

# Broadband One Window



## Overview of the Broadband One Window (BOW)



**BOW is an innovative platform to support the design, procurement, construction, and management of provincially designated broadband projects.**

- BOW is a portal for all delivery partners (Internet Service Providers, utilities, municipalities, the Technical Assistance Team, Infrastructure Ontario, etc.) to **integrate, standardize, and streamline project implementation, data sharing, project management, and performance tracking.**
- BOW aims to **expedite the installation of additional infrastructure** to support the deployment of designated broadband projects across Ontario.



## BOW Capabilities and Benefits

**BOW is a combination of:**

- 1 A Geographic Information System (GIS)** platform that integrates geospatial data sources from multiple parties and infrastructure sources.
- 2 A Utility Coordination Dashboard (UCD)** to provide a streamlined approach to project management, performance tracking, and case management.
- 3 A Corridor Management System (CMS)** to help local governments and utilities manage public capital assets.
- 4 A Utility Infrastructure Repository (UIR)** to collect infrastructure data required to support the completion of provincially funded projects.
- 5 An Electronic Document Management System (EDMS)** that manages telecommunications equipment attachments on utility poles.

**BOW provides many benefits:**

- ✓ **Streamlined program management** and a **single source** of accurate project information.
- ✓ **Enhanced reporting** with a central platform to obtain project metrics, Key Performance Indicators, and project deployment data.
- ✓ **Customizable analysis and reporting** with tools to **predict current and future performance** of utility relocations.
- ✓ **Improved visibility** in tracking submission and approval management.
- ✓ **Enhanced document management.**
- ✓ **Reduced resource constraints** by applying technology.
- ✓ **Common platform for spatial data.**



# Broadband One Window



## Using BOW for Designated Broadband Projects

- Internet Service Providers (ISPs) undertaking related designated broadband projects are **strongly encouraged to use BOW for end-to-end project submissions, coordination, and completion** to limit project delays and conflicts.
- If BOW is used by an ISP, there are requirements in place for municipalities and Local Distribution Companies (LDCs) to follow in-kind, including to enable monitoring and compliance as it relates to performance timelines. Under the *Building Broadband Faster Act, 2021* and/or Ontario Regulation 410/22, the use of BOW is generally required as follows:
  - **When municipalities receive an application for municipal service and right-of-way access** via BOW, they are generally required to respond using BOW.
  - **For LDCs, when the ISP has elected to use BOW for a designated broadband project.**
  - **Requests for infrastructure data, where records are digitally available.**
- Various supports are available to BOW users such as the mechanisms established within Guideline 4.0 and dispute mediation support from IO. See Appendix 3: 'Broadband One Window' in Guideline 4.0 on page 111 for details.

Following commercial close for designated broadband projects, **Infrastructure Ontario's role will focus on using BOW to report on project success** through the following metrics:



**Administration and tracking** of initiated projects.



**Monitoring of project contract status.**



**Issuance of subsidy payments** supplied to ISPs.



**Visualization of ongoing projects and potential conflicts.**



**Coordination between delivery partners** through tracking status of upcoming projects that require collaboration.



**Issue management** through monitoring unresolved disputes.



**Accomplishment reporting** at various stages of broadband projects.



Learn More

To learn more about BOW and Guideline 4.0, visit [onewindow.ca](https://onewindow.ca).

