

NoaNet OSP Contractor Workflow & Update Expectations

Purpose

Ensure all NoaNet projects are completed efficiently, safely, and to high standards, with clear communications, transparency and accurate records.

Key Requirements

- Follow all NoaNet construction standards, safety rules, and approved schedules.
 - Provide regular progress updates to the assigned OSP Engineer, including issues or field changes.
 - Coordinate activities and schedule adjustments with NoaNet staff promptly.
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As-Built Records

- Submit accurate, complete digital as-builts at project completion, including GPS data, underground construction data, aerial construction data and splice details.
 - Data must be in approved digital formats for NoaNet's OSPI mapping and asset systems.
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Reliability Standards

- Install infrastructure to support long-term reliability.
 - Follow grounding, bonding, and installation best practices.
 - Report any risks or deviations immediately.
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Communication

- Keep communication open and timely with NoaNet.
 - Document all decisions, changes, and updates in writing.
 - Report safety, schedule, or network risks right away.
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Resource Readiness

- Maintain enough crew and equipment to meet changing timelines and outage repairs.
- Be ready to scale resources for urgent work and growth projects.

NoaNet OSP Contractor Quick Reference Checklist

- Follow all NoaNet OSP construction and safety standards
- Adhere to approved project schedule and scope
- Provide regular project updates to NoaNet OSP Engineer
- Notify of any field changes or major issues immediately
- Coordinate with NoaNet Supervisor for all activities and schedule shifts
- Submit full digital as-builts at completion:
 - Accurate GPS points
 - Cable placement and sequential IDs
 - Pole attachments and riser details
 - Splice documentation
- Use approved formats for as-built data integration
- Meet all installation quality: proper grounding, bonding, NESC compliance



- Report safety, schedule, or network reliability risks right away
- Keep open, timely communication, document all changes in writing
- Demonstrate ability to scale crews/equipment as project needs change
- Be ready for urgent restoration or project acceleration requests

NoaNet Responsibilities to OSP Contractors

1. Engineering Deliverables

- Provide detailed, approved project construction prints, supporting documentation, and all construction standards required for field execution.
 - Supply comprehensive splicing documentation, including splicing prints, tray layouts, fiber assignments, and a step-by-step Method of Procedure (MOP).
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2. Permitting & Compliance Support

- Secure all necessary permits (state, local, railroad) and provide contractors with copies for jobsite compliance.
 - Develop and supply traffic control plans where public or roadway work is required.
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3. Joint-Use & Attachment Management

- Obtain all necessary joint-use pole attachment agreements and provide documentation to the contractor before aerial work begins.
 - Ensure that all required approvals, contact information for pole owners, and span lists are shared with the contractor.
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4. Work Order & Materials Information

- Issue a formal NoaNet Work Order (WO) for each project scope, clearly identifying all required tasks and deliverables.

- Provide a complete list of project materials, including any special handling or procurement instructions, referenced on the WO.
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5. Project Package Distribution & Scheduling

- Assemble a full project package—combining construction prints, splicing plans, permits, agreements, WO, and materials list—and deliver it to the contractor before scheduling project start.
 - Facilitate initial project scheduling by coordinating kick-off meetings and answering any pre-construction questions.
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6. Ongoing Support & Communication

- Maintain proactive communication with contractors throughout the life of the project, ensuring questions and issues are addressed quickly.
 - Provide timely engineering support for field questions, change requests, or adjustments required during execution.
 - Offer resources for field clarifications, updates in design, and real-time troubleshooting.
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7. Documentation & Closeout Support

- Guide contractors on as-built documentation standards and digital submission formats required for project closeout.
- Support the contractor's field reporting and as-built compilation efforts to ensure all data aligns with NoaNet asset management requirements.

Contractor Responsibilities to NoaNet OSP Projects

1. Review and Preparation

- Carefully review all construction prints, supporting documentation, and supplied standards before commencing any field work.
 - Analyze and understand the full splicing documentation and Method of Procedure (MOP), including tray layouts and fiber assignments.
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2. Permitting and Compliance

- Confirm possession of all required permits (state, local, railroad) and traffic control plans before work begins.
 - Ensure all fieldwork follows approved permit provisions and traffic control measures.
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3. Joint-Use and Pole Attachments

- Verify all joint-use pole attachment agreements and approvals are in place prior to performing aerial installations.
 - Adhere strictly to owner requirements for pole attachments and maintain compliance documentation on site.
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4. Work Order Execution

- Execute all tasks listed in the NoaNet Work Order (WO) in accordance with the defined scope and contract terms.
- Use the provided materials list to manage and track required components throughout the project.

5. Project Coordination and Scheduling

- Review the full project package upon receipt, clarify any questions with NoaNet, and confirm agreement on the project schedule and milestones.
 - Organize crews, equipment, and materials to align with scheduled project start and deliverables.
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6. Communication and Reporting

- Maintain ongoing, clear communication with NoaNet engineering and project supervision throughout the project lifecycle.
 - Report progress encountered field issues, and material shortages in a timely manner.
 - Request support as needed for adjustments, clarifications, or unexpected project conditions.
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7. Documentation and Closeout

- Compile accurate as-built records using NoaNet's standards and approved digital formats.
- Submit all required field documentation, including GPS records, placement data, splice logs, and installation details, for project closeout review and approval.

NoaNet OSP Contractor Close-Out Package Checklist

As-Built Drawings & Mapping

- Submit final, annotated as-built drawings with all cable, handhole, conduit, and riser locations accurately marked.
 - Supply GPS data (latitude/longitude) for installed infrastructure, updated to show any field changes versus design.
 - Mark all splice locations and enclosure placements on maps.
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Fiber Splicing & Test Documentation

- Provide complete fiber and tray assignment tables, updated to show final splicing results.
 - Include all splicing records: splice logs, closure IDs, and tray assignments.
 - Deliver comprehensive OTDR traces, loss/attenuation results, and pass/fail reports for each fiber.
 - Confirm that test sheets link each fiber/cable to their locations and ID numbers.
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Material Usage & Assets

- Turn in a detailed materials reconciliation form documenting actual used, returned, or leftover materials.
 - List serial numbers for tracked assets: closures, enclosures, cabinets, major hardware.
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Permits & Traffic Control

- Attach copies of all required permits, with reference numbers and signoffs.
- Include traffic control logs or closure reports, showing compliance and dates of activity.

Photos & Restoration Verification

- Provide before, during, and after construction photos, geo-tagged and labeled.
 - Ensure photos demonstrate all disturbed areas have been restored per NoaNet and permit requirements.
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Joint-Use & Utility Approval

- Turn in proof of final pole attachment inspections, approval notices, or correspondence from utility owners.
 - Include documentation confirming all joint-use agreements were satisfied and closed out.
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Change Orders & Adjustments

- List all approved field changes, with explanation and NoaNet signoff for each.
 - Submit marked-up drawings or narratives showing deviation points, with updated work summaries if any changes from plan occurred.
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Digital File Standards

- Compile all documents in NoaNet-approved formats: PDF for reports and mapping, GIS-compatible files for spatial data, Excel/CSV for tabular items.
 - Organize files clearly by type and project section/folder, using the naming conventions supplied by NoaNet.
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Final Package Delivery

- Deliver the complete close-out package via electronic submission (secure file share or media).
- Respond quickly to NoaNet requests for corrections, further details, or missing items to enable fast closeout and contract payment



Outage Notification and Isolation Process

Step 1: NoaNet Internal Isolation Efforts

- The NoaNet NOC, OSP Engineering Team, and assigned Field Engineer coordinate to isolate the fiber trouble.
- Preliminary OTDR readings and network tools are used to narrow down the suspected area of impact.

Step 2: Courtesy Call to Contractor

- The NOC notifies the contractor's On-Call Point of Contact (POC) that troubleshooting is underway.
- This communication serves as an advanced heads-up, with the possibility of dispatching onsite if work becomes necessary.
- No physical dispatch is authorized yet; it is strictly preparatory notice.

Step 3: Internal OTDR Data Sharing

- The Field Engineer collects and shares OTDR traces for the affected port(s) with the restoration team:
 - Preferred: Raw .trc format OTDR files.
 - If not immediately available, a screenshot of the OTDR trace is acceptable.
 - Panel/port identification details are provided for clear reference.

- OSP Engineers and field personnel review this data, consult OSPI (asset management/GIS) tools, and pinpoint likely damage locations for inspection.

Step 4: Field Assessment

- The onsite Field Engineer inspected physical trouble areas—such as exposed cable, broken lashing, damaged conduit, or failed splice cases.
- If network damage is confirmed, the NOC or OSP Engineer authorizes the dispatch of the contractor restoration crew.

Contractor Dispatch and Restoration Management

Dispatch Authority

- Only the OSP Engineer or NOC is authorized to dispatch contractor restoration crews.

Communication Requirements

- Contractors must provide hourly updates to the NoaNet NOC at 866-662-6380—this is mandatory.
- An initial ETA must be communicated immediately upon dispatch.
- Specific restoration milestones must be reported as they occur:
 - Arrival onsite
 - Excavation begins
 - Cable is accessed
 - Splicing starts
 - Splicing completion
 - Service restoration

NOC Tracking Responsibilities

- The NOC logs each step of emergency response within the outage Incident Number (INC#):
 - Contractor dispatch time
 - Arrival onsite
 - Major restoration milestones
 - Time service is restored
 - All communications and updates are recorded in the NOC system.
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NoaNet Work Authorization

- The OSP Engineer issues a Work Order (WO) and Purchase Order (PO) tied to the outage's Incident Number.
 - Documentation includes:
 - Estimated labor hours
 - Scope of work description
 - High-level diagram of damage and supporting splicing instructions
 - Crew and equipment requirements
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Final Billing and Documentation Requirements

At restoration completion, the contractor must provide:

- A completed NoaNet Work Order with actual hours worked and all material usage detailed.
 - As-built documentation package, including:
 - Marked-up as-built drawings, with street names, GPS coordinates, poles, handholes, and landmarks indicated.
 - Documentation of exact repaired or replaced footage and sequential cable markings.
 - Photographic evidence of pre-damage and completed restoration.
 - Material reconciliation list for all closures, sleeves, hardware, etc.
 - Full splicing documentation (fiber counts, color coding, splicing matrix if used).
 - All documentation must comply with NoaNet Construction Standards to be accepted.
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Performance Expectations

- Contractors must be available 24/7 for emergency response.
- Mobilization and site arrival should meet or exceed industry emergency response timeframes.
- Hourly communication discipline is required—no less frequent.
- The restoration target is to resolve outages within four (4) hours of dispatch whenever possible.

Complete and accurate documentation is mandatory for final invoice