

# Osiris procedure

## Obtaining public domain permits in Brussels

### 1. What is Osiris

Osiris is the name of an e-tool and the related processes used by the city of Brussels to coordinate all requests to open the public domain. Those requests typically originate from one or more utility companies (telecom providers, electricity providers, and water and gas companies).

This way of working is applicable for Brussels centre and the 18 communes from the Brussels capital region.



#### Osiris communes:

- Anderlecht
- Brussels city
- Elsene
- Etterbeek
- Evere
- Ganshoren
- Jette
- Koekelberg
- Molenbeek
- Oudergem
- Schaerbeek
- Sint-Agatha-Berchem
- Sint-Gillis
- Sint-Joost-Ten-Node
- Sint-Lambrechts-Woluwe
- Sint-Pieters-Woluwe
- Ukkel
- Vorst
- Watermaal-Bosvoorde

## 2. Osiris e-tool & procedure

If the customer orders a fiber connection in one of the involved Brussels communes and an intervention on public domain is required then Proximus will need to introduce a formal request in the Osiris e-tool.

Based on drawings and proposed fiber traces, Osiris will define which sub procedure is applicable:

'E' works:	Small works where only an agreement is required on signalisation and possible traffic deviations.
'A' works:	Bigger digging works for which also a detailed plan with pictures is required.
'PCA' works:	Bigger digging works where other utility companies need to be informed. These companies may also plan an intervention in the same area and then both files need to be joined to avoid multiple openings in the same area.

## 3. Impact on Proximus fiber deliveries

Osiris will avoid that different utility providers open the same public domain segment/area in a short timeframe thus minimizing impact with regards to traffic deviations and other related inconveniences.

The required approvals before starting the public works may add a substantial delay in the Proximus lead time to deliver fiber to the customer. If no fiber present at end-user premises this delay may vary from 50 up to even 230 working days.

Related to this heavy approval process it may happen that the exact provisioning delay is not known in the presales/quotation phase or also that the given leadtime changes during the course of provisioning. Proximus will always strive to prevent this but it can't be excluded.

Together with other utility providers we are part of different workgroups to continuously improve this regulation and the related procedures. Proximus will always defend a better and if possible faster service to its customers. Should procedures change then this document will be adapted accordingly.

In no event shall Proximus be held liable for any damage whatsoever resulting of any delay in lead-time to deliver fiber arising out or related to the use of the Osiris tool or procedure.

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More additional info can be found on the webpages of the Brussels-Capital region (only in NL or FR) : <http://www.mobielbrussel.irisnet.be/partners/professionelen/coördinatie-van-de-bouwplaatsen>

### More information

Get in touch with your Proximus account team  
[www.proximuswholesale.be](http://www.proximuswholesale.be)

Version April 2018