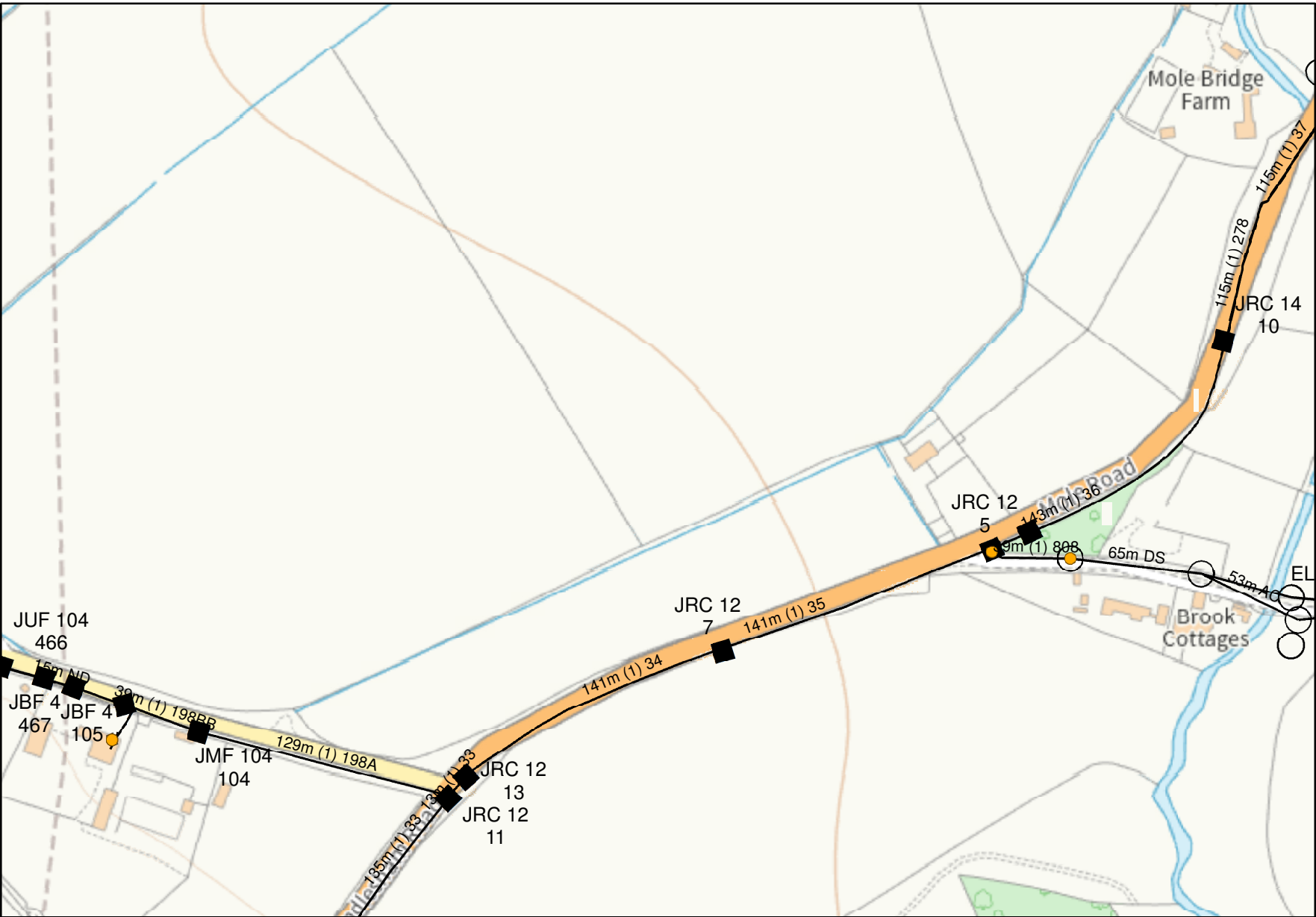
- YCODE
- CABINET SHELL
- SPLIT COUPLING
- POLE
- KIOSKS
- MANHOLE
- JOINTBOX
- CHANGE OF STATE
- DUCT TEE

PROPOSED

- MANHOLE
- JOINTBOX
- DUCT TEE

Other proposed plant is shown using dashed lines.

BT symbols not listed above may be disregarded.



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IMPORTANT WARNING:  
Information regarding the location of BT apparatus is given for your assistance and is intended for general guidance only. No guarantee is given of its accuracy. It should not be relied upon in the event of excavations or other works being made near to BT apparatus, which may exist at various depths and may deviate from the marked route.

Existing BT plant may not be recorded.  
Information valid at time of preparation.

**CLICK BEFORE YOU DIG**  
FOR PROFESSIONAL FREE ON SITE ASSISTANCE: PRIOR TO COMMENCEMENT OF EXCAVATION WORKS INCLUDING LOCATE AND MARKING SERVICE  
email [cbvtd@openreach.co.uk](mailto:cbvtd@openreach.co.uk)

ADVANCE NOTICE REQUIRED  
(Office hours Monday - Friday 08.00 to 17.00)



PLANT INFORMATION REPLY	
Mole Road,Arborfield, RG2 9JF	
941361	

openreach