


DCC Telecoms Unit

New Access Request for Parks Product Matrix

MARCH 2026

Dublin City Council – Telecoms Unit



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

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1. Document Scope

This document outlines Dublin City Council's approach to managing telecoms-related duct and chamber access requests within public parks. It provides a structured framework for network operators and telecoms infrastructure providers to request, obtain approval for, and deliver underground telecoms infrastructure within parks.

The scope of this product matrix is limited to the installation, operation, maintenance, and upgrade of underground telecoms ducting and associated chambers or manholes, together with the temporary and permanent access required to facilitate these works. It does not apply to the installation of any above-ground telecoms infrastructure, including poles, masts, antennas, cabinets, or radio equipment.

This parks-specific access product operates as a subset of the wider Telecoms Unit access framework, with additional governance, approvals, and constraints defined by the DCC Parks Department.

2. DCC Policy

Dublin City Council recognises the importance of high-quality mobile and digital connectivity across the city, including within public parks. Parks present specific environmental, operational, and public amenity considerations. As such, telecoms deployments within parks are subject to enhanced controls, site-specific assessment, and formal consent processes.

All telecoms infrastructure and related works within parks must:

- Minimise visual and physical impact.
- Protect existing landscaping, trees, and habitats.
- Maintain public access and safety.
- Comply with Parks operational and seasonal requirements.

3. Product Description

The Telecoms Unit facilitates telecoms duct and chamber access within public parks for the purposes of route assessment, installation, and ongoing management of underground telecoms infrastructure. This includes access for surveys and feasibility assessments, installation of ducts and chambers, and subsequent maintenance, repair, or upgrade works associated with approved underground assets.

The following variants of the duct access products are available:

| Duct Access Model | Type |
|-------------------|---------------|
| Sub Duct | 50mm; 32/28mm |
| Micro Duct | 14/10mm |

Works under this product are strictly limited to below-ground infrastructure and the temporary surface work necessary to deliver and reinstate those installations. Access requires execution of the relevant License Agreement or IRU Agreement. Works may only proceed following formal agreement by the DCC Parks Department.

4. Pricing and Rate Card

The full pricing structure for duct is detailed in **Appendix A**. Standard rates apply for conventional installations, while custom pricing may be required for heritage locations, specialist integrations, or large-scale access agreements. DCC duct is available on an annual basis under a License Agreement or on a long-term basis under an IRU Agreement, IRU pricing is calculated using the approved IRU calculator and is not included in the standard rate card.

5. Roles and Responsibilities

The Telecoms Unit:

Provides a single point of contact for the processing of new park access requests. The Telecoms Unit will liaise with all other relevant DCC departments for the provision of this product. The other DCC departments include, but are not limited to: Planning, Property, Legal and Parks. Compliance with planning and safety regulations is a core function of the Telecoms Unit, guaranteeing that all deployments adhere to best practice standards. Novegen are the Telecoms Unit's appointed management agent.

The Customer:

The customer, whether a network operator or an infrastructure provider, is responsible for deploying and maintaining telecoms duct infrastructure in accordance with the relevant License Agreement or IRU Agreement. (see **Appendix B – License Agreement**). They must ensure full compliance with health and safety regulations to prevent any risks to the public. Additionally, the customer is required to uphold the relevant License Agreement or IRU Agreement and maintain appropriate insurance policies safeguarding all stakeholders involved.

DCC Parks Department

The DCC Parks Department is responsible for confirming site suitability, identifying operational and environmental constraints, and determining the conditions under which access may be granted. This includes reviewing applications where required, defining supervision and reinstatement requirements, and issuing formal agreement to permit works within parks. Formal agreement authorises construction activity only and does not grant occupation rights, which arise separately under the License Agreement or IRU Agreement.

6. Processes and Procedures

All telecoms duct and chamber access requests within parks follow the Parks Access Request Process. Requests are received by the Telecoms Unit and assessed in conjunction with the DCC Parks Department to confirm location suitability and alignment with park operational requirements. Where required, customers confirm fibre and capacity requirements relevant to the proposed duct route and undertake site surveys or trial holes to validate ground conditions and existing services.

Following submission of a high-level design and proposed duct route, a quotation is issued to the customer. Once accepted, the relevant License Agreement or IRU Agreement are progressed. Works proceed only following formal agreement from the Parks Department.

The following processes and procedures have been defined to support new parks access requests.

- **New Access Request for Parks**
- **Sales Quote Request**
- **Service Delivery**
- **Annual Billing**

7. Commercial and License Agreements

Operators must enter into a formal agreement before proceeding with any deployment. The relevant License Agreement or IRU Agreement sets out the occupation / capacity rights. For details, refer to **Appendix B – License Agreement**.

8. Supporting Information

The following supporting information is available for new access requests in parks.

- **Asset Maps** – Detailed maps indicating available DCC Assets.
- **Product Definition** – Documentation outlining the duct access products available.
- **Rate Card** – Detailed pricing information for standard and custom deployments.
- **License Agreement**– Standard License Agreement templates and guidance governing access to and use of DCC duct infrastructure.
- **IRU Calculator** – An approved calculation tool used to determine pricing for Indefeasible Right of Use (IRU) arrangements based on agreed commercial terms.
- **IRU Agreement** – Standard IRU agreement templates setting out the legal and commercial terms under which long-term duct access may be granted.
- **Process Maps** – Visual representations of the deployment process to guide stakeholders.

9. Supporting Information Required

The following information will be required for new access requests in parks.

- **Location Plans:** Operators must provide detailed maps specifying the exact assets to be accessed.
- **Risk Assessments and Method Statements (RAMS):** Documents outlining potential risks and how they will be managed.
- **Structural & Safety Compliance:** Reports verifying the integrity of the supporting asset and confirming it meets safety standards.
- **Health & Safety Compliance Statements:** A declaration that the proposed deployment adheres to all applicable safety regulations.
- **Evidence of Insurance:** Operators must submit proof of valid insurance coverage as required by DCC.
- **Executed Agreements:** A fully executed License Agreement or IRU Agreement must be in place before work commences.
- **Planning Permission & Heritage Assessments:** Where applicable, planning consent must be secured, particularly in conservation areas.

10. Support Contacts

All support requests should be addressed to the Telecoms Unit and/or their management agent Novegen.

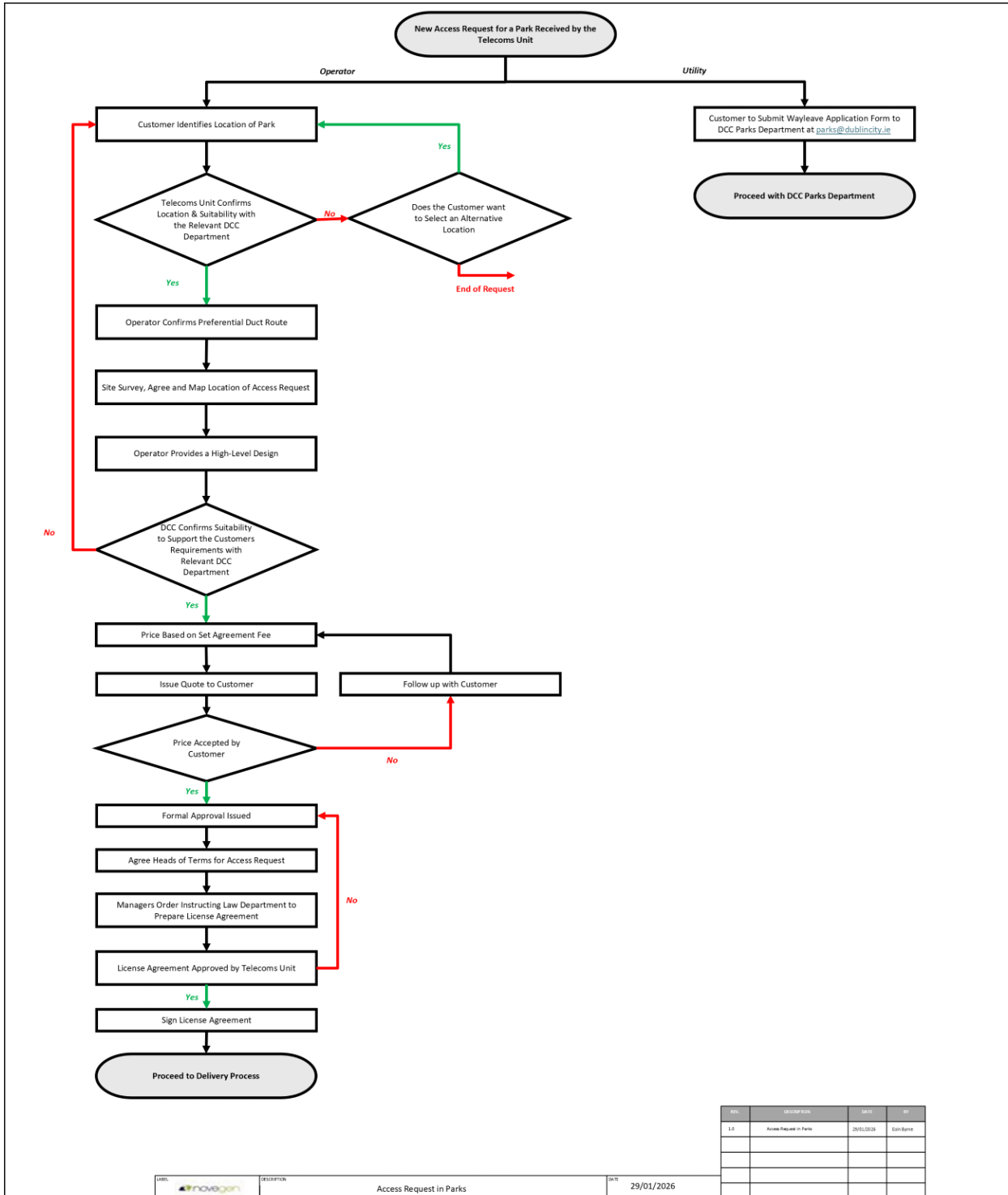
Contact: support@dctu.zendesk.com

11. Product Matrix

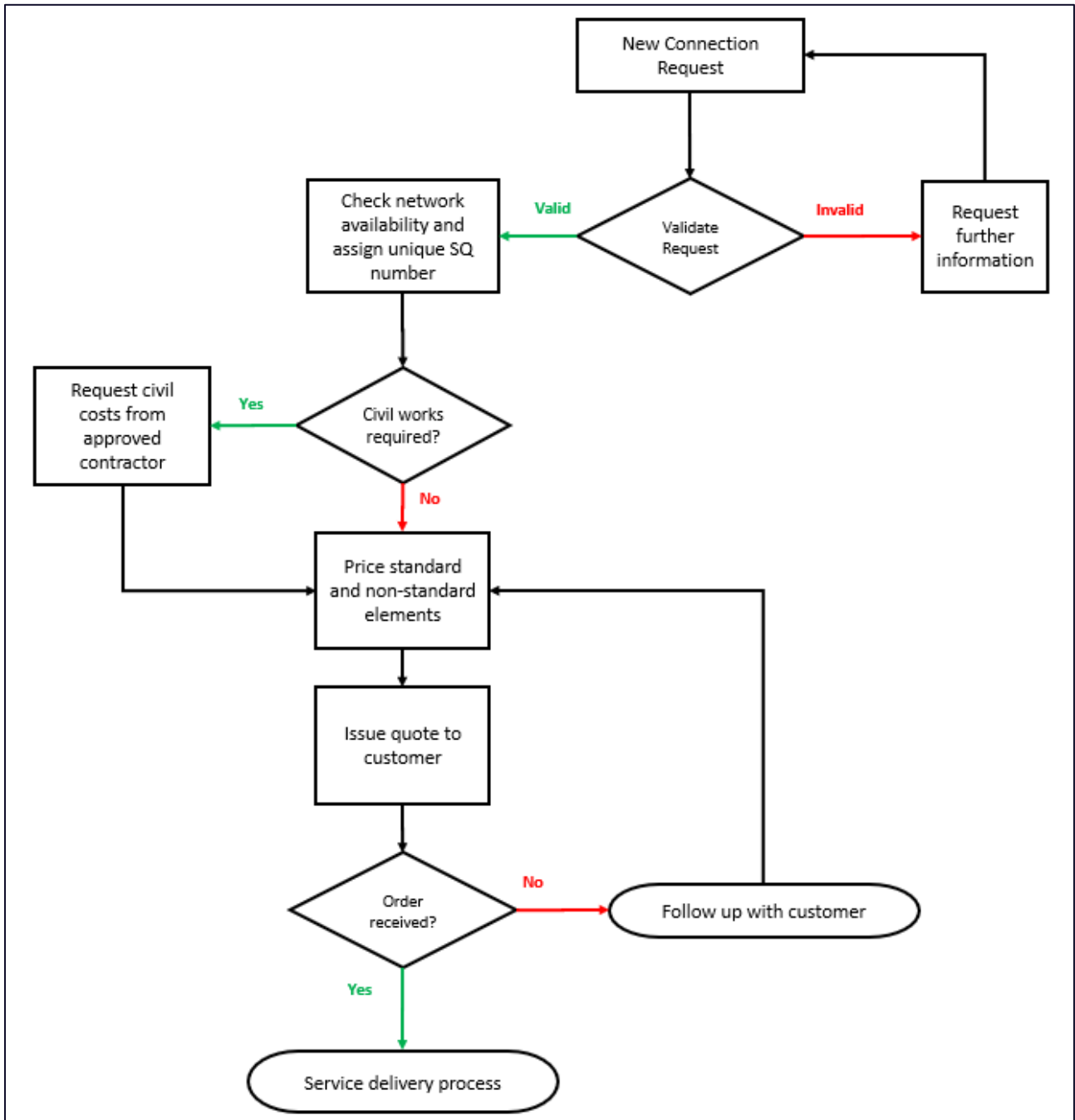
| Product Offering Type | Sub Duct | Micro Duct |
|---|---|---|
| Available Sizes | 50MM, 32MM | 14/10 MM |
| Availability | Standard Offering | Standard Offering |
| Network Options | <ul style="list-style-type: none"> Existing DCC telecoms duct (where available) Other DCC non telecom duct assets (subject to agreements) New ducts installed by DCC (subject to cost benefit analysis) | <ul style="list-style-type: none"> Existing DCC telecoms duct (where available) Other DCC non telecom duct assets (subject to agreements) |
| Lease Options | Annual and IRU | Annual and IRU |
| Pricing | Agreed Rate Card | Agreed Rate Card |
| Roles and Responsibilities Defined | Yes | Yes |
| Key Stakeholders Identified | Yes | Yes |
| Defined Processes and Procedures | <ul style="list-style-type: none"> Sales and quotation process Service delivery process Maintenance and support process Permit to work and access control process Repair and fault management process Billing process License Agreement management process | <ul style="list-style-type: none"> Sales and quotation process Service delivery process Maintenance and support process Permit to work and access control process Repair and fault management process Billing process License Agreement management process |
| IRU and Licence Agreements | <ul style="list-style-type: none"> License Agreement IRU | <ul style="list-style-type: none"> License Agreement IRU |
| Available Supporting Information | <ul style="list-style-type: none"> Asset Maps Product Definition Rate Card Standard Design Guidelines License Agreements IRU Calculator IRU Agreement SLA Agreements Access agreements Access Request Templates Permits to Work | <ul style="list-style-type: none"> Asset Maps Product Definition Rate Card Standard Design Guidelines License Agreements IRU Calculator IRU Agreement SLA Agreements Access agreements Access Request Templates Permits to Work |
| Supporting Information Required to Access the Duct Network | <ul style="list-style-type: none"> RAMs Health and Safety Statements High level designs Low level designs Evidence of Appropriate Insurance Evidence of training and certification Appropriate licencing Signed License Agreements Approved permits to work Access permits Tax clearance | <ul style="list-style-type: none"> RAMs Health and Safety Statements High level designs Low level designs Evidence of Appropriate Insurance Evidence of training and certification Appropriate licencing Signed License Agreements Approved permits to work Access permits Tax clearance |
| Actively Monitored Chambers | Case by case basis | Case by case basis |
| Standoff Chambers | Case by case basis | No |
| Management and Support Contact | Telecoms Units Management Agent Novegen | Telecoms Units Management Agent Novegen |

12. Process Maps

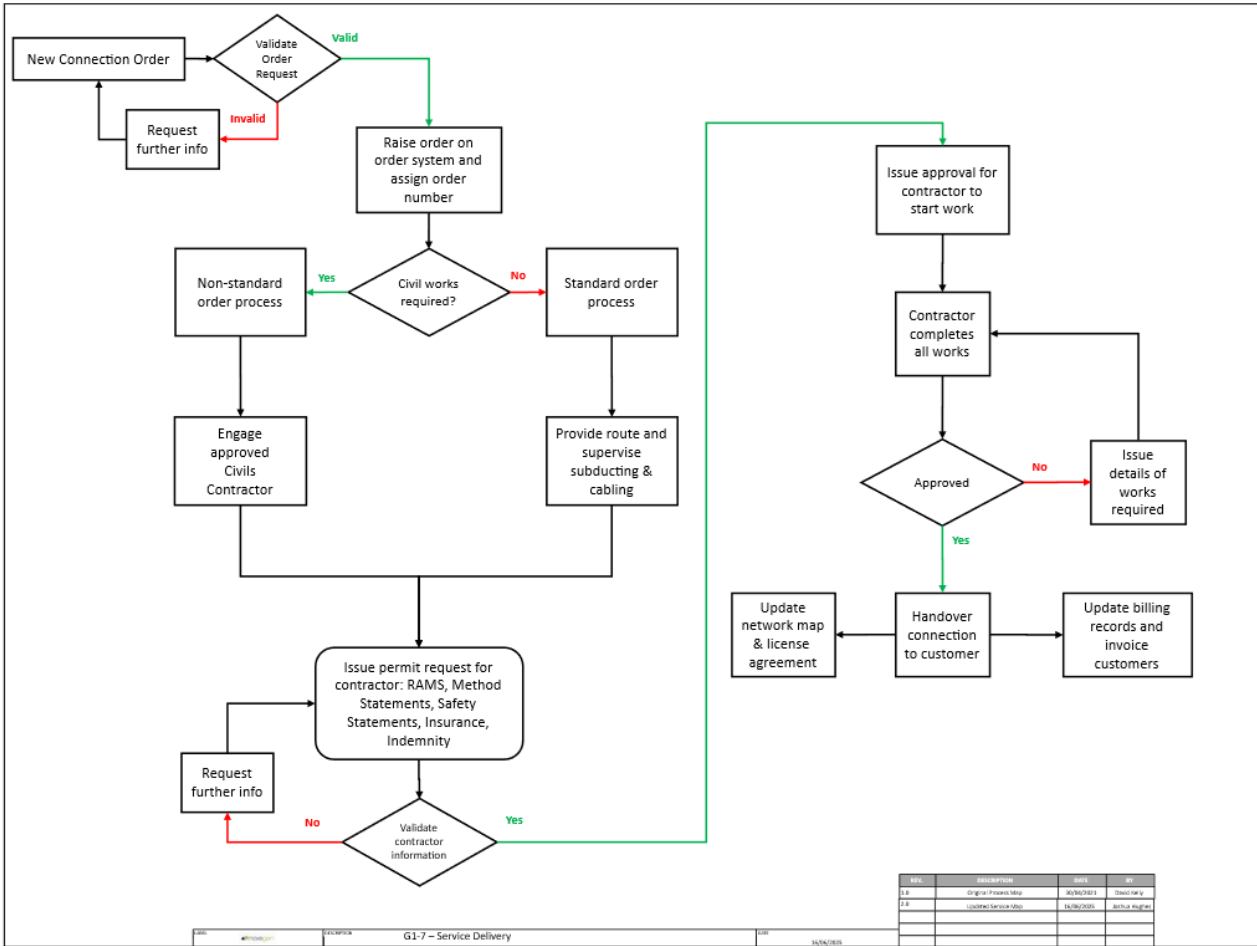
• New Access Request for Parks



- Sales Quote Request



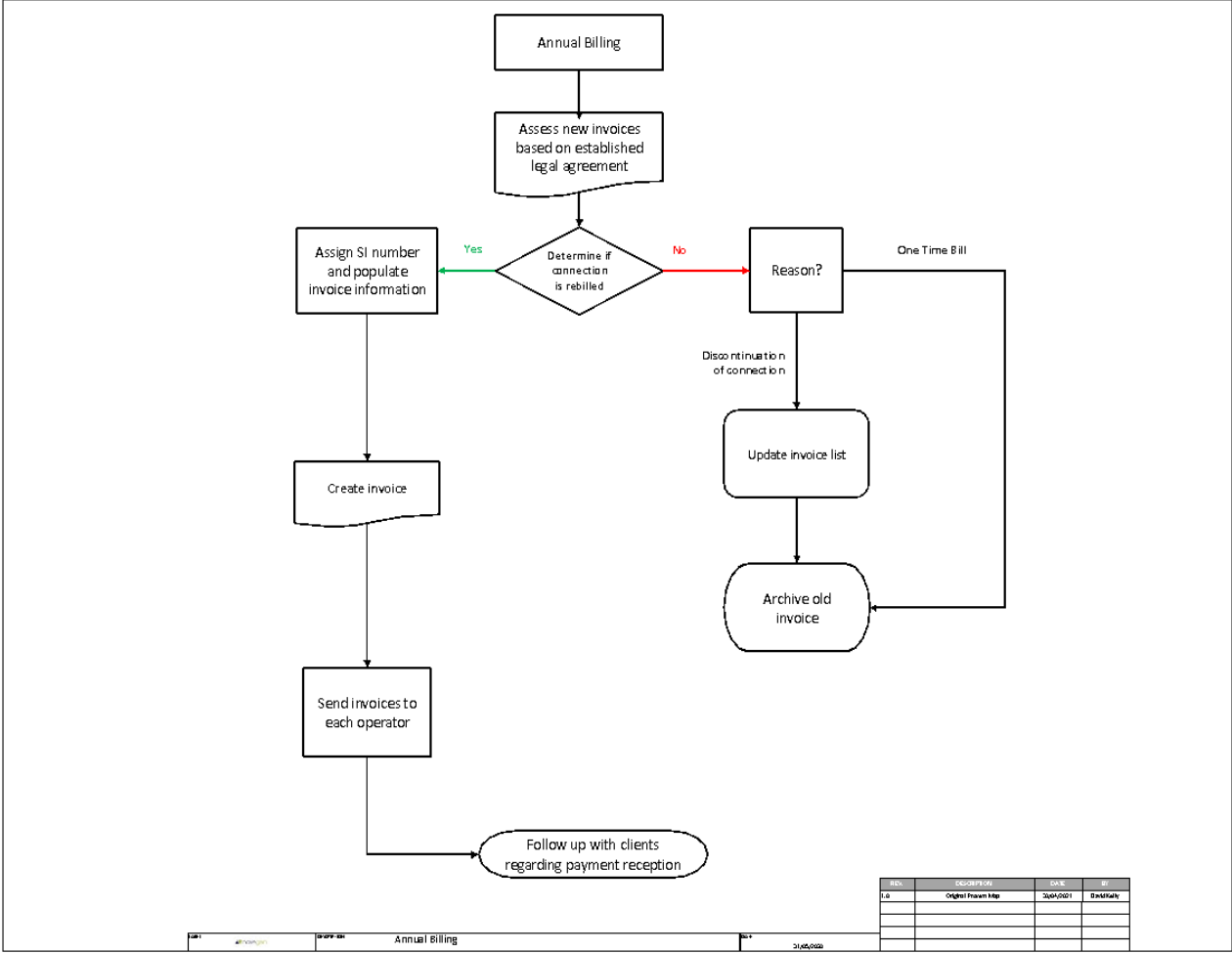
● Service Delivery



| Rev. | Description | Author | Appr. |
|------|----------------------|------------|-------------|
| 1.0 | Original Process Map | 14/06/2011 | Thomas V |
| 2.0 | Updated Service Map | 14/06/2015 | John Angier |
| | | | |
| | | | |

APP: #10000001 | PROC: G1-7 - Service Delivery | DATE: 14/06/2015

● Annual Billing



| REV | DESCRIPTION | DATE | BY |
|-----|----------------------|------------|-------------|
| 1.0 | Original Process Map | 2004/02/01 | David Kelly |
| | | | |
| | | | |
| | | | |

Appendix A – Rate Cards

| Product | Description | Unit | Rate |
|------------------------------|--|-------------------------|----------------------------|
| Sub-Duct Core | Where sufficient capacity exists to install sub-ducts in the network a 32/28 mm sub-duct (inner diameter 28mm, outer diameter 32mm) may be installed by the operator. Minimum value of €1,700 ex VAT applies (i.e., 500 metres). This is an annually recurring charge. | Per meter per year | €3.40 |
| Micro-Duct Core | Where restricted capacity exists within the network a 10/14mm micro-duct (inner diameter 10mm, outer diameter 14mm) may be installed by the operator. Minimum value of €1,700 ex VAT applies (i.e., 500 metres). This is an annually recurring charge. | Per meter per year | €3.40 |
| Connection Charges | One-off fee to include site surveys; drawings; administration; delivery and project management only. Note: this does not include the cost of the supply and installation of any materials which will be charged at cost. | Per Order | €1,650.00 |
| Ancillary Services | | | |
| Cable recovery | Cables to be removed at Operators own expense under DCC Management Agent supervision - see 'Supervision' charge below. | | |
| Blockage Clearance | Does not include carriageway reinstatement, out of hours work or traffic management. | Per blockage | To be charged as incurred. |
| Blockage Clearance (aborted) | Aborted clearance of a blockage in a duct per aborted clearance. Does not include carriageway reinstatement, out of hours work or traffic management. | Per blockage | To be charged as incurred. |
| Removal of locked lids | | Per hour | To be charged as incurred. |
| Abortive time charge | | Per hour, per operative | €55.00 |
| Non-standard civils work | Any nonstandard civils works required to deliver a connection. This may include building connections, additional chambers, additional ducting runs etc. A detailed quote will be provided. | TBD | To be charged as incurred. |
| Supervision | Supervision of works (cable removal, connecting to chambers) | Per Hour | €125 |

Appendix B – License Agreement

DUBLIN CITY COUNCIL

- and -

[Company Limited]

- and -

NOVEGEN LIMITED

THIS LICENCE is made on

BETWEEN:

DUBLIN CITY COUNCIL

a statutory body having its offices at Civic Offices, Wood Quay, Dublin 8
(hereinafter called the "Council")

- and -

Company Name

having its registered office at [Address]
(hereinafter called the "Licensee" which term shall include its successors and assigns)

- and -

NOVEGEN LIMITED

having its offices at Novegen House, 2c The Forum, Ballymoss Road, Sandyford, Dublin 18
hereinafter called the ("the Management Company")

LICENCE FOR THE USE OF SHARED INFRASTRUCTURE
AT GRAND CANAL
(SUB-DUCT and MICRO-DUCT)

BACKGROUND

- (A) The Council has established a Duct System for the purpose of the provision of telecommunications services.
- (B) The Management Company has been appointed by the Council as its Telecommunications Agent in respect of the Dublin Docklands Networks. The Management Company has the obligation to maintain the Duct System within the Dublin Docklands Network.
- (C) The Licensee owns and operates cables, which are installed in the Duct System in the Grand Canal area as more particularly identified on the Network Map contained in the Service Plan.