



(including Cable & Wireless Worldwide, Thus plc (formerly Scottish Telecom), Your Comms (formerly Norweb Telecomms), Energis & Mercury Communications)

FUNCTION	NAME	JOB TITLE	ADDRESS	PHONE	MOBILE	EMAIL ADDRESS
Co-ordination/Core Inspections/Escalations - South of England	Keith O'Brien	Network Specialist - NRSWA	Vodafone, Street Works, Smale House, 114 Great Suffolk Street, Borough, London SE1 0SL	0774 7770533	0774 7770533	Keith.obrien@vodafone.com
Co-ordination/Core Inspections/Escalations - London within M25	Melek Yoruk	Network Specialist - NRSWA	Vodafone, Street Works, Smale House, 114 Great Suffolk Street, Borough, London SE1 0SL	07799 075358	07799 075358	Melek.Yoruk@vodafone.com
Co-ordination/Core Inspections/Escalations - Midlands, North of England, Wales	Chris Nesbitt	Network Specialist - NRSWA	Vodafone, Street Works, Unit 55-57, Jarvis Way, Off Tyburn Road, Birmingham B24 8TQ	07776 151506	07776 151506	christopher.nesbitt@vodafone.com
Co-ordination/Core Inspections/Escalations - Scotland, Northern & Southern Ireland.	Karyn Davidson	Network Specialist - NRSWA	Vodafone, Street Works, 1-2 Berkeley Square, 99 Berkeley Street Glasgow G3 7HR	07584 886180	07584 886180	karyn.davidson@vodafone.com
Governance of all UK & Ireland Defects & Streetworks Invoicing/Escalations	Emma Johnstone	Network Specialist - NRSWA	Vodafone, Street Works, Faraday House, Ground Floor, The Connection, Newbury, RG14 2FN	07795 676747	07795 676747	emma.johnstone1@vodafone.com
Emergencies (24 Hour)	CMC	Customer Management Centre	n/a	0333 304 0762	n/a	n/a
Defects - Sections 72, 131 & Ironworks/Apparatus - Section 81 & 140, Customer Complaints and Contractors Information Boards	Streetworks Team	Streetworks Officer	Vodafone, Street Works, Faraday House, Ground Floor, The Connection, Newbury, RG14 2FN	0333 304 0762	n/a	defects@vodafone.com
Sample Inspection Agreements & Invoices for Sample Inspections, Defect Inspections, Section 74, FPN's Permit, Lane Rental Charges and - Sections 50, 117 (restrictions following substantial works Notifications)	Streetworks Team	Streetworks Officer	Vodafone, Street Works, Faraday House, Ground Floor, The Connection, Newbury, RG14 2FN	0333 304 0762	n/a	utilitiescentre@vodafone.com
For Streetworks Permits/Notices enquires please refer to contact details provided on the Permit/Notice	KTL	Street Works Supplier	Unit 5, Denbigh Hall Industrial Estate, Bletchley, Milton Keynes, MK3 7QT, UK	07976 579 063	n/a	craig.ward@kteleurope.com
	J Henry Group	Street Works Supplier	John Henry Group Ltd The Sidings, Station Road, Longstanton, Cambridge, CB24 3DS	01954 288015	n/a	CWWNoticing@johnhenrygroup.co.uk
	C-Plan	Street Works Supplier	C-Plan Errigal House Clifton View East Mains Industrial Estate Broxburn EH52 5NE	01506 856229	n/a	info@c-plan.net
	Telelink	Street Works Supplier	Telelink (UK) Limited, Woolhampton Design Centre, Station Road, Woolhampton, Reading, RG7 5SE	07469 888406	07469 888406	stilian.cikalov@telelink.com
	Fibre Wave Installations Ltd	Street Works Supplier	Fibre Wave Installations Ltd, 10 Courtland Avenue, Whitfield, Dover, Kent CT163HR	07476 236350	07476 236350	susie.allison@fibrowaveinstallations.co.uk
	(Comerstone - CTIL Mobile works)	Street Works Supplier	Hive 2, 1530 Arlington Business Park, Theale, Berkshire, RG7 4SA	07730 318686	07730 318686	ctil.nrswa@ctil.co.uk
	RMSI Ltd UK	Street Works Supplier	9 Greyfriars Road, Reading, Berkshire, RG1 1NU	07918 192565	N/A	Alastair.Swaffer@rmsi.com
	Westel Utilities Limited	Street Works Supplier	Westel Utilities Limited, Curry, Ballymote, Co. Sligo F91 F8W6	+353 94 9255330/1/8/9	N/A	info@westelutilities.com
Liability Claims	Network Co-ordinator	Network Co-ordinator	Vodafone Damage Claims, 1-2 Berkeley Square, 99 Berkeley Street Glasgow G3 7HR	0333 304 1104	n/a	claims@vodafone.com
Damage to Vodafone Apparatus or Equipment	Network Co-ordinator	Network Co-ordinator	Vodafone Damage Claims, 1-2 Berkeley Square, 99 Berkeley Street Glasgow G3 7HR	0333 304 0759	07900 226897	claims@vodafone.com
Plant Enquiries	includes: Cable&Wireless Worldwide; Thus plc (formerly Scottish Telecoms); Your Comms (formerly Norweb Telecomms); Energis; Mercury Communications	Plant Enquiries Team	Atkins Global, PO Box 290, 500 Aztec West, Almondsbury, Bristol, BS32 4RZ.	01454 662881	n/a	osm.enquiries@atkinsglobal.com
Diversiory Works C2/C3	Atkins Global (for Vodafone)	Plant Enquiries Team	Atkins Global, PO Box 290, 500 Aztec West, Almondsbury, Bristol, BS32 4RZ.	01454 662881	n/a	osm.enquiries@atkinsglobal.com
New Development Connection Enquires	A Vodafone planner will be in touch to discuss your requirements, a budget estimate will then be provided within 20 working days, of receipt	n/a	n/a	n/a	n/a	c3requests@vodafone.com
Diversiory Works C4 / Escalations	Julie Flanagan	Networks Manager	Vodafone, Diversiory Works, 1-2 Berkeley Square, 99 Berkeley Street Glasgow G3 7HR	0141 303 2855	n/a	c3requests@vodafone.com