



Reference Offer (RO)

## Annex D

# Management of interconnection and other Wholesale Services

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| <b>Author</b>                  | Director, Regulatory WBU                                                               |
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## Table of Contents

|     |                                                                 |   |
|-----|-----------------------------------------------------------------|---|
| 1   | Management of Interconnection and Other Wholesale Services..... | 4 |
| 1.1 | Account Management.....                                         | 4 |
| 1.2 | Interconnection Technical and Commercial Liaison.....           | 4 |
| 1.3 | Provision of Information for Network Alterations .....          | 6 |
| 1.4 | Issue Management.....                                           | 6 |
| 1.5 | Dispute Resolution.....                                         | 7 |
| 1.6 | Review And Update .....                                         | 7 |



## 1 Management of Interconnection and Other Wholesale Services

This Annex describes the manner in which the management of Interconnection and other wholesale services will be performed and provides guidance on the necessary forms to be used.

### 1.1 Account Management

1.1.1 **stc** and the Other Licensed Operator will each appoint an Interconnection technical manager and a commercial account manager to deal with the other Licensee, from the initial request for Interconnection with the stc Network. These managers will act as principal points of contact between the two Licensees and will coordinate and facilitate communication on Interconnection and/or other wholesale services matters.

1.1.2 The Interconnection technical managers and commercial account managers will have the authority to represent their respective organisations for technical and commercial decisions respectively.

1.1.3 Either Licensee may request a meeting to address any matter arising in the operation of the Interconnection and/or other wholesale services, such as the need to review the Network Plan. **stc** and the Other Licensed Operator will agree to meet within five (5) Business Days of receipt of notification of the requested meeting.

### 1.2 Interconnection Technical and Commercial Liaison

1.2.1 **stc** and the Other Licensed Operator will establish a Joint Technical Review Committee. The composition of the Joint Technical Review Committee will be agreed between **stc** and the Other Licensed Operator and may be amended from time to time as appropriate.

1.2.2 The Joint Technical Review Committee will meet regularly at a frequency to be agreed between **stc** and the Other Licensed Operator. The frequency is expected initially to be at least monthly.

1.2.3 The initial Joint Technical Review Committee meetings will address the following details:

- Transmission plan (including principles for Tributary Allocation)
- Traffic routing plan
- Switch connections
- Numbering information
- Switch details
- Switch testing
- Network performance
- Resilience, diversity and security
- Call handling sequences
- Traffic forecasting
- Capacity profiles
- Operations and maintenance principles
  - Fault Monitoring processes
  - Ordering processes
  - Billing processes

1.2.4 The Joint Technical Review Committee meeting will be the principal forum for the initial and ongoing technical and planning discussions and agreement on technical, planning, operational, billing and service aspects of Interconnection and/or other wholesale services. There will be an agreed agenda which will include (but shall not be limited to) the following:

- Need for new Points of Interconnection
- Order status
- Routing plans
- Analysis of traffic levels
- Analysis of service quality
- Capacity profiles and requirements
- Analysis of faults during the period since the previous meeting

- Billing processes and Billing issues
- Provision of relevant information and discussion of changes to either network or to the service
- Forecasts.

### 1.3 Provision of Information for Network Alterations

- 1.3.1 Each Party will provide the other Party with advance information about such planned introduction, closure, replacement or modification of or to any switching or other networks (insofar as it is relevant to the other Party's network or the operation thereof).
- 1.3.2 Each Party will provide the other Party with advance information about such proposed alterations and upgrades to their network which will make it necessary to change the other Party's network in order to maintain the Interconnection and other wholesale services between **stc** and the Other Licensed Operator.
- 1.3.3 Any changes will be notified as soon as the proposal becomes firm and in any event not less than seven (7) Calendar Months prior to the implementation of the alteration.
- 1.3.4 Either Party will give to the other Party not less than six (6) Calendar Months prior written notice before making any change in its numbering structure that may necessitate modifications to the other Party's Network. Implementation periods for changes to existing routings and for the introduction of new number ranges will be set by the Technical Review Committee.
- 1.3.5 As part of the planning of the initial and ongoing capacity each Party will provide the other on request, information on the availability (or otherwise) of sufficient transmission capacity in the long distance Network at any **stc** or Other Licensed Operator building for establishing Interconnect Links and and/or other wholesale services.

### 1.4 Issue Management



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- 1.4.1 Any Network faults or performance issues will be addressed in the first instance by the network operations centre responsible for the relevant part of the **stc** or Other Licensed Operator's Network according to operational processes set out in Annex H (*Operations and Maintenance Manual*).
- 1.4.2 In the event that any individual operational problem is not resolved within the service response time defined in Annex I (*Quality of Service Measures and Service Level Agreement*), then there will be an escalation path. Issues unresolved after the agreed service response time will be reported to the Interconnection technical managers and commercial account managers who may request a meeting as in Clause 1.1.3 above.
- 1.5 Dispute Resolution
- 1.5.1 Resolution of all Disputes will be in accordance with the process described in Clause 19 of the Primary Document.
- 1.6 Review And Update
- 1.6.1 The Interconnection management procedures stated in this Annex D will be reviewed periodically by **stc** after consultation with the Other Licensed Operators and updated as appropriate subject to technical and operational capabilities.