

MBNL



General Information Pack for Site Providers

MOBILE TELECOMMUNICATIONS EQUIPMENT



Contents

<u>Introduction</u>	3
<u>About MBNL</u>	3
<u>The Electronic Communications Code ECC</u>	4
<u>Acquisition of New Telecommunications Sites</u>	4
<u>Agreement Expiry and Renewal</u>	4
<u>Planning Consents</u>	4
<u>Accessing the Telecommunications Equipment</u>	5
<u>Emissions Compliance & Antenna Exclusion Zones</u>	5
<u>Health & Safety Signage</u>	6
<u>Site Lockdown</u>	8
<u>Contact Information</u>	8



Introduction

As a valued member of our Site Provider community, your role in helping us to provide critical digital connectivity to the UK is an integral part of the delivery of mobile connectivity across the UK. We aim to work collaboratively with you and ensure you feel supported at every step along the way.

Within this pack you will find important information relevant to the EE / Three installations on your premises. As a Site Provider we ask that you make this available to your employees, external contractors and personnel who in the course of their work may come in close proximity to the equipment. We do appreciate that hosting telecommunications equipment may prompt questions and enquiries from neighbours and residents in the surrounding area and we are on hand to provide any answers. This document covers key areas, but should you require further information on any other topics, do get in touch.

You will also find the key contact details for various site matters relating to the equipment installed on your premises at the end of this document.

About MBNL

MBNL is jointly owned by EE and Three, two of the UK's leading and most innovative mobile operators. Established in 2007, MBNL provides best-in-class mobile infrastructure services to EE and Three for serving their tens of millions of customers in the UK. Through co-operation with a wide range of site providers, MBNL installs and operates mobile telecommunications infrastructure at over 20,000 sites across the country on behalf of both EE and Three.

Our dynamic and passionate people strive to deliver excellence, setting industry-leading standards for service delivery, health and safety as well as security. By continuously enhancing our capabilities and services we ensure EE and Three can always offer their customers the best experiences amid rapid advances of technologies, evolving consumer needs, and changing business environments.



The Electronic Communications Code (ECC)

With digital communications playing an increasingly vital role in economic and social activities in the UK and around the world, the Electronic Communications Code plays an instrumental role in delivering the government's targets of closing the digital divide and making the UK a world-leading digital economy, particularly a leader in 5G. In support of the government's digital strategy, the Code has undergone significant changes over the years, aiming to enable vital mobile infrastructure to be rolled out across the country more quickly and efficiently.

The latest version of the Electronic Communications Code can be viewed here:

www.legislation.gov.uk/ukpga/2003/21/schedule/3A/2020-03-04

The Electronic Communications Code (the Code) regulates telecommunications operators' rights to access land (including buildings) for developing and installing electronic communications networks. It provides the legislative framework for establishing agreements for designated operators to place, operate and maintain electronic communications apparatus on land. It seeks to realise the public benefit of having access to high-quality digital communications services whilst striking a balance between the needs of operators to provide coverage efficiently with those of site providers and other parties involved.

Acquisition of New Telecommunications Sites

Operating an integrated network of telecommunications sites regularly requires existing sites to be relocated or additional sites to be added to provide seamless coverage. When a location has been identified as a suitable new site, we will get in touch with the property/landowner.

Agreement Expiry and Renewal

If you are an existing Site Provider, it may be that your Agreement on a site is coming close to its expiry date. Our agents will contact you (or your agent) to discuss the terms of a new Code Agreement for the site.

Our agents will manage all negotiation for lease renewals and new sites on MBNL's behalf in good faith observing the principles of the Office of Communications' (Ofcom) Code of Practice, which can be found on their website:

www.ofcom.org.uk/data/assets/pdf_file/0025/108790/ECC-Code-of-Practice.pdf

Planning Consents

All sites operated and installed by MBNL on behalf of EE and Three comply with the relevant planning legislation.

Planning consent is obtained either through Permitted Development Rights (available as both EE and Three are Electronic Communications Code Systems Operators) or through explicit consent from an application to the Local Planning Authority. MBNL and our agents adopt a collaborative approach when liaising with Local Planning Authorities and engaging with various stakeholders. All relevant drawings and supporting documentation are in the public domain by virtue of an application to the Local Planning Authority.

Accessing the Telecommunications Equipment

The ability to access our infrastructure is critical to the effective operation of our network, enabling us to attend to essential maintenance, repair and upgrade works in a timely manner to minimise any impact on EE's and Three's tens of millions of mobile phone customers. From time to time MBNL, or our partner Ericsson, may contact you to review access procedures, discuss any issues and ensure appropriate arrangements are in place for 24/7 emergency access. This will ensure we can maintain round-the-clock mobile network coverage and performance. In all cases, MBNL will work with you to agree a suitable, mutually agreeable approach to enable our operatives to gain access to the infrastructure.

As you would expect, the health and safety of our site providers, employees, partners, and the general public remains our top priority. Our colleagues and partners will adhere stringently to all national and regional government guidelines regarding health and safety when visiting your site for essential maintenance, repair and upgrade works.

For enquiries concerning site access, please email c3.estates@ericsson.com

Emissions Compliance

Mobile phone sites are more technically referred to as base stations. All base stations operated and deployed by MBNL on behalf of EE and Three are designed to be in full compliance with the requirements of the Radio Frequency (RF) Electromagnetic Fields (EMF) exposure guidelines of the International Commission on Non-Ionising Radiation Protection (ICNIRP). The certified compliance takes into account the proposed RF EMF emissions of the EE / Three equipment and other prior installed operators' equipment present on a site, for example, Vodafone and O2.

ICNIRP is formally recognised by the World Health Organisation (WHO) and the International Labour Organisation as the international independent advisory body for non-ionising radiation protection. The functions of the Commission are to investigate the hazards of Non-Ionising Radiation (NIR), to develop international guidelines on NIR exposure limits and to deal with all aspects of NIR protection. The ICNIRP guidelines form the basis of regulatory limits for radio frequency emissions in most parts of the world, including the UK and the EU. Mobile network operators are required to ensure that the emission levels of their signals conform to those limits and this requirement forms part of the licence conditions set by Ofcom.

Further information is available on ICNIRP's official website: www.icnirp.org

Antenna Exclusion Zones and “Safe by Design”

Compliance limit distances (also known as exclusion zones) around a base station antenna bounds the area where the RF EMF exposure may exceed the ICNIRP limitations whilst the transmitter is at its maximum power setting.

There will be clear signage in place on all sites alerting persons to the presence of the antennas and clearly prohibiting unauthorised access.

MBNL, EE and Three have adopted a “Safe by Design” methodology to designing and building base stations. “Safe by Design” requires the antennas to be located and installed in such a manner that such exclusion zones cannot inadvertently be breached or entered into by someone engaging in their usual work. This may take the form of installing antennas at height (e.g. on a tower), requiring climbing aids to reach them, or the installation of physical barriers.

In some cases, where physical barriers are not able to be installed, clear demarcation zones will be shown. If this applies to your property, you will be provided with further information.

It is important that as a responsible site/landowner you are familiar with the guidance and safety advice which is available to you. This is to ensure that your employees, tenants, contractors and any other third party that may want to access your land or building have awareness of RF EMF safety. We have included some **recommended reading which can be found on our website:

mbnl.co.uk/recommended-reading-on-guidance-and-safety-advice-for-site-owners-providers/

**N.B. The links provided are recommended, this list is not exhaustive. Other advice and guidance is available.

If you require personnel to access an exclusion zone area for your own requirements (such as roof maintenance), we can arrange for the antennas to be switched off (locked down) to enable safe working within the exclusion zone. This is arranged by contacting the General Enquiries freephone number (0808 121 4 123).

Health & Safety Signage

Health and Safety signage is deployed at all telecommunications installations across the UK, as required by law. The signs specified below are the most common types placed at sites. They have been agreed between the mobile phone operators in co-operation with the Health and Safety Executive. All signs have been designed using standard safety pictograms, words and colours. For base stations located in Wales, signage is provided in both English and Welsh languages.

Site Entry Sign



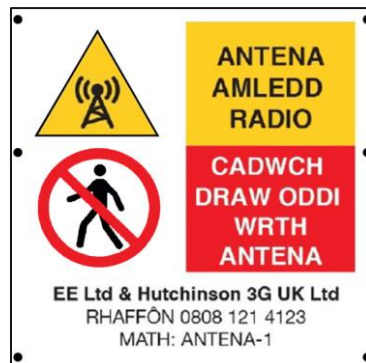
This sign will be placed at a location where personnel could reasonably be expected to gain access to an area where base station equipment is located. For equipment located on a ground-based tower, this is likely to be on the gate of the security compound. For equipment located on a building, this is likely to be on the roof access door. It is designed to alert people of the potential hazard and the need to look for and adhere to further signs.

Warning Sign



This sign will be placed at the boundary of a non-compliance area (exclusion zone). It is designed to give a clear warning of the hazard and details of the owner of the equipment.

Antenna Sign



This sign will be placed on the antenna itself to warn people that an antenna is within their close proximity and indicate where the point of maximum exposure is likely to be.

Site Lockdown

Standard Lockdown (Planned requirements)

In the event of a requirement for the site to have one or more antennas switched off (locked down) please call the general enquiries freephone number 0808 121 4 123 to contact the standard lockdown team who will discuss your requirements with you to ascertain the most appropriate method to deal with your requirements.

Emergency Immediate Lockdown

In an emergency it is possible to arrange an immediate lockdown of one or more of the antennas. Please contact the MBNL Operations Centre Manager (OCM) on 07782 233040 who can facilitate an immediate lockdown if the circumstances require it.

Contact Information

We hope that you find this document informative and reassuring. As part of our site provider community, you play an instrumental role in helping us to deliver the critical digital connectivity to the UK. We are committed to making our combined journey a smooth and constructive one and aim to treat all our site providers with respect, ensuring all communication is handled professionally, and in accordance with the guidance of Ofcom's Code of Practice.

Below highlights some key contact information regarding who you can contact in different circumstances, from site access to rental payment. It is helpful when contacting us to quote the site address, postcode and cell reference number, whenever possible.

General Enquiries

For general queries regarding EE / Three equipment installed on your property, please email community.relations@mbnl.co.uk, or call 0808 121 4 123 (freephone). Please have available the Cell number, Site name and postcode – these can be found on the signage displayed at the site, or on communication relating to the site.

Site Access including day to day queries

- For queries relating to site access, reporting on-site issues and incidents or if you have any questions concerning our apparatus at your property, please contact:

Email: C3.estates@ericsson.com

Telephone: 0118 902 4662 – Option 3 then Option 1

Power Queries & Power Outages

- For queries relating to power taken from a site provider's supply including any power consumption issues, please contact:

Email: mbnl@sms-plc.com

- For queries relating to any power disruption or if you require us to temporarily turn off our equipment for works to take place, please contact:

Email: change@mbnl.co.uk and c3.estates@ericsson.com

Suspicious radio equipment on your property

- For reporting any unknown/suspicious radio equipment on your rooftop/premises, please contact:

Email: mbnlshqe@turntown.com

Rental Payments

- For rental payment queries, including questions about a rent payment that is due or that has been received, please contact the MBNL Help Desk:

Email: mbnl.uk@avisonyoung.com

Telephone: 0844 902 3003

*Please note, if you are VAT registered, you will need to send us a VAT invoice by using the above email address.

Redeveloping your Land or Property

- If you are considering any construction activity, or become aware of third party developments which you feel may impact our telecommunications installations, please let us know by contacting propertyadmin@mbnl.co.uk. The earlier we are made aware of any plans, the quicker and easier it is to establish a mutually agreeable solution, which supports your construction timetable.
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If you have a complaint, please contact MBNL directly, who will acknowledge receipt within 2 working days and direct this to the appropriate team to be dealt with in a professional manner, in accordance with Ofcom's Code of Practice..

Mobile Broadband Network Limited

Sixth Floor, Thames Tower, Station Road, Reading, RG1 1LX

Email: landlords@mbnl.co.uk