

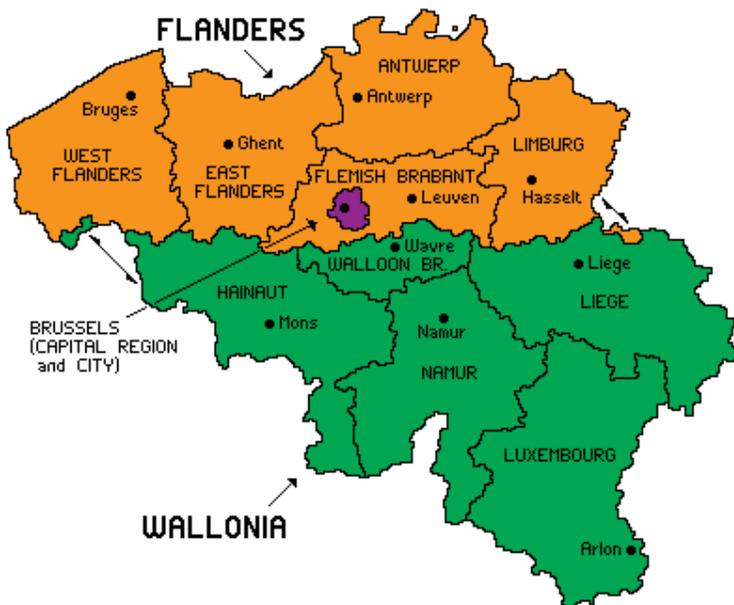
PoWalCo procedure

Obtaining public domain permits in Wallonia

1. What is PoWalCo

PoWalCo is the name of an e-tool and the related processes used for the Wallonia Community 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 Wallonia.



2. PoWalCo e-tool & procedure

If the customer orders a fiber connection in Wallonia and an intervention on public domain is required then Proximus will need to introduce a formal request in the PoWalCo e-tool.

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

Manhole only:	Small works where only an authorisation is required on signalisation and possible traffic deviations.
Small perimeter(1):	Digging works for which also a detailed plan with pictures is required.
Bigger perimeter:	Digging works where PoWalCo asks to coordinate with other utility companies. 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.

(1)A perimeter is two times the desired length of trenching + two times the width of the street. A small perimeter cannot be larger than 500 meter outside the inner city and not larger than 50 meter in the inner city.

3. Impact on Proximus fiber deliveries

PoWalCo 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 180 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 PoWalCo tool or procedure. Should procedures change then this document will be adapted accordingly.

More additional info can be found on the webpages of environment Wallonia or on the official webpages <http://environnement.wallonie.be> (Only in French) <http://www.powalco.be> (Only in French or German)

More information

Get in touch with your Proximus account team
www.proximuswholesale.be

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