

OFFER FOR COLLOCATION 2004

GENERAL

OPERATIONS AND MAINTENANCE MANUAL

Changes from previous version¹

Added

Paragraph	Remarks	Issue ²
5.2.3	Service Facility List using WOS	
5.3	Feasibility and registering using WOS Wholesale Order Service	
5.4	Forecasting	
6.1.6 & 6.1.7	Site Offer (item is not new)	
6.1.8	Ordering of collocation service using WOS	
6.1.9	Ordering of additional footprints and additional tie cables and other additional equipment	
8.1.2	Termination of collocation service using WOS	
8.1.3, 8.1.4	Removal of Service Taker Equipment after Service termination	
9.2.2.5	WOS contact point	
10.3	Measurement methods of Service Taker energy usage	
10.4	Delivery and maintenance of power connection	
10.5	Periodical inspection and random samples of energy usage	
10.6	Exceptional installation of devices in a Physical Collocation Room	
Appendix II Feasibility	WOS register forms “C” (contact person) and “G” (user form)	
Appendix II	Forecast template	
Appendix III	Tie cable and CDF orderform using WOS	
Various	Links to definitions in color	
III 2 ii and appendix VI	Bitstream	
Appendix VII	Service Taker Staff will work according to the 10 Oranje Regels and will be OV certified.	
Appendix VII	Installation of locks, bolts and key cards installations in a Service Facility	
Appendix VII	10 “Oranje Regels” (Safety regulations)	
Appendix IX	Wholesale Order Service and E-signature	

Changed

Paragraph	Remarks	Issue ²
Various	Various Grammatical changes have not been indicated	
Voettekst	Changed version from 2.0 to 2.1	
Various	Colours to various definitions, services and documents	

Removed

Paragraph	Remarks	Issue ²
10.7	De-fragmentation of TIE cables	

¹ Grammatical changes have not been indicated.

² See “Reply issues RO2001 collocation 3rd phase.xls”

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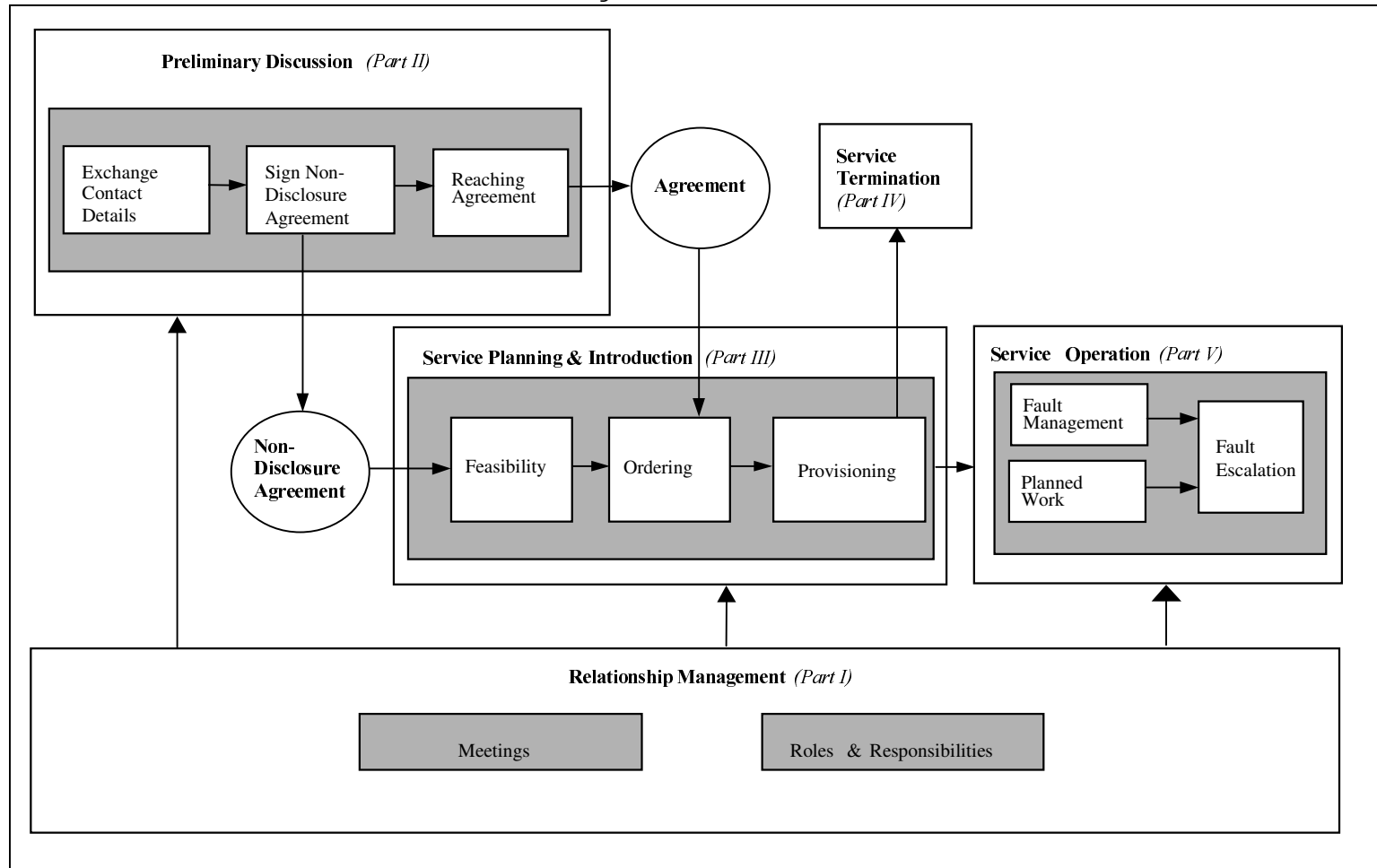
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1. General Introduction

- 1.1.1.1 The Collocation **Operations and Maintenance Manual** describes:
- i the inter-operator processes for each of the Collocation **Services** provided by KPN and;
 - ii the exchange of information between the Parties.
- 1.1.1.2 This manual does not describe the internal activities within each of the Parties' organisations that are necessary to support the Party to Party interfaces.
- 1.1.1.3 The set of operational processes in this **Operations and Maintenance Manual** covers the Collocation Service lifecycle, from Preliminary Discussion to Service Termination. These processes are depicted in figure 1.
- 1.1.1.4 In the following chapters, the processes are described in the text and supplemented, where appropriate, by flowcharts that are included within Appendix I. The goal of these processes is to provide:
- i a description of the key interactions between the **Service Taker** and KPN;
 - ii a common language to describe the roles and responsibilities of both Parties; and
 - iii graphical representation where necessary.
- 1.1.1.5 Terms used within this manual of which the first letter is capitalised are defined in **Definitions** or are the names of manuals that form part of the **Framework Agreement**.

Figure 1



PART I RELATIONSHIP MANAGEMENT

I.1 Introduction

The purpose of the Relationship Management process is to provide an operational framework for managing all aspects of the relationship between both Parties.

This section describes:

- i the responsibilities of staff within each Parties organisation who need to work together to ensure effective introduction, provision, operation and termination of the Service; and
- ii the approach to structured communications.

I.2 Context

Relationship Management describes the various roles, responsibilities and meetings required to support the following operational processes:

- i Preliminary Discussion;
- ii Service Planning & Introduction;
- iii Service Termination; and
- iv Service Operation.

2 Roles and responsibilities

2.1 Introduction

2.1.1.1 A series of key roles is required in each Party's organisation in order to ensure the effective management and execution of inter-Party processes.

2.2 Description

2.2.1.1 The roles are:

- i Account Manager;
- ii Service Manager;
- iii Project Manager;
- iv Fault and Maintenance Contact Point

2.2.1.2 A description of the roles for each of the above is given in the table below. Roles can be combined within one individual, where appropriate.

Role Title	Role Description
Account Manager	The Account Manager (AM) has overall responsibility for Preliminary Discussions with the other Party, Service Planning & Introduction and Service Operation processes. The AM is also responsible for acting as a point of escalation for issues relating to Ordering and Provisioning. Furthermore, all information that will be exchanged between both Parties will be exchanged between Account Managers, unless explicitly stated otherwise in this manual.
Service Manager	The Service Manager (SM) has responsibility for managing the day-to-day quality and operations of existing Services. This includes responsibility for all Service Operation processes.
Project Manager	The Project Manager (PM) has responsibility for ensuring that orders for Collocation Services are provisioned satisfactorily. This includes responsibility for the production of the Site Offer; management of the Service Provisioning process and organisation of access to the Collocation Facility . The PM is required to track ordering schedules and keep the Account Manager informed about issues related to Service introduction & operation or changes to existing Services.
Fault and Maintenance Contact Point	A 24 hours per day, 365 days per year Fault Contact Point (FCP) for all initial and subsequent communication on Priority and Secondary Faults as defined within the Fault Management section of this manual. The FCPs will also liaise in relation to any Fault that is escalated in accordance with the Fault Escalation process as described within this manual. This contact point will also handle the communication regarding maintenance, which might lead to interruption to the Access Service.

2.2.1.3 Both Parties shall maintain a common list of roles, contact names, addresses, e-mail addresses, telephone and fax numbers (where appropriate). The Account Managers of both Parties are responsible for updating the list immediately if a change is

confirmed. The initial version is included in the **Parameter Schedule**.

3 Meetings

3.1 Introduction

- 3.1.1.1 During the term of this Agreement, there is a need to discuss a range of issues relating to account management, Service introduction and operation. A structured programme of communication is needed to ensure that a strong and long-term relationship can be sustained.
- 3.1.1.2 Prior to commencing the contractual relationship, the Preliminary Discussion phase enables both Parties to meet and discuss how the **Service Taker's** requirements can be mapped onto **KPN Telecom Collocation Services**. One or more pre-contractual meetings shall be held to enable these requirements to be discussed. The output of the final pre-contractual meeting shall be an Agreement signed by both parties.
- 3.1.1.3 Subsequent to the Preliminary Discussion phase, a series of meetings is required between the Parties during the contractual relationship. These meetings are the Pre-Order Meeting and Account Review.
- 3.1.1.4 The meetings described in this section cover the requirements for Collocation **Services**. It is acceptable for these to be combined with equivalent meetings relating to other KPN Telecom services, as long as the objectives, inputs, deliverables and participants are not compromised.

3.2 Description

- 3.2.1.1 The communication table below summarises the characteristics of each meeting:

Communication programme			
Meeting objectives	Inputs	Deliverables	Participants
Pre Contractual <ul style="list-style-type: none">▪ Sign a non-disclosure agreement▪ Obtain common understanding of requirements▪ Sign Framework Agreement▪ Provide Bank guarantee (if applicable)	Requirements	Signed Framework Agreement	AM

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Communication programme			
Meeting objectives	Inputs	Deliverables	Participants
Pre-Order <ul style="list-style-type: none"> Discuss Site Offer for Collocation Services (including Access Service quotations, if appropriate) Sign Individual Agreement 	Site Offer	Signed Individual Agreement; questions answered on quotations and time-scales	PM, AM
Project Review <ul style="list-style-type: none"> Discuss Project Progress (The requirement for and frequency of this meeting will be agreed by the Project Managers of both Parties). 	Site Offer Progress made on Collocation Facility construction and KPN / Service Taker inter-dependencies	Meeting minutes and action plan	PM
Account Review <ul style="list-style-type: none"> Relationship review Future planning initiatives Discuss Performance 	Feedback on previous Action Plan, relevant minutes from other contractual meetings	Action plan	AM, PM, SM

- 3.2.1.2 The frequency of each meeting (with the exception of the Project Review) is described within the **Parameter Schedule**.
- 3.2.1.3 The Parties shall appoint one member of the staff present, who shall be responsible for ensuring that the minutes and corresponding action points have been recorded, agreed and distributed.
- 3.2.1.4 Both Parties will exchange a list of agenda items, which they want to discuss during a forthcoming meeting at least five (5) **Working Days** prior to the meeting.
- 3.2.1.5 Representatives of both Parties will attend the meeting. The representatives will be drawn from the relevant roles that have been defined in this manual.
- 3.2.1.6 In exceptional cases, either Party may call the appropriate meeting to address issues that cannot be reasonably delayed until the next planned meeting date.

PART II PRELIMINARY DISCUSSION

The objective of this description of the Preliminary Discussion process is to guide both parties through the process, which leads to the signing of the [Framework Agreement](#).

For clarity and reference purposes it will be part of the signed [Framework Agreement](#).

4 Preliminary discussion

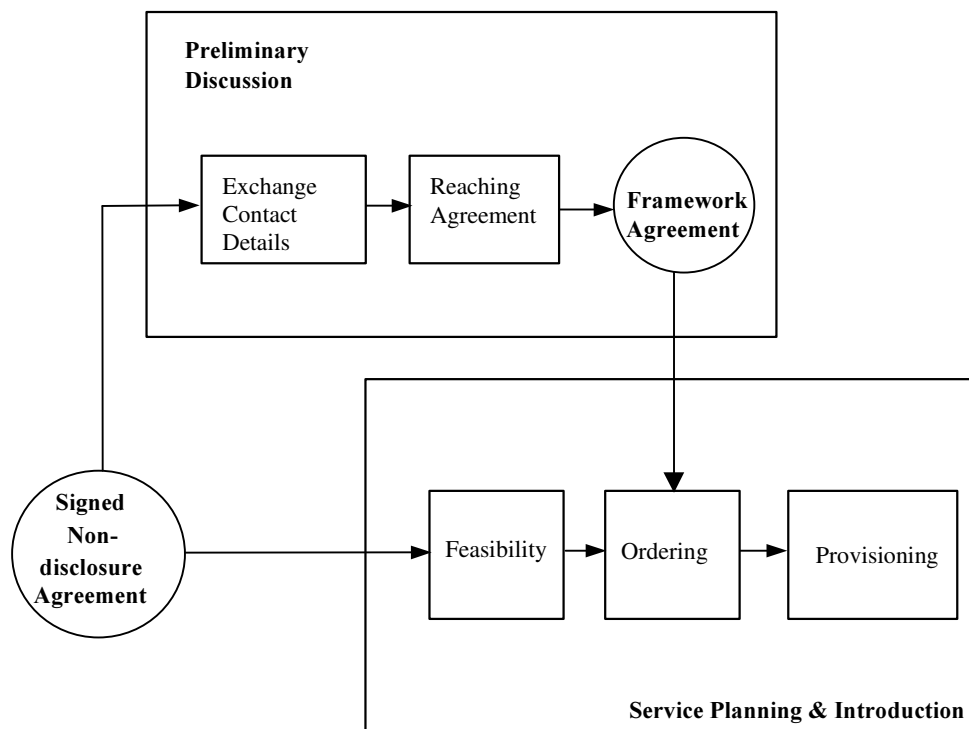
4.1 Introduction

4.1.1.1 The objective of the Preliminary Discussion process is to map the [Service Taker](#)'s requirements onto KPN's Collocation [Services](#), in order to conclude a [Framework Agreement](#).

4.1.1.2 Within the Preliminary Discussion process, KPN and the [Service Taker](#) will:

- i exchange contact details for each Party's organisation;
- ii discuss the [Service Taker](#)'s specifications for the desired Collocation Services;
- iii conclude and sign a [Framework Agreement](#).

4.2 Context diagram



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- 4.3 Description**
- 4.3.1.1 During the Preliminary Discussion process, prior to a [Framework Agreement](#) being signed, KPN is under no obligation to deliver the required [Services](#) and the [Service Taker](#) is under no obligation to order these [Services](#).
- 4.3.1.2 Before the Parties begin Preliminary Discussion, a Non-disclosure Agreement will be signed by both Parties in order to constrain the use of information to be exchanged to the authorised purposes only.
- 4.3.1.3 Once the Non-disclosure Agreement has been signed:
- i KPN will organise one or more pre-contractual meetings where each Party's requirements are discussed and other service-related information is exchanged in order to facilitate the process of signing the [Framework Agreement](#); and
 - ii The [Service Taker](#) may initiate the Feasibility process by submitting a [Service Facility List](#). The Preliminary Discussion process can therefore be completed in parallel with the Feasibility process. This is illustrated in the context diagram.
- 4.3.1.4 During the Preliminary Discussion process, the [Service Taker](#) may decide to withdraw the request for the [Service](#).
- 4.3.1.5 As a conclusion of the Preliminary Discussion, provided that the two Parties mutually accept each other's requirements and have reached agreement on the terms and conditions upon which the Collocation [Service\(s\)](#) will be provided, each Party signs the [Framework Agreement](#).
- 4.3.1.6 After the [Framework Agreement](#) has been signed, the [Service Taker](#) can initiate the Ordering process. These processes are described within the Service Planning & Introduction section of this manual.

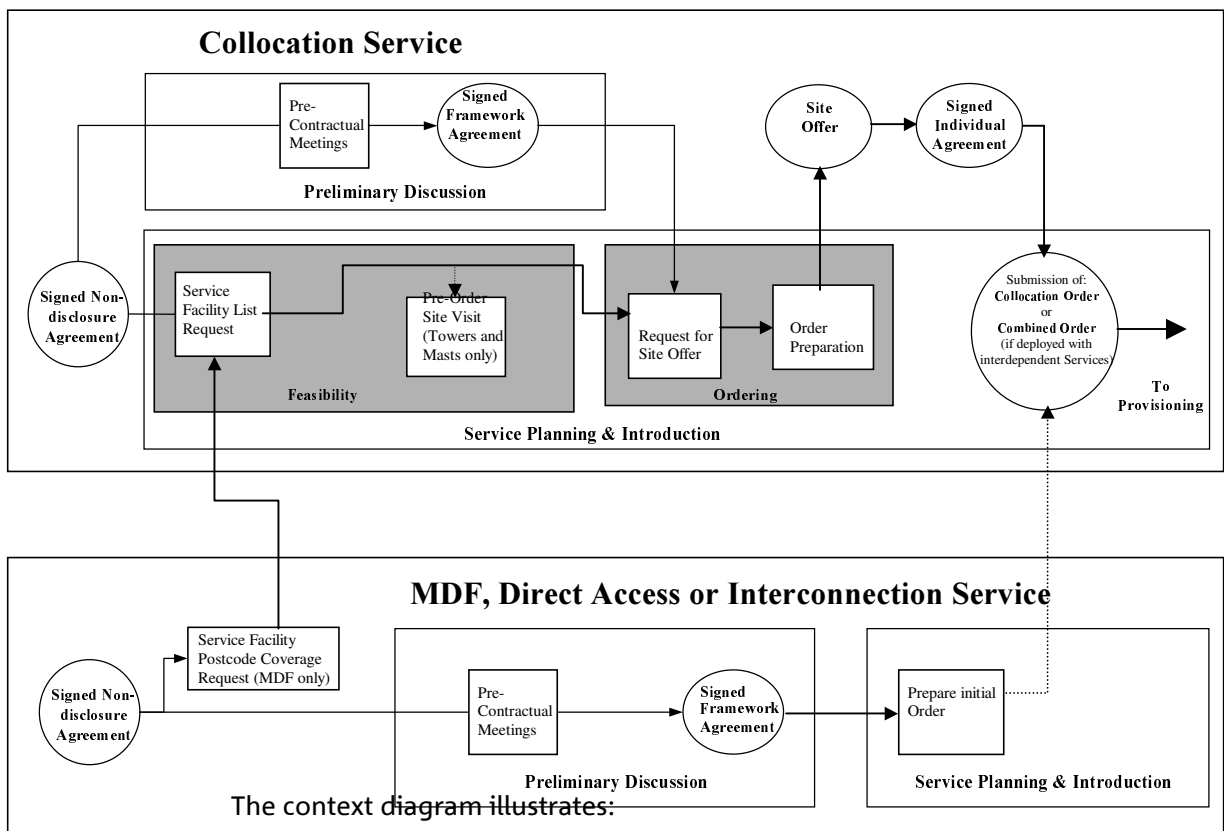
PART III SERVICE PLANNING & INTRODUCTION

III.1 General introduction

The Collocation Service planning & introduction processes are:

- i Feasibility;
- ii Ordering; and
- iii Provisioning (comprising Delivery and Acceptance stages).

III.2 Context diagram



- i the Service Planning & Introduction processes within the Collocation Service up to the point of submission of an Order for Collocation; and
- ii the interdependencies between the **MDF Access, Direct Access Seacable, Interconnect Access, Interconnected Leased Lines, Bitsream and Collocation for MDF Access , Collocation in Underseacable Stations for Direct Access Seacable, Collocation for Interconnect Access Services, Collocation for Bitstream, Collocation for Interconnected Leased Lines** in relation to the submission of a **Combined Order**.

5 Feasibility

5.1 Introduction

- 5.1.1 The Feasibility process covers inter-Party activities and communication between the [Service Taker](#) submitting a request for a [Service Facility List](#) and KPN sending the [Service Facility List](#) to the [Service Taker](#). It also covers the arrangement of a Pre-Order [Site Visit](#) for [Collocation for Towers and Masts](#). (See [Operations and Maintenance manual Towers & Masts](#)) The relevant forms required for this process will be included in Appendix II.
- 5.1.2 The Feasibility process can only be executed if both parties have signed a Non-disclosure Agreement.
- 5.1.3 The process comprises one stage, which is:
- i) [Service Facility List](#) Request;

5.2 Service Facility List Request

- 5.2.1 To initiate the Feasibility process, the [Service Taker](#) shall request a list of [Service Facilities](#) available for the Collocation Service from KPN. This request must be made at least once during the term of the Agreement. Upon receipt of this request, KPN shall send the [Service Facility List](#) to the [Service Taker](#) within 5 [Working Days](#) of receiving the request. The [Service Facility List](#) forms the basis from which the [Service Taker](#) can request [Site Offers](#).
- 5.2.2 The information fields provided within the [Service Facility List](#) and the different types of list available are detailed in Appendix II. The [Service Facility List](#) is subject to change over time. It is left to the [Service Taker's](#) judgement to decide at which point a new [Service Facility List](#) should be requested.
- 5.2.3 [Service Taker](#) has also the possibility to check the [Service Facility List](#) via the KPN internet site: <http://www.kpn-wholesale.com/> using the [Wholesale Order Service](#).

5.3 Wholesale Order Service (WOS)

- 5.3.1 Each [Service Taker](#) can apply for a username and password to enter the [Wholesale Order Service](#) on the KPN internet site <http://www.kpn-wholesale.com/> [Service Taker](#) must register to obtain this username and password. The procedure and regulations for obtaining and using WOS are described in Appendix IX of this manual. The most recent registration forms are available on this KPN website. In Appendix II of this manual the WOS registration forms are published as well. The most recent forms are always published on the KPN website. The registration of both [Service Taker](#) Company as well as individual users is required.

- 5.3.2 The Contact person form for the use of the [Wholesale Order Service](#) is necessary to register the contact person of [Service Taker](#). In order to be able to process user registrations, at least one contact person has to be assigned, using the C-form. The C-form will only be processed by KPN if signed by an authorised signatory. In order to simplify some administrative processes within the organisation of [Service Taker](#), it is possible to authorise multiple contact persons if necessary. Authorisations of contact persons will only be processed if your KPN Wholesale account manager also signs the C-form. To prevent illegal use of the KPN services in any way, only forms signed by an authorised contact person will be processed.
- 5.3.3 Registration of users of the [Wholesale Order Service](#) is done by the use of the G-form. [Service Taker](#) uses the G-form any time a new user is to be added for any of the [WOS](#) services, or if [Service Taker](#) wants to make changes on user details or other services via the KPN Wholesale site. [Service Taker](#) can send the completed and signed form to your KPN Wholesale account manager. Authorisations of users will only be processed if your KPN Wholesale account manager also signs the G-form. To prevent illegal use of the KPN services in any way, only forms signed by an authorised contact person will be processed.
- 5.3.4 After approval by KPN of the [WOS](#) registration forms KPN will send the username, password, e-signature certificates and user manual to the contact person of [Service Taker](#). The contact person of [Service Taker](#) is responsible for the sending of the relevant information to the users of [Service Taker](#).
- 5.3.5 The maximum lead time between the approval by KPN of the [WOS](#) registration forms of [Service Taker](#) and the sending of the username, password, e-signature certificates and user manual to the contact person of [Service Taker](#) is described in the [General Parameter Schedule](#).
- 5.3.6 The e-signature certificates will be installed on the hard disk of the users local computer of [Service Taker](#).

5.4 Forecasting

- 5.4.1 [Service Taker](#) shall deliver each month a complete, timely and correct forecast of the required [KPN Telecom Collocation Services](#) to the KPN Wholesale account manager.
- 5.4.2 [Service Taker](#) will deliver its forecast for the required [KPN Telecom Collocation Services](#) to the KPN Wholesale account manager at the first [Working Day](#) of the month by fax or e-mail.
- 5.4.3 [Service Taker](#) cannot forecast a Collocation [Service](#) using the KPN Internet application [WOS](#).

- 5.4.4 The forecast of **Service Taker** shall forecast the upcoming eighteen (18) months. The reliability of the forecast shall comply with the parameters a set in the **General Parameter Schedule**.
- 5.4.5 All forecasts of **Service Taker** shall comply with the forecasting template in this Manual and the parameters as set in the **General Parameter Schedule**.
- 5.4.6 If **Service Taker** fails to submit a timely forecast, the last submitted forecast by **Service Taker** will be used by KPN to forecast the next period.
- 5.4.7 The forecast for the next period will be put to zero, if **Service Taker** fails to submit a forecast at all.
- 5.4.8 If, over a period of six successive months, the forecast of **Service Taker**, is too high in comparison to the ordered **Services** from KPN, KPN will make a performance ranking of the forecast of all participating **Service Takers**. KPN will support the best performing **Service Taker** by delivering the orders for this **Service Taker** first, as far as possible and within the boundaries of the “first come first serve” principle. In some cases, this might result in a delayed delivery for bad performing **Service Takers**.
- 5.4.9 If, over a period of six successive months, the forecast of **Service Taker**, is less than the ordered **Services** from KPN, KPN can no longer guarantee the delivery timelines as set in this Agreement for that **Service Taker**.

6 Ordering

6.1 General Introduction

- 6.1.1 The ordering process covers all inter-Party activities from the [Service Taker](#) requesting a [Site Offer](#) from KPN to KPN acknowledging receipt or rejecting the [Order](#) for Collocation.
- 6.1.2 The relevant forms required for the inter-Party communication within this process are included within Appendix III.
- 6.1.3 The ordering process cannot commence until the [Framework Agreement](#) has been signed.
- 6.1.4 To allow for the limited availability of [Collocation Space](#), KPN will allocate [Collocation Space](#) on a “first-come, first-served” basis.
- 6.1.5 The collocation process description of each specific Collocation [Service](#) is described in the [Service](#) specific part of the [Operations and Maintenance Manual](#).
- 6.1.6 A [Site Offer](#) for a Collocation [Service](#) will be valid during the period as described in the [Parameter Schedule](#).
- 6.1.7 If [Service Taker](#) and KPN agree, the validity period for a [Site Offer](#) according to the [Parameter Schedule](#) can be extended for a limited amount of time.
- 6.1.8 [Service Taker](#) can order a Collocations [Service](#) using the KPN Internet application [WOS](#).
- 6.1.9 Expansion orders for additional footprints, additional tie cables or other additional equipment are only possible on existing [Collocation Facilities](#), where [Service Taker](#) has an existing [Collocation Space](#).

6.2 Card Access

- 6.2.1 The [Service Taker](#) will be obliged to order any Security Cards required for Card Access to the [Collocation Facility](#) via KPN's Project Manager. No formal order is required for this purpose. However, the Project Managers from both Parties will liaise as required during the Ordering and Provisioning processes to ensure that initial and on-going access requirements are met in a timely fashion.
- 6.2.2 Appendix VII details the Card Access policy and procedures to which the [Service Taker](#) shall comply.

7 Provisioning

7.1 Introduction

7.1.1 The Provisioning process covers the period between the confirmation of an [Order](#) and the end of delivery of the Service. (i.e. the [Ready for Service Date](#)). This section explains each Party's responsibilities during this process, including acceptance procedures.

7.1.2 The relevant forms required for the inter-Party communication within this process will be included within Appendix IV.

7.2 Delivery

7.2.1 Collocation Facility

7.2.1.1 After an [Order](#) (or [Combined Order](#)) [Confirmation](#) has been issued by KPN and the up-front payment received from the [Service Taker](#), KPN shall start building the [Collocation Facility](#) according to the [Site Offer](#).

7.2.1.2. KPN shall complete construction of the [Collocation Facility](#) by the [delivery date](#) as specified in the [Site Offer](#).

7.2.1.3. If KPN does not meet or expect to meet the key dates indicated within the [Site Offer](#), KPN will inform the [Service Taker](#) in writing as soon as the delay has been identified. KPN will include the reasons for the delay and the new planned delivery date. KPN will use best endeavours to keep the delay as short as possible.

7.2.2. Facilities Link

7.2.2.1 The [Site Offer](#) contains the [Facilities Link Requirements](#) (FLR) when applicable.

7.2.2.2. The FLR will include:

- (i) the identification of the location of the [Facilities Link Entry Point](#) (FLEP) or [Fibre Interface Point](#) (FIP) as appropriate;
- (ii) the length and the specifications of the cable needed for crossing the distance between the FLEP/FIP and the [Collocation Space](#); and
- (iii) the date by which the [Facilities Link](#) has to be constructed up to the FLEP/FIP in order for KPN to be able to arrange for the

installation of the [Facilities Link](#) between the FLEP/FIP and the [Collocation Facility](#) within the specified [Delivery Time](#).

- 7.2.2.3. If the [Service Taker](#) is not capable of constructing the [Facilities Link](#) up to the FLEP/FIP by the date specified in the FLR, then:
- (i) the [Service Taker](#) shall inform KPN of this fact, as soon as the delay has been identified;
 - (ii) the [Service Taker](#) shall specify a new date by which it will have completed the construction of the [Facilities Link](#) up to the FLEP/FIP;
 - (iii) after receiving the new date, KPN shall re-plan the installation of the [Facilities Link](#) from the FLEP/FIP into the [Collocation Space](#);
 - (iv) KPN shall inform the [Service Taker](#) of the planned date on which the installing of the [Facilities Link](#) from the FLEP/FIP into the [Collocation Space](#) will be completed.
- 7.2.2.4. The [Service Taker](#) shall provide [Facilities Link](#) cabling of the required specification with a length equalling at least the length specified in the FLR, enabling KPN to install the [Facilities Link](#) from FLEP/FIP into the [Collocation Space](#).
- 7.2.2.5. After the [Service Taker](#) has constructed the [Facilities Link](#) up to FLEP/FIP, KPN shall install the [Facilities Link](#) from FLEP/FIP into the [Collocation Space](#). This will be completed as specified in the [Site Offer](#) or as per later agreed date in case of delays.
- 7.2.2.6 KPN's Project Manager shall inform the [Service Taker's](#) Project Manager when the installation of the [Facilities Link](#) has been completed.

7.3 Acceptance

- 7.3.1.1 When the [Collocation Facility](#) has been completed, KPN's Project Manager shall arrange for the appropriate representatives from the [Service Taker](#) to visit the completed [Collocation Facility](#). This is referred to as the [Acceptance Visit](#).
- 7.3.1.2 In case the installation of the [Facilities Link](#) has been delayed because of [Service Taker](#) not being able to conform to the agreed FLR, the [Collocation Space](#) should be accepted by the [Service Taker](#) regardless of the status of the [Facilities Link](#).
- 7.3.1.3 At the [Acceptance Visit](#):

- (i) the [Service Taker](#) will inspect the [Collocation Facility](#);
- (ii) the [Service Taker](#) will have the opportunity to test the [Copper](#) or [Fibre Facilities Link](#) using his / her own equipment;
- (iii) KPN will provide the final marked floorplans, ductplans and facility link plans; and
- (iv) the [Service Taker](#) shall sign for acceptance of the [Collocation Facility](#).

- 7.3.1.4 After the [Acceptance Form](#) has been signed, KPN will provide the [Service Taker](#) with the necessary means for accessing the [Collocation Facility](#).
- 7.3.1.5 If the [Service Taker](#) does not accept the [Collocation Facility](#), the Project Managers of both Parties will agree on corrective actions and on a new [Acceptance Date](#).
- 7.3.1.6 Should minor problems prevent the [Service Taker's](#) full acceptance of the [Collocation Facility](#), the [Service Taker's](#) Project Manager can agree on corrective actions with KPN's Project Manager to address these problems. If agreed by both parties, the [Acceptance Form](#) can then be signed by both parties with a list of these corrective actions, the parties responsible and resolution dates.
- 7.3.1.7 If the [Service Taker](#) fails to attend the [Acceptance Visit](#) after two invitations separated by no more than 30 calendar days, billing will commence on the second [Acceptance Visit](#) + 1 [Working Day](#).

PART IV SERVICE TERMINATION

8. Service Termination

8.1 Introduction

8.1.1 The [Service](#) Termination process covers the actions to be taken by KPN and the [Service Taker](#) when either Party for a particular Collocation [Service Facility](#) initiates the termination of the Collocation [Service](#). Actions described are in addition to the actions included within the [Legal Body](#).

8.1.2 [Service Taker](#) can terminate a Collocation [Service](#) using the KPN Internet application [WOS](#).

8.1.3 In case of [Service](#) termination, [Service Taker](#) will remove the installed and no longer used [Service Taker Equipment](#) from the [Collocation Space](#) and restore the [Collocation Space](#) in the original state (excluding normal wear and tear). The result of this restoration will be that the location is left in such a way that no hazardous situations can occur. [Service Taker](#) will perform these actions within one month after [Service](#) termination. [Service Taker](#) will pay for the removal of [Service Taker Equipment](#) and the restoration of the [Collocation Space](#).

8.1.4 If, after [Service](#) termination, [Service Taker](#) does not remove the installed [Service Taker Equipment](#), KPN will send one reminder to [Service Taker](#) to do so. If [Service Taker](#) fails to respond within 14 calendar days, KPN will remove the no longer used [Service Taker Equipment](#) and restore the [Collocation Space](#) in such way that no hazardous situation can occur. KPN will charge [Service Taker](#) for the removal of the no longer used [Service Taker Equipment](#) and the restoration of the [Collocation Space](#).

8.2. Facilities Link

8.2.1.1 At or after the service termination date, KPN:

- (i) shall disconnect the **Facilities Link** at the **Fibre Interface Point** or **FLEP**, depending on the **Collocation Facility**;
- (ii) shall inform the **Service Taker** of the date on which the **Facilities Link** is disconnected; and
- (iii) as a rule KPN will not return to the **Service Taker** the portion of the **Facilities Link** cabling that covers the distance between the **Fibre Interface Point** or **FLEP** and the **Collocation Facility**, depending on the Service being terminated.

8.2.1.2 **Service Taker** can request the return of the portions of the **Facilities Link** within the **Service Facility**. KPN will return portions of the **Facilities Link** only, when:

- (i) there is no risk of damage to the cabling and ducts in the **Service Facility**; and
- (ii) there is no risk to or effect on the quality of service of other services of KPN and it's customers.

PART V SERVICE OPERATION

V.1 General introduction

After a Collocation Service is ordered, provisioned and accepted, it will become operational. This stage of the Service lifecycle is referred to as Service Operation. Service Operation is split into the following areas:

- i. Fault Management;
- ii. Planned Work; and
- iii. Fault Escalation.

9. Fault Management

9.1 Introduction

- 9.1.1.1 This section describes the principles and processes that shall be adopted in order to ensure the restoration of agreed Quality of Service (QoS) where required.
- 9.1.1.2 There are two major subsections within the Fault Management section:
- (i) a breakdown on the key principles adopted within Fault Management; and
 - (ii) a description of the [Fault](#) handling process.
- 9.1.1.3 The relevant forms required for the inter-Party communication within the Fault Management process are included in Appendix V.

9.2 Fault Management Principles

9.2.1 Fault Classification

- 9.2.1.1 [Faults](#) within the Collocation Service are classified as either [Priority Faults](#) or [Secondary Faults](#).
- 9.2.1.2 [Faults](#) within any of the following Service elements are classified as [Priority Faults](#):
- (i) Power (AC or DC supply as part of the installed [Standard](#) or [Optional Facilities](#) within the [Collocation Facility](#));
 - (ii) Air conditioning provided as part of the [Standard Facilities](#) within the [Collocation Facility](#);
 - (iii) impaired access to the [Collocation Facility](#);
 - (iv) any part of the [Facilities Link](#) between the [Service Taker's](#) Equipment in the [Collocation Space](#) and the FLEP/FIP;
- 9.2.1.3 [Faults](#) within any of the following Service elements are classified as [Secondary Faults](#):

- (i) physical damage to part of a collocation room or **Technical Area** (e.g. Computer Room floor, windows, entrance door, fire detection equipment and lighting); and
- (ii) damage or malfunction within any part of the **Service Facility** that is used by the **Service Taker** as part of its normal operation (e.g. elevators, stairwells, and toilets).

9.2.1.4 A further classification is used to differentiate between Service Affecting (SA) and Non-Service Affecting (NSA) **Faults**.

9.2.1.5 An SA **Fault** is defined as:

- (i) any **fault** which causes the deterioration of QoS to the customers of the **Service Taker's** telecommunications service provided within the **Collocation Facility**; or
- (ii) any **Fault** that could prevent a restoration or upgrade of QoS within such a service.

9.2.1.6 Any **Fault** that is not defined as a SA **Fault** will be treated as a NSA **Fault**.

9.2.1.7 **Priority Faults** can be either SA or NSA **Faults**. **Secondary Faults** are always NSA **Faults**.

9.2.2 Fault and Maintenance Contact Point

9.2.2.1 Both parties are required to provide a single **Fault & Maintenance Contact Point** (FCP) for **Fault** reporting, **Fault** handling and communication regarding Maintenance which may effect the Quality of Service.

9.2.2.2 All **Faults** will be reported by the **Service Taker's** FCP to KPN's FCP unless the **Fault** is first discovered by KPN. KPN does not provide monitoring as part of this Service. However, it may still be possible for KPN to discover a **Fault** before the **Service Taker**. In this case, KPN will report the **Fault** to the **Service Taker's** FCP. The subsequent information exchange relating to **Faults** will occur between each Party's FCP.

9.2.2.3 KPN's FCP will be manned continuously (24-hours per day, 365 days per year). If **Service Taker** does not provide similar cover and this has impact on **Fault** progression and clearance, KPN will not guarantee the **Fault Resolution Times** given in the **Parameter Schedule**.

9.2.2.4 **FCP** and contact names and numbers are detailed within the **Parameter Schedule**.

9.2.2.5 For any assistance involving the use of the **Wholesale Order Service**, **Service Taker** can contact the KPN support organisation as specified in the **Parameter Schedule**.

9.2.3 Lead Times

9.2.3.1 Both Parties recognise that a **Fault** is:

- (i) Started: when KPN accepts ownership of the Fault; and
- (ii) Ended: when KPN informs the **Service Taker** that the **Fault** has been repaired or closed for any other valid reason in accordance with this Agreement.

9.2.3.2 Registration of the **Fault**, analysis of the **Fault** and, if necessary, the dispatching of field technicians will start as soon as possible after:

- (i) the **Service Taker** has reported the **Fault**; and
- (ii) KPN has accepted responsibility;

9.2.3.3 The **Fault Resolution Time** is the length of time from KPN accepting responsibility for the **Fault** to KPN reporting clearance of the **Fault** to the **Service Taker**. The **Fault Resolution Times** for **Priority** and **Secondary Faults** are detailed within the **Parameter Schedule**.

9.3 Fault Handling Process

9.3.1 Fault Detection

9.3.1.1 Prior to submitting a **Fault Report**, the **Service Taker** shall ensure that a genuine **Fault** exists and that every effort has been made to check that the **Fault** resides within KPN's area of responsibility.

9.3.1.2 At the time of reporting the **Fault** the **FCPs** will exchange their own **Fault Reference Numbers** i.e. unique identifiers which should be quoted on all subsequent occasions.

9.3.2 Fault Reporting

9.3.2.1 **Fault Reports** affecting the Collocation Services will be exchanged between **FCPs**. The **Service Taker** should provide sufficient information to allow the diagnosis of a **Fault** and enable the progression of the **Fault** through to resolution. Using a standard **Fault Report** form should prompt this information. Details of the information to be passed between **FCPs** are included in Appendix V. The **Fault Report** form will be sent by fax or electronically, where appropriate.

9.3.2.2 If the **Fault Report** form is incomplete, KPN will:

- (i) not accept ownership of the [Fault](#);
- (ii) not start the resolution of the [Fault](#); and
- (iii) inform the [Service Taker](#) of the above, as soon as it becomes apparent that the [Fault Report](#) form is incomplete. Furthermore, the missing information will be requested from the [Service Taker](#).

9.3.2.3 If the reported [Fault](#) is not within KPN's area of responsibility or found to be incorrect, KPN will:

- (i) no longer progress the resolution of the [Fault](#);
- (ii) close the [Fault](#); and
- (iii) inform the [Service Taker](#) that the [Fault](#) has been closed and why it has been closed.

9.3.2.4 KPN will accept ownership of the [Fault](#), if the [Fault Report](#) is found to be correct and complete.

9.3.2.5 In the event that there is a dispute over [Fault](#) ownership, KPN shall assume ownership under the condition that [Fault](#) clearance is, from this point forward, a joint responsibility.

9.3.3 **Fault Progression**

9.3.3.1 KPN will provide progress information during the resolution of a [Fault](#) ([Service Affecting](#) only), as agreed, on a case-by-case basis.

9.3.3.2 After any initial liaison between [FCPs](#) it may be that Parties' field staff liaise directly together to resolve the [Fault](#), without recourse to the [FCPs](#). Field staff must provide information on any significant progress or issues to the appropriate [FCP](#). This information will assist any post-[Fault](#) investigations. The [FCPs](#) will retain overall responsibility for managing the [Fault](#) and for escalation.

9.3.3.3 Occasionally, [Fault Resolution Times](#) for [Service Affecting Faults](#) reported during normal [Working Hours](#) may extend beyond normal [Working Hours](#). In such cases the [Service Taker](#) must be prepared to provide the necessary co-operation to assist in restoring the [Fault](#) out of normal [Working Hours](#) or surrender the agreed [Fault Resolution Times](#).

9.3.4 **Fault Resolution – Facilities Link**

9.3.4.1 KPN will only support [Fault](#) resolution on that part of the [Facilities Link](#) within the [Service Facility Boundary](#) by replacing and installing a new [Facilities Link](#) as provided by [Service Taker](#).

9.3.5 Fault Clearance

9.3.5.1 When KPN considers that a **Fault** has been cleared, a **Fault** clearance notification shall be sent to the **Service Taker** and the measurement of **Fault Resolution Time** will cease, unless the **Fault** is within the **Fibre Facilities Link**. In this case, the following process applies:

- (i) KPN will request verification from the **Service Taker** that the **Fault** has been cleared. At this point, measurement of the **Fault Resolution Time** will be temporarily suspended.
- (ii) The **Service Taker** will then confirm or reject the clearance of the **Fault**, or request an additional period of time for confirmation or rejection within 15 minutes after KPN has made the request for verification.
- (iii) If the **Service Taker** does not confirm or reject the clearance of the **Fault** either within this 15-minute period or the agreed additional period of time, or request an extension of the verification time within this 15-minute period, the **Fault** will be automatically closed by KPN.
- (iv) If the **Service Taker** rejects the clearance of the **Fault** within this period, then the **Fault Resolution Time** will continue until such time as both parties agree the **Fault** clearance.

9.4 Planned Work

9.4.1 Introduction

- 9.4.1.1 This section describes the planned work process and how information has to be exchanged from KPN to [Service Taker](#).
- 9.4.1.2 KPN is obliged to report all foreseen work that may affect the Quality of Service (QoS) to the customers of the [Service Taker](#). All communication relating to planned work will take place between the Parties' [Fault Contact Points](#).
- 9.4.1.3 KPN will not provide the [Service Taker](#) with information about planned work that will not affect the [Service](#).

9.4.2 Description

- 9.4.2.1 An item of planned work is any planned activity on active and passive equipment within the [Service Facility](#) which will or could impact the Quality of Service to the customers of the [Service Taker](#).
- 9.4.2.2 Planned work can be carried out at any time. However, KPN will endeavour to prevent unnecessary disruption to the [Service Taker](#).
- 9.4.2.3 KPN will provide at least 5 [Working Days](#) notice of planned work. If KPN considers that services are in danger and short-notice repair activity is essential, KPN will give as much advance notice to the [Service Taker](#) as is reasonably practicable.
- 9.4.2.4 Whilst KPN will always notify the [Service Taker](#) in advance of planned work, KPN retains the right to undertake planned work without the approval of the [Service Taker](#).
- 9.4.2.5 If necessary and so arranged by both Parties, KPN will keep the [Service Taker](#) informed about the start and end of the planned work activities. If the planned end of the activities is expected to exceed the agreed time periods, the Parties will work together to find a solution.

9.5 Fault escalation

9.5.1 Introduction

- 9.5.1.1 When the [Service Taker](#) is dissatisfied with the [Service](#) restoration provided by KPN for either [Priority](#) or [Secondary Faults](#), the [Fault](#) should be escalated to KPN's [FCP](#).

- 9.5.1.2 Where it is established that **Faults** cannot be restored within the target **Fault Resolution Times**, it is the responsibility of the **Service Taker** to request that escalation processes be adopted.
- 9.5.1.3 The request for instigating and enforcing escalation must be done through the Parties' **FCPs**, in order that the escalation records can be maintained. The Parties' **FCPs** will then take on the responsibility for co-ordinating the escalation processes.
- 9.5.1.4 Escalation time scales and the number of escalation steps are detailed in the **Parameter Schedule**. The time scales are treated as guidelines only and they are to be used by both Parties' **FCPs** when deciding whether or not the resolution of **Faults** is being progressed satisfactorily.
- 9.5.2 Escalation levels**
- 9.5.2.1 At the time of signing a **Framework Agreement** the Parties shall agree levels of escalation and time scales that shall provide the basis for fault escalation in the event of non-compliance with the agreed practice.
- 9.5.2.2 The Parties shall make every effort to reach agreement at each escalation level. If no agreement can be reached, they shall proceed to the next level of escalation as detailed in the sections below.
- 9.5.3 Escalation process**
- 9.5.3.1 The **Service Taker** will initiate the escalation process by telephone and fax. The notification of escalation shall detail the issue(s) with regard to which no agreement could be reached and/or describe which requirements of normal practice have not been met.
- 9.5.3.2 If no agreement can be reached at the initial level of escalation, the **Service Taker** may proceed to the next level(s) of the escalation process stating the reason that no agreement could be reached at the previous level.
- 9.5.4 Escalation deadlines**
- 9.5.4.1 Escalation can be instigated whenever the target **Fault Resolution Time** has elapsed or is likely to elapse. The target **Fault Resolution Times** are defined in the **Parameter Schedule**.
- 9.5.4.2 The Parties can agree on specific escalation deadlines for specific incidents.

PART VI INFORMATION EXCHANGE

VI.1 General introduction

The text in this part covers any important information exchange items not related to the primary processes described within this manual.

10 Information Exchange Items

10.1 Infrastructure changes

10.1.1 KPN shall inform the [Service Taker](#) of any major changes to its infrastructure that have an impact on the services of the [Service Taker](#) at the corresponding [Service Facility\(s\)](#). The notice periods for the different changes are given in the [Parameter Schedule](#).

10.1.1 KPN is under no obligation to inform [Service Taker](#) of infrastructure changes which will not affect [Service Taker's](#) services.

10.2 Service Taker Name changes

10.2.1 In the event of [Service Taker](#) changing their operational name and this resulting in a requirement to update KPN systems, then KPN reserves the right to charge [Service Taker](#) the project costs associated with this name change.

10.3 Measurement methods of Service Taker energy usage

10.3.1 Due to the various types of [Service Facilities](#) KPN measures the usage of energy by [Service Taker](#) on each location with the appropriate measuring method applicable to that [Service Facility](#) according to this manual.

10.3.2 The measuring point in each method of measuring the energy use of [Service Taker](#) is indicated with the letter "M" in the following figure.

A = Situation for 230V AC Unmonitored power supply
B = Situation for 230V AC Monitored power supply
C = Situation for 48 V DC / 230V AC / 400 V AC No Break power supply
M = Measuring point energy usage (meetpunt energie verbruik)
SVV = Schakelverdeelveld (Power Distribution Frame)
NSA = Noodstroom aggregaat (Emergency Power Generator)

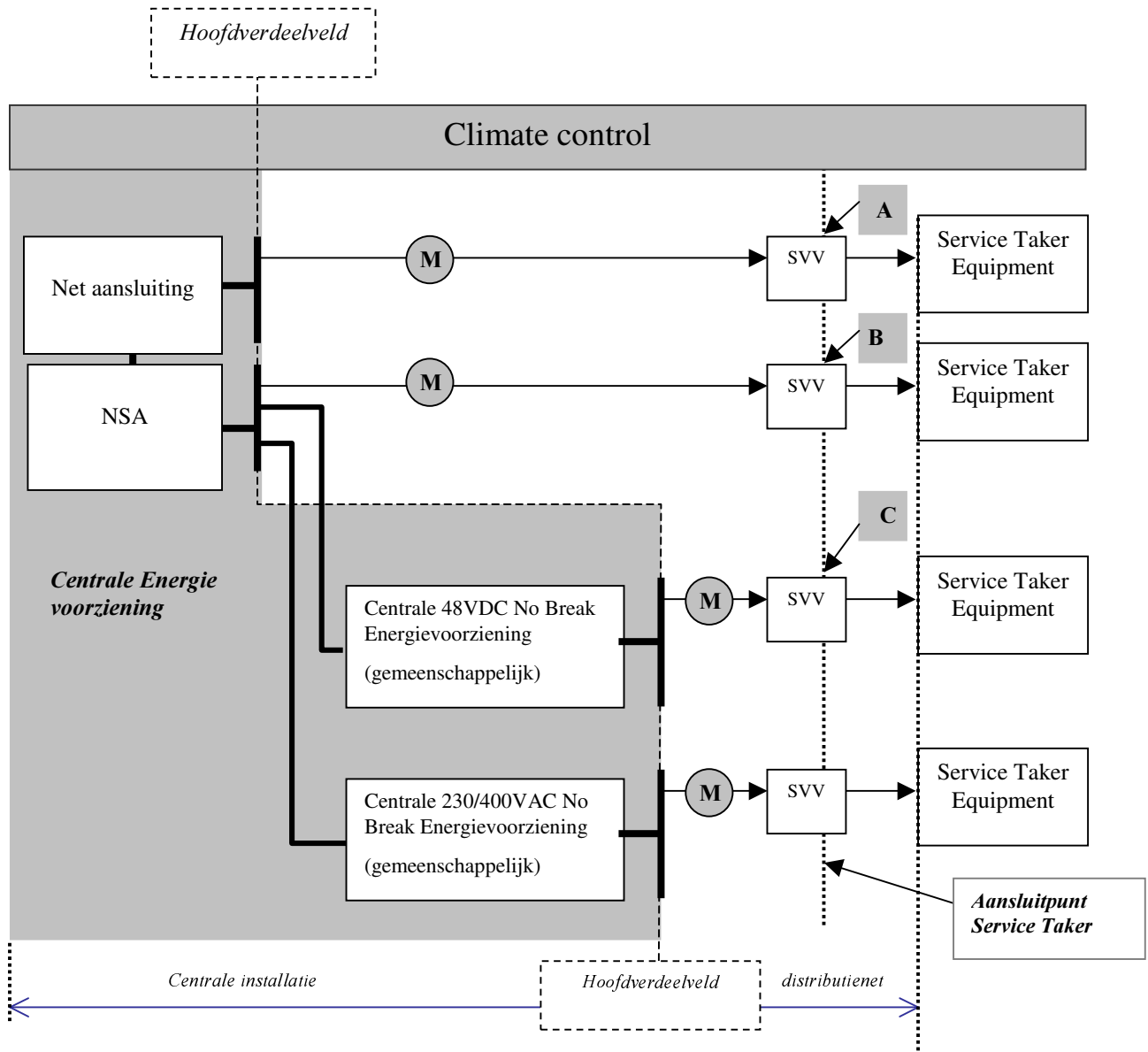


Figure 2: Schematics of the possible power supply options in a KPN [Service Facility](#).

10.3.3 The following four measuring methods can be applicable to a KPN [Service Facility](#).

- A) Energy use based on contracted power capability (Gecontracteerd vermogen).
- B) Energy use based on periodical measurement.
- C) Energy use based on energy gauges (Meteropnames).
- D) Energy use based on an arithmetic formula.

A) Energy use based on contracted power capability (Gecontracteerd vermogen)

1. [Service Taker](#) notifies KPN of the contracted power supply ([Gecontracteerd vermogen](#)). KPN will deliver the power supply to [Service Taker](#) determined on the values delivered by [Service Taker](#). This value is the basis of the standing energy charge ([Vastrecht Energie](#)).
2. After the delivery and commissioning of [Service Taker Equipment](#) the energy usage of Service Taker is measured by KPN. This value will be charged by KPN to [Service Taker](#).
3. [Service Taker](#) is obliged to inform KPN of every increase of energy usage.
4. KPN will check on a random basis the energy usage of [Service Taker](#).
5. If [Service Taker](#) fails to inform KPN of every increase of energy usage, [Service Taker](#) is liable to pay an immediate fine as described in this manual per [Service Facility](#) on which this failure occurs.

B) Energy use based on periodical measurement

1. [Service Taker](#) notifies KPN of the energy usage. This will become the contracted power supply ([Gecontracteerd vermogen](#)). KPN will deliver the power supply to [Service Taker](#) determined on the values delivered by [Service Taker](#). This value is the basis of the standing energy charge ([Vastrecht Energie](#)).
2. After the delivery and commissioning of [Service Taker Equipment](#) the energy usage of Service Taker is measured by KPN. This value will be charged by KPN to [Service Taker](#).
3. [Service Taker](#) and KPN will determine a regular frequency in which the energy usage of [Service Taker](#) will be measured by KPN. The energy usage will be measured by multiplying the recorded energy usage with the time between the two last measuring occasions.

C) Energy use based on energy gauges (meteropnames)

1. For this method energy gauges (measuring the KWh) are required in the [Service Facility](#).
2. A standard energy gauge for recording the energy usage (verbruik energie) is equipped to new cabinets of [Service Taker](#) with a 230V AC connection ([Aansluitwaarde](#)) higher than 25A per fase (>17KvA). KPN will charge [Service Taker](#) for this energy gauge and the installation of this device.
3. A standard energy gauge to measure the energy usage of [Service Taker](#) can be provided for by KPN on an existing location with a 230V AC or a 400V AC connection ([Aansluitwaarde](#)) higher than 25A on request by [Service Taker](#). The type of energy meter used must be according the standards of KPN. KPN will provide and install the standard energy usage meter on the requested location. KPN will charge [Service Taker](#) for this energy gauge and the installation of this device.
4. When the 48V DC connection ([Aansluitwaarde](#)) of [Service Taker](#) is 160A or more, a connection to the primary energy distribution (Primair verdeelveld van de stroomvoorziening) must be made. In that case the primary energy distribution (Primair verdeelveld van de stroomvoorziening) will be

equipped with a monitoring device and a modem to monitor and read the energy usage ([Verbruik Energie](#)) of [Service Taker](#) as described in the [Operations and Maintenance Manual](#). The energy supply will not be interrupted during the installation of this monitoring device because the specific energy monitoring cabinets are prepared in advance for such an event. KPN will charge [Service Taker](#) for this energy gauge and the installation of this device.

5. When the 48V DC connection ([Aansluitwaarde](#)) of [Service Taker](#) is less than 160A, a connection to the monitoring device on the primary energy distribution (Primair verdeelveld van de stroomvoorziening) can be requested by [Service Taker](#). A modem line will be installed to connect to the monitoring device.
This connection to the monitoring device is only possible when a connection to the primary energy distribution (Primair verdeelveld van de stroomvoorziening) is already in place.
6. After the delivery and commissioning of [Service Taker Equipment](#) the energy usage of [Service Taker](#) is measured by KPN using the energy gauges in that [Service Facility](#). This value will be charged by KPN to [Service Taker](#).
7. The standard energy usage meter is from the following brand: "Power Measurement Ltd". Other types of energy gauges can be installed by KPN. All types of energy gauges must be approved by KPN before these can be installed by KPN in a [Service Facility](#).
8. KPN will manually record once a year the energy usage of [Service Taker](#) by using the energy gauges in that [Service Facility](#). The energy usage will be measured by multiplying the recorded energy usage with the time between the two last measuring occasions. When the KPN energy gauge is placed in a technical restricted area, only certified KPN personnel working according to NEN 3140, is allowed to read the energy gauge.
9. If applicable, KPN can also check once a year the energy usage of [Service Taker](#) by using the remote monitoring system to read the energy gauges in that [Service Facility](#). The energy usage will be measured by multiplying the recorded energy usage with the time between the two last measuring occasions.
10. When a standard energy usage meter is being placed in a [Service Facility](#) all connected relevant equipment of [Service Taker](#) must always be shut down during installation according to safety regulations. The new standing energy charge ([Vastrecht Energie](#) tarief) will be calculated according to the requested adjustments and investments made.

D) Energy use based on an arithmetic formula

1. If [Service Taker](#) has no energy gauge(s) to measure the used kWh in the [Service Facility](#), another possible method for measuring the energy use of [Service Taker](#) in a [Service Facility](#) is by an arithmetic formula.
2. An arithmetic formula is used to calculate the energy usage ([Verbruik Energie](#)), if cabinets of [Service Taker](#) have a 230V AC connection ([Aansluitwaarde](#)) lower or equal to 25A. The procedures according to the [Operations and Maintenance Manual](#) will be used.
3. An arithmetic formula is used to calculate the energy usage ([Verbruik Energie](#)) if cabinets of [Service Taker](#) has a 48V DC connection ([aansluitwaarde](#)) less than 160A. The procedures according to the [Operations and Maintenance Manual](#) will be used.
4. The arithmetic formula to calculate the yearly energy use of [Service Taker](#) is:

$$E = 8760 \times P = 8760 \times [N + (0,8 \times C - N)/4] \text{ kWh}$$

Explanation of this arithmetic formula:

- E = Total yearly energy use (in kWh) of [Service Taker](#).
- 8760= Total number of hours per year (24*365=8760).
- P = Measured power used by [Service Taker](#) (Afgenomen vermogen)
- C = The maximum power capability (Aansluitvermogen).
- 0,8 = 80% of maximum power capability may be used due to safety regulations.
- N = Measured power in the “zero reference” situation (Gemeten vermogen in de nulsituatie).

KPN bases this arithmetic formula on a one-time measurement of the energy use by [Service Taker](#). The condition for using this formula is that the measured power in the “zero reference” situation is known.

In the table below an example is given of the use of the arithmetic formula. The maximum power capability of [Service Taker](#) is for instance 100 KW. In the left column the measured power supply is indicated. To give a clear indication this measured power supply is raised each time with 10 KW. In the central column the total yearly energy use of [Service Taker](#) is indicated. KPN will charge the total yearly energy use of [Service Taker](#) based on this figure.

EXAMPLE		
Maximum power capability of 100 kW Aansluitvermogen vermogen van 100 kW		
N Measured power in Zero ref. situation Gemeten vermogen (kW)	E Total yearly energy use of Service Taker Vermogen voor afrekening (kW)	Remarks Opmerkingen
10	28	
20	35	
30	43	
40	50	
50	58	
60	65	
70	73	
80	80	
90	Possible power failure (Overbelasting)	Incorrect contracted power supply
100	Possible power failure (Overbelasting)	Foutieve opgave van het gecontracteerd vermogen

10.4 Maintenance and delivery of power connection

- 10.4.1 KPN will execute periodical maintenance inspections of the power supply in [Service facilities](#).
- 10.4.2 KPN will execute periodical maintenance activities on the power supply in [Service Facilities](#).
- 10.4.3 The delivery procedure of the power connection will contain the following:
1. [Service Taker](#) will activate [Service Taker Equipment](#) in the presence of KPN.
 2. KPN will measure the energy usage of [Service Taker](#) in this zero reference situation.
 3. The measured values will be written down by KPN on the delivery documentation.
 4. The measured energy values and the number and type of fuses will be written down by KPN on the KPN energy usage chart and will be kept at the power distribution frame in that [Service Facility](#). KPN will also administer a copy of the chart within the KPN archive.
 5. KPN will charge [Service Taker](#) based on the registered energy usage values as described in this manual.
 6. [Service Taker](#) can request an expansion of the power supply if technical possible on that [Service Facility](#). KPN will register this expansion of power supply in the KPN administration. KPN will charge [Service Taker](#) according to the new situation.

10.5 Periodical inspection, random energy samples and fines

- 10.5.1 KPN can perform periodical inspections of all aspects of the power supply in [Service facilities](#).
- 10.5.2 KPN can take random energy usage samples of [Service Taker Equipment](#) in a [Service Facility](#).
- 10.5.3 When the KPN energy gauge is placed in a technical restricted area, only certified KPN personnel working according to NEN 3140, is allowed to read the energy gauges.
- 10.5.4 [Notwithstanding the provisions of article 9 of the legal body, Service Taker has to pay an immediate fine to KPN](#) if during a KPN inspection the following situation occurs
- i) The actual energy use of [Service Taker](#) in a [Service Facility](#) differs more than 25% of the last measured energy value. Fine = a year standing energy charge ([Vastrecht energie](#)) for that [Service Facility](#).
 - ii) If the number of used fuses by [Service Taker](#) is larger than agreed between KPN and [Service Taker](#). Fine = 2500 Euro per extra fuse.
 - iii) If the type of used fuses by [Service Taker](#) is larger than agreed between KPN and [Service Taker](#). Fine = 2500 Euro per fuse with the wrong value.

- iv) The presence of non-KPN batteries installed by [Service Taker](#) in a non-battery room in the [Service Facility](#). Fine = 2500 Euro per illegal placed [Service Taker](#) battery and immediate removal of the illegal placed batteries.
- v) If [Service Taker](#) chooses energy usage calculation Method A according to this manual (energy uses based on contracted power capability (Gecontracteerd vermogen)) and [Service Taker](#) fails to inform KPN of every increase of energy usage, [Service Taker](#) is liable to pay an immediate fine of 1000 Euro per [Service Facility](#) on which this failure occurs.

10.6 Exceptional installation of devices by Service Taker

- 10.6.1 This paragraph applies to all equipment of [Service Taker](#), which [Service Taker](#) wants to install in a [Service Facility](#) and which equipment is not described in the [Framework Agreement](#) of [KPN Telecom Collocation Services](#).
- 10.6.2 [Service Taker](#) shall not install any other devices, installations or other equipment as described in this [Framework Agreement](#) in a [Service Facility](#) of KPN, without a prior written authorisation of KPN.
- 10.6.3 [Service Taker](#) will send a copy of the written KPN authorisation to install another device, installation or other equipment of [Service Taker](#) as described in this [Framework Agreement](#) in the [Service Facility](#) or [Physical Collocation Room](#) on the first request of KPN to show this document.
- 10.6.4 In very exceptional circumstances KPN can authorise [Service Taker](#) the installation of another device, installation or other equipment of [Service Taker](#) as described in this [Framework Agreement](#) in the [Service Facility](#) or [Physical Collocation Room](#). In these unique and exceptional authorised cases [Service Taker](#) is always obliged to inform KPN of all the technical specifications of the installed device or installed equipment. KPN can modify the requirements or give rules and regulations under which conditions the requested devices or the requested installations can be installed. If [Service Taker](#) does not comply with these rules and regulations, KPN can remove the added devices with one prior warning to [Service Taker](#) and if [Service Taker](#) does not comply, charge [Service Taker](#) with the removal and repair costs in that [Service Facility](#).
- 10.6.5 Any unauthorised added device, installation or other equipment of [Service Taker](#) in a [Service Facility](#) shall be removed by KPN without prior warning and charged to the [Service Taker](#) who installed these devices with the removal and repair costs in that [Service Facility](#).
- 10.6.6 If KPN has agreed with the installation of another device, installation or other equipment of [Service Taker](#) as described in this [Framework Agreement](#) in the [Physical Collocation Room](#), KPN

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will charge [Service Taker](#) a bespoke recurring tariff for any installed device, installation of other equipment of [Service Taker](#).

Appendix I - Process Flow Charts

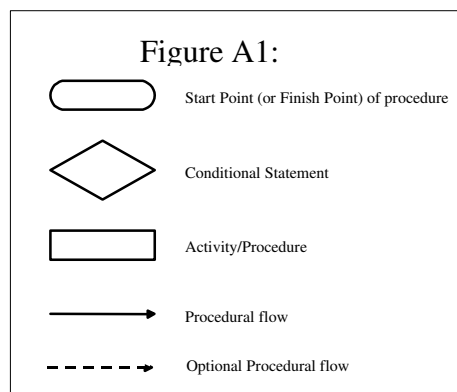
Description of flowchart terminology

The following paragraphs describe the flowchart terminology used in this **Operations and Maintenance manual**.

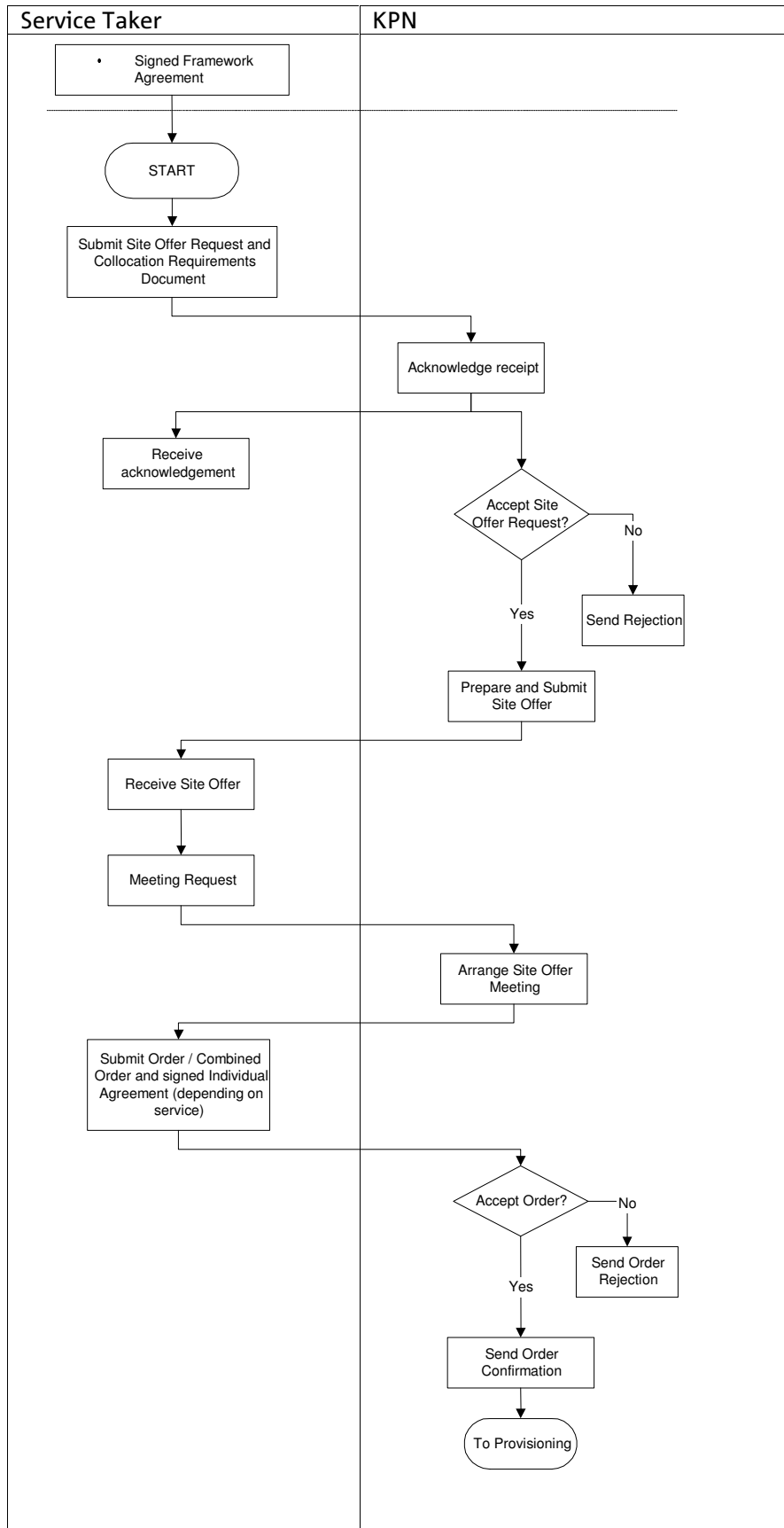
The flowcharts are included for clarification purposes only for certain key elements of the Service Planning and Introduction and Service Operation phases. They do not replace the full process descriptions contained within Parts I to VI of this manual.

The procedural flow is depicted through arrows between the processes and decision boxes. The arrows extend across the **Service Taker** and the KPN interfaces.

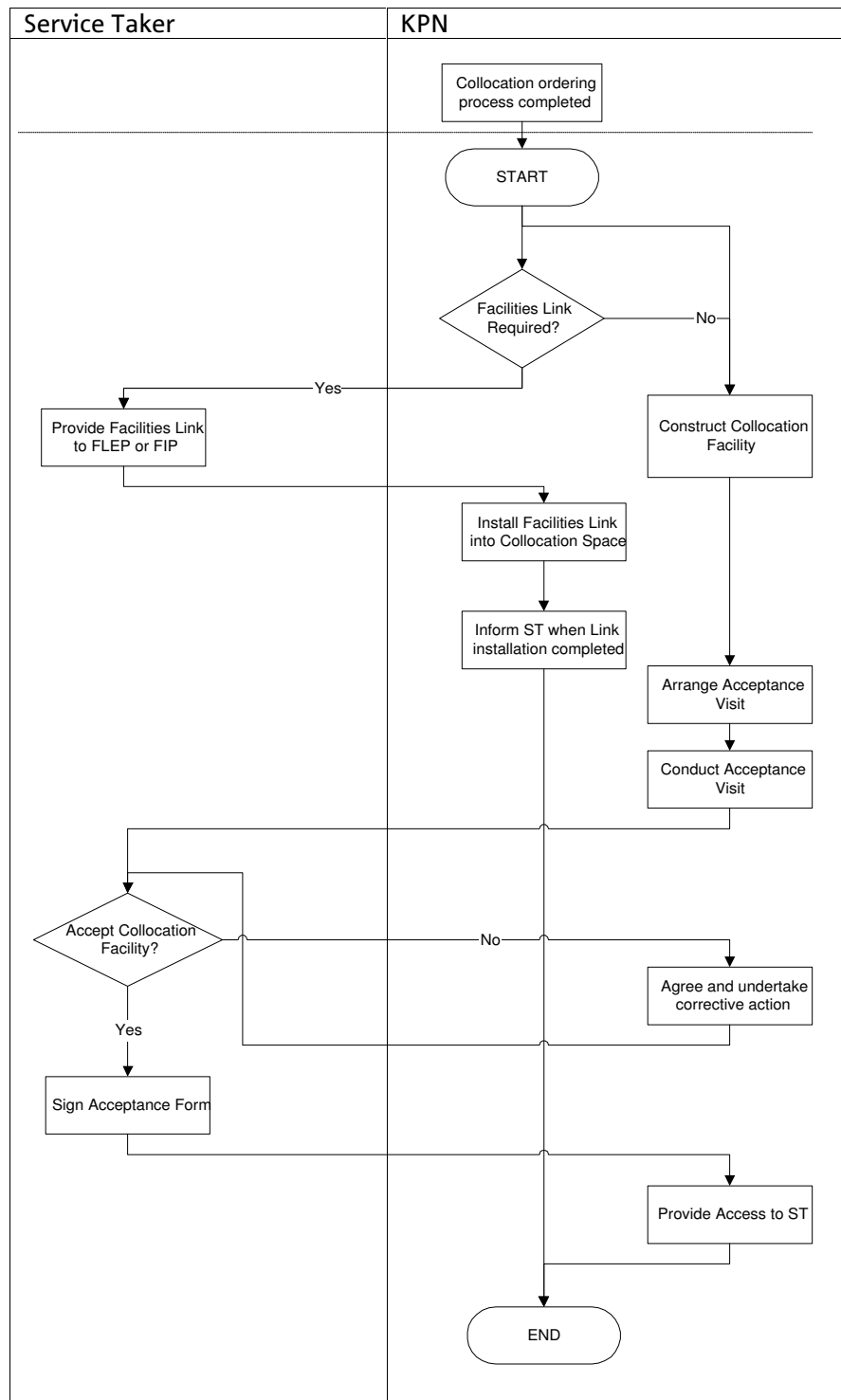
The following notation is used in each flowchart. The rounded symbol represents the start and completion of the process, the diamond symbol represents decision states, the rectangular symbol represent processes, the circular black mark denotes a milestone and the arrows are procedural flows. See figure A1 below.



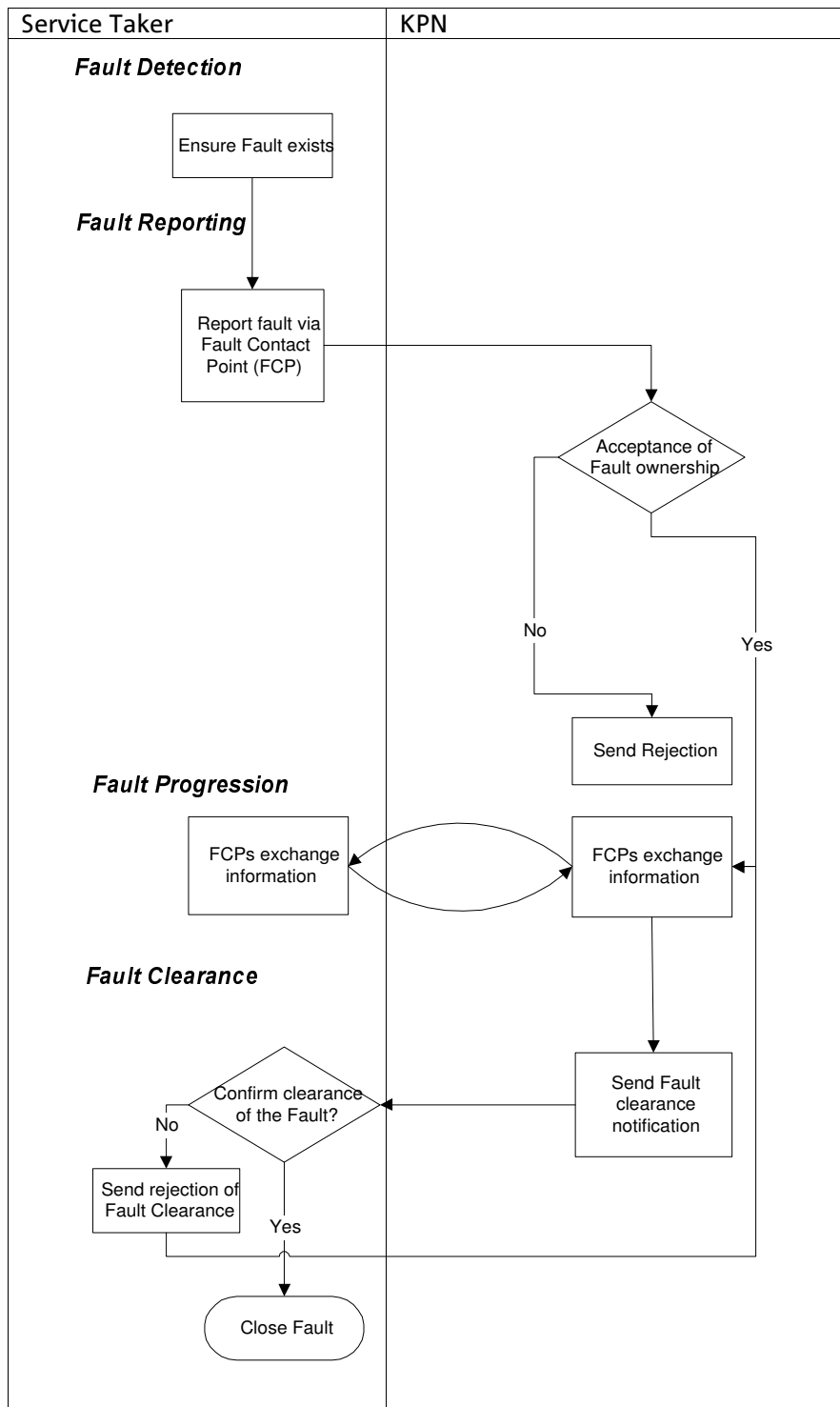
Ordering Process



Provisioning Process



Fault Handling Process



Appendix II - Feasibility Forms

Introduction

This Appendix details the key requirements for the forms within the Collocation Service Feasibility process that support the communication between the [Service Taker](#) and KPN.

The form requirements are structured as follows:

- i *Name of the form;*
- ii *Context:* A brief description of the purpose of the form;
- iii *Content Requirements:* The fields that are required within the form and which Party is responsible for completing those fields.

Service Facility List

Context

This list is sent by KPN to [Service Taker](#) detailing the Service Facilities that are currently available for Collocation Services

Content Requirements

Field	Party Responsible
Service Taker name and contact details	ST
Date of issue	KPN
Service Facility List (as required) for: <ul style="list-style-type: none">• MDF Access• Towers and Masts• Undersea Cable Landing Stations Each list contains as a minimum: <ul style="list-style-type: none">• Service Facility identification• Service Facility address	KPN

WOS Contact person form, also "C-form"



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C

Service Taker Contact Person Form

General information

Name of company:

Address:

Postcode + town/city:

Telephone number:

Chamber of Commerce:

OPTA registration number:

Nature of change of contact person*

New contact person and deputy contact person ☐

Change(s) in present particulars of (deputy) contact person ☐

On behalf of the Service Taker, the following person is designated as contact person and authorised to specify changes in connection with users (form G). If the contact person is absent, the deputy contact person assumes these tasks and competences.

Contact person

☐¹ First name/Surname:

☐ Telephone number:

☐ Mobile telephone number:

☐ E-mail:

☐ Additional information:

Date + town/city:

Signature of contact person:

* place a cross in the appro box

¹ If it relates to a change in the particulars, place a cross in the appropriate fields and fill in the amended particulars.

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Deputy contact person

☐² First name/Surname: _____

☐ Telephone number: _____

☐ Mobile telephone number: _____

☐ E-mail: _____

☐ Additional information: _____

Date + town/city: _____

Signature of contact person: _____

Signature

Name of company: _____

KPN Wholesale
account manager
Name: _____

Name of person
authorised to sign: _____

Date + town/city: _____

Date + town/city: _____

Signature : _____

Signature: _____

Please send this form to your KPN account manager on **fax number (070) 446 52 73**.

* Place a cross in appropriate box

² In case of a change in the particulars, place a cross in the appropriate fields and fill in the amended particulars.

Instructions for filling in C-form

General information

Name of company, address, postcode, town/city, telephone number, Chamber of Commerce No. and Opta registration number.

Here you fill in the name of the Service Taker, the address, the postcode, the town/city, the telephone number, the Chamber of Commerce number and the Opta registration number as stated in the signed agreement.

Nature of change of contact person

New contact person and deputy contact person

Place a cross in this box if you wish to specify a new contact person and deputy contact person.

Change(s) in present particulars of (deputy) contact person

Place a cross in this box if you wish to change the (deputy) contact person or the particulars of the existing (deputy) contact person.

(Deputy) contact person

If at **Nature of change of contact person** you have selected New contact person and deputy contact person, fill in all the fields. The signature of the (deputy) contact person is necessary for the verification of the signature on the G (user) form by the TIE Service Desk.

If you wish to change the (deputy) contact person or the particulars of the existing (deputy) contact person, place a cross in the appropriate fields and fill in the amended particulars.

Signature

Here the Service Taker (being the client) and the KPN Wholesale account manager (being the contractor) signs for approval. After signing the form by the Service Taker can fax this form to **fax number (070) 446 52 73**.

- End of C-form -

WOS User form, also “G-form”



User Form

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G

General information

Name of company

Address

Postcode + town/city

Telephone number

Chamber of Commerce

OPTA registration number

Network code

Preferred starting date

Nature of change of user *

New user

☐

Change in current user particulars

☐

Cancellation of user

☐

User particulars

First name/Surname

Telephone number

Identification code³

Additional information

- Username⁴
- E-mail address

You only need to fill in the following fields if you select the service Trouble Ticketing.

Telephone after 17.00 hour

Mobile telephone number

Fax number

* Place a cross in appropriate box

³ This code (minimum 8, maximum 15 characters) can be freely chosen. This code is requested if the user applies to the TIE Service Desk for a password reset. Without this code, no reset is possible for reasons of security.

⁴ If the user already has a Personal Login name for one of the other Personal Processes, fill this in here.

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KPN service *	
NAS Info Products	<input type="checkbox"/>
Trouble Ticketing MDF	<input type="checkbox"/>
Trouble Ticketing CPS	<input type="checkbox"/>
Wholesale PreSelection	<input type="checkbox"/>
Receiving information in personal inbox ⁴	<input type="checkbox"/> PDF invoice national <input type="checkbox"/> Local Loop Services Billing Specification
MDF Info Products ⁵	<input type="checkbox"/>
MDF Info Product 15 & 16	<input type="checkbox"/> Web-gui <input type="checkbox"/> B2B
WOS: Collocation ICA	<input type="checkbox"/>
WOS: Collocation Interconnecting Leased Lines	<input type="checkbox"/>
WOS: Collocation MDF Access	<input type="checkbox"/>
WOS: Collocation Undersea Cable Landing Stations	<input type="checkbox"/>
WOS: Collocation Towers & Masts	<input type="checkbox"/>
WOS: Other Services	<input type="checkbox"/>

Signature

Name of company	_____	KPN Wholesale account manager	_____
Name of person authorised to sign	_____	Name:	_____
Date	_____	Date	_____
Town/city	_____	Town/city	_____
Signature:	_____	Signature:	_____

Please send this form to your KPN Wholesale account manager on **fax number (070) 446 52 73**.

* Place a cross in appropriate box

⁵ Attention: this service is billed per transaction!

⁴ By choosing this option, the Service Taker contact person agrees by signing this document that the user mentioned in this document is authorised to receive confidential information in the personal inbox via www.kpn-wholesale.com

Instructions for filling in G-form

General information

Name of company, address, postcode, town/city, telephone number, Chamber of Commerce No. and Opta registration number

Here you fill in the name of the Service Taker, the address, the postcode, the town/city, the telephone number, the Chamber of Commerce number and the Opta registration number as stated in the signed agreement.

Network code

Here you fill in the external network code as issued by KPN.

Preferred starting date

Here you fill in the preferred starting date.

Nature of change of user

New user

Place a cross in this box if you wish to name a new user. If it is an existing user who is to be authorised for another service, the username must be filled in.

Change in current user particulars

Place a cross in this box if the user already exists and the present particulars are to change. When changing the user particulars, the username must be filled in.

Cancellation of user

Place a cross in this box if you wish to cancel the authorisation of a user. By using the G form for cancelling a user, you can – in a single step – place a cross against all the services that are to be cancelled for the user in question. When cancelling a user, the username must be filled in.

Users particulars

First name/surname, telephone number

Fill in here the user's complete name and telephone number.

Identification code

The identification code (minimum 8 and maximum 15 characters) can be freely chosen by the user. It may be a PIN code, name or mnemonic. The TIE Service Desk will ask the user for this identification code if the user calls to have his password reset, for example in the case of a locked account. Without this identification code, the user cannot have his password reset.

Additional information

• *User-id*

If the user already has a Personal Login name for one of the other Personal Processes, fill this in here.

Other additional information can be given here.

The following fields need only be filled in if you have selected the Trouble Ticketing service

The fields: Telephone after 17.00 hr, Mobile telephone number, Fax number and E-mail address should only be filled in if you have selected the KPN Trouble Ticketing service.

KPN service

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Place a cross against the service(s) to which the change relates.

Signature

Here the competent (deputy) contact person signs for approval. This is the person whom you have authorised, by means of form C (Contact Person), to pass on changes relating to users.

If the (deputy) contact person is already registered at KPN (the service is already in use), you can fax

the completely filled in and signed form to your KPN Wholesale account manager.

The **fax number is (070) 446 52 73**.

The TIE Service Desk sees to the processing of the order. As soon as the order has been processed, the (deputy) contact person will be notified by e-mail.

- End of G form -

Forecast Template

Hieronder de definities die van toepassing zijn op de forecast items. Onder deze forecast staan de items die een goede forecast van [Service Taker](#) ten minste moet bevatten.

Definities per Forecast item

#	Collocatie dienst	Definitie
1	Fysiek Half	Collocatie Fysiek halve configuratie bestaat altijd uit één SIP en de mogelijkheid tot het plaatsen van twee 19" klantkasten in een nummercentrale. Het aantal footprints komt daarmee op drie. Verder wordt er standaard een B-kabel geleverd van 400 dubbel.
2	Fysiek Heel	Collocatie Fysiek hele configuratie bestaat altijd uit één SIP en de mogelijkheid tot het plaatsen van vier 19" klantkasten in een nummercentrale. Het aantal footprints komt daarmee op vijf. Verder wordt er standaard een B-kabel geleverd van 400 dubbel.
3	Adjacent	Collocatie MDF Adjacent bestaat altijd uit één SIP op het terrein van een KPN nummercentrale. Het aantal footprints komt daarmee op één. Verder wordt er standaard een B-kabel geleverd van 400 dubbel.
4	Streetcabinet	Collocatie MDF streetcabinet bestaat altijd uit één SIP op het terrein van een KPN nummercentrale. Verder wordt er standaard een B-kabel geleverd van 400 dubbel. Tenslotte is het voor Service Taker mogelijk om zelf een "streetcabinet" neer te zetten op een door KPN aangewezen locatie op het KPN terrein.
5	Footprints xDSL	Specifiek voor xDSL de opgave van het aantal SIP-kasten in een KPN nummercentrale. Automatisch bij 1 SIP-kast behoort altijd 1 footprint voor klantapparatuur.
6	200" B-/D kabel	koppelkabel met 200 dubbeladers (uitbreiding)
7	400" B-/D kabel	koppelkabel met 400 dubbeladers (uitbreiding)
8	800" B-/D kabel	koppelkabel met 800 dubbeladers (uitbreiding)
9	overige B-/D kabel (per 100" ader)	koppelkabel in elke variant (uitbreiding)
10	Torens	Collocatie Torens geeft de mogelijkheid voor het plaatsen van klantapparatuur/schotelconfiguraties in de torens of op de bordessen
11	Masten op torens	Collocatie Masten op torens geeft de mogelijkheid voor het plaatsen van antenneconfiguraties in staalconstructies op betontorens
12	Masten	Collocatie Masten geeft de mogelijkheid voor het plaatsen van antenneconfiguraties in losstaande staalconstructies met eventuele apparatuurplaatsing in/op bijbehorende KPN-ruimte
13	ICA	Bij de aanvraag voor Collocatie ICA krijgt u altijd één CDF. Het aantal footprints komt daarmee op één.
14	ILL	Bij de aanvraag voor Collocatie Interconnecting Leased Lines krijgt u altijd één CDF. Het aantal footprints komt daarmee op één.

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De forecast van Service Taker zal ten minste de volgende items bevatten:

De forecast zal tenminste bestaan uit de volgende onderdelen. KPN zal aan Service Taker een template ter beschikking stellen waar Service Taker zijn forecast op kan aangeven. Tevens is het mogelijk dat KPN en Service Taker tot een nadere invulling van de gevraagde forecast items komen.

Klantnaam: "Naam Service Taker"

Soort dienst: "Kies uit bovengenoemde lijst met 15 mogelijkheden de forecast items uit die u de komende periode gaat afnemen".

Eenheid: "Geef per gekozen forecast item weer of het gaat om een forecast in footprints, vierkante meters, strekkende meters of in geval van kabels aantallen per 100 dubbel".

Datum: "Vul hier de datum in dat u de forecast naar KPN heeft gestuurd".

Maand: Geef voor elk van de geforecaste maand de onderstaande items weer.

in aantallen	actie
forecast	aanleg ophef

Appendix III - Order Forms

Introduction

This Appendix details the key requirements for the forms within the Collocation Service ordering process that support the communication between the [Service Taker](#) and KPN.

The form requirements are structured as follows:

- i *Name of the form;*
- ii *Context:* A brief description of the purpose of the form;
- iii *Content Requirements:* The fields that are required within the form and which Party is responsible for completing those fields.

Site Offer Request

Context

[Service Taker](#) sends this form to KPN when a formal [Site Offer](#) is required for a particular [Collocation Facility](#).

Content Requirements

Field	Party Responsible
Service Taker name and contact details	ST
Date of submission	ST
<ul style="list-style-type: none">Service Facility identification / addressType of Collocation service required(Append Collocation Requirements document)	ST

The content of the Collocation Requirements Document (to be submitted in conjunction with the [Site Offer Request](#)) and [Site Offer](#) are specified in the [Operations and Maintenance Manual](#).

The most recent orderforms for CDF and Tie cable can be found in the [WOS](#) system. If [Service Taker](#) has (not yet) access to the [WOS](#) system, an orderform template can be requested from the Wholesale Accountmanager.

Appendix IV - Provisioning Forms

Introduction

This Appendix details the key requirements for the forms within the Collocation [Service](#) provisioning process that support the communication between the [Service Taker](#) and KPN.

The form requirements are structured as follows:

- i *Name of the form;*
- ii *Context:* A brief description of the purpose of the form;
- iii *Content Requirements:* The fields that are required within the form and which Party is responsible for completing those fields.

Acceptance Form

Context

This form is signed by both the [Service Taker](#) and KPN to confirm acceptance of the ordered and provisioned [Collocation Facility](#).

Content Requirements

Field	Party Responsible
Name Service Taker	KPN
Identification Collocation Space	KPN
Name and contact details Service Taker	ST
Details KPN <ul style="list-style-type: none">• Delivery date• Name• Function	KPN
Details Service Taker <ul style="list-style-type: none">• Acceptance date• Name• Function	ST
Specifications Collocation Facility (Attach final marked floor plans, duct plans and facility link plans)	KPN
Corrective actions and remarks <ul style="list-style-type: none">• Description• Agreed acceptance date• Action by	KPN/ST
Signature / date	KPN/ST

The content of the Facilities Link Requirements is specified in the [Operations and](#)

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Maintenance Manual.

Appendix V – Fault Management

Introduction

This Appendix details the key requirements for the forms within the Collocation Service provisioning process that support the communication between the [Service Taker](#) and KPN.

The form requirements are structured as follows:

- i *Name of the form;*
- ii *Context:* A brief description of the purpose of the form;
- iii *Content Requirements:* The fields that are required within the form and which Party is responsible for completing those fields.

Fault Report Form

Context

[Service Taker](#) sends this form to KPN when a [Fault](#) is reported for a particular [Collocation Facility](#).

Content Requirements

Field	Party Responsible
Name and address Service Taker and contact details	ST
Identification Collocation Space	ST
Description of the reported Fault	ST
Additional information	ST
Signature, name, date and time	ST

Appendix VI – Individual Agreement

Appendix VI to the Framework Agreement between the [Service Taker](#) and KPN.

Article 1

Having regard to the provisions of this Individual Agreement, KPN shall make available the following Collocation Facility for use by the [Service Taker](#):

- a. Name of service (indicate one):
 - Collocation Service for MDF Access; or
 - Collocation Service for Towers and Masts; or
 - Collocation Service for Undersea Cable Landing Stations; or
 - Collocation Service for Interconnect Access
 - Collocation Service for interconnecting Leased Lines
 - Collocation Service for Bitstream
 -
- b. Address of the [Service Facility](#):
- c. Description of the Collocation Facility in terms of location within the [Service Facility](#) and size:
- d. Description and layout drawing of the Collocation Space and the specifications of the [Service Taker](#) Equipment to be placed:
- e. Class grading:
- f. If applicable: one-off costs due for the realisation of
 - the necessary Standard Facilities:
 - the Optional Facilities agreed upon:
- g. If agreed upon: Non-standard Facilities:
 -
- h. The agreed rated load and consumption for the [Service Taker Equipment](#) to be placed in the Collocation Space:
- i. Name and telephone number(s) of the contact persons:
see Parameter Schedule.
- j. Specific requirements as defined in Article 6, first paragraph, of the Legal Body:
- k. If applicable: The preparation and delivery of the Collocation Facility is dependent on receiving the necessary licences from Local Authority. Therefore KPN will prepare and deliver the Collocation Facility only under the condition that the licences and approval have been received. In case the necessary licences and approvals are not received this Individual Agreement is cancelled without further costs to either [Service Taker](#) or KPN.

Article 2

The provisions of the Framework Agreement Collocation concluded between the parties on 20..... shall apply to this Individual Agreement, unless and in so far as the parties have explicitly agreed otherwise in writing in this Individual Agreement.

Article 3

This Individual Agreement shall come into force on the date upon which both parties sign it.

THUS AGREED UPON AND DRAWN UP IN DUPLICATE AND SIGNED

in/s-Gravenhage

on

On behalf of KPN:

On behalf of <Service Taker>:

(name) (name).....

(function)..... (function).....

Appendix VII – Card Access

1. General Card Access regulations

1. Per [Service Taker](#), each provided Access Card per Collocation Facility will be charged according to the tariff mentioned in the specific [Tariff Schedules](#).
2. The limit of Access Cards per Collocation Facility is 50 per year for each [Service Taker](#).
3. The Card Access procedure of KPN consists of supply of the physical Access Card and granting access rights to that Access Card.
4. Each Access Card is strictly personal and may not be handed over to another person.
5. [Service Taker](#) is responsible for the behaviour of [Service Taker Staff](#) using KPN Access Cards.
6. Once a year KPN Account management will supply [Service Taker](#) with a list of all Access Cards, which are delivered to [Service Taker](#). Based on this list, KPN will bill [Service Taker](#) for these Access Cards and the according access rights.
7. [Service Taker](#) will make sure that all [Service Taker Staff](#) will work in KPN [Service Facilities](#) according to the “10 Oranje Regels” and are certified according to the Operational Safety standard.
8. [Service Taker](#) shall not install any locks, bolts, key card installations or other locking or security devices in a [Service Facility](#) of KPN, without a prior written authorisation of KPN (via the KPN Wholesale Accountmanager).
9. [Service Taker](#) will send a copy of the written KPN authorisation to install a lock, bolt, key card installation or other locking or security device in the [Physical Collocation Room](#) on the first request of KPN to show this document.
10. In special circumstances KPN can authorise [Service Taker](#) the installation of a lock, bolt, key card installation or other locking or security device in the [Physical Collocation Room](#) to protect [Service Taker Equipment](#). In these authorised cases [Service Taker](#) is always obliged to give a duplicate key or master key card to KPN. If [Service Taker](#) does not comply with these rules and regulations, KPN can remove the added security devices with one prior warning to [Service Taker](#) and if [Service Taker](#) does not comply, charge [Service Taker](#) with the removal and repair costs in that [Service Facility](#).
11. Any unauthorised added locks, bolts, key card installations or other locking or security devices in a [Service Facility](#) shall be removed by KPN without prior warning and charged to the [Service Taker](#) who installed these devices with the removal and repair costs in that [Service Facility](#).

[Additional Card Access procedures are TBA]

2. The 10 “Oranje regels” to insure Operational Safety

For many years these 10 “Oranje regels” are part of the never-ending effort of KPN to insure operational safety and quality of service. KPN will grant access to the KPN [Service Facility](#) only to those persons that obey these rules, together with the certificate of “Operational Safety”. In doing so the quality of service of [Service Taker](#) and KPN can be maintained. [Service Taker](#) will make sure that all [Service Taker Staff](#) will work according to these rules.

10 oranjeregels

Elke medewerker, of derde die ten behoeve, van dienstafnemer die een technische gebouw van KPN betreedt is verplicht zich aan onderstaande regels te houden, hierdoor wordt voorkomen dat er onderbrekingen in de dienstverlening van KPN en Dienstafnemer ontstaan. Verder zal de medewerker te allen tijde de operationele- en veiligheidsaanwijzingen van bevoegde KPN medewerkers opvolgen.

1. **Alleen door KPN geautoriseerde medewerkers zijn bevoegd KPN technische gebouwen te betreden.**

Geen enkele onbevoegde mag een KPN technisch gebouw betreden. Derden - zoals leveranciers, aannemers, bezoekers en KPN-ers die niet OV-gecertificeerd* zijn mogen alleen met goedkeuring van de KPN-opdrachtgever en na een OV-werkinstructie* onder begeleiding van een OV-gecertificeerde* de KPN technische ruimte in. Ook voor hen gelden de 10 oranje regels.

2. **Draag duidelijk zichtbaar een identiteitspas.**

Zo kan KPN altijd zien wie u bent. Betreed uitsluitend het gebouw of de ruimte met de eigen KPN company card en voorkom dat anderen op uw KPN company card binnenkomen. U wordt door KPN verantwoordelijk gesteld als anderen op uw KPN company card binnenkomen.

3. **Verplichte melding van calamiteiten en incidenten bij 0800-0150.**

Meld alle onvolkomenheden in en om het gebouw bij de KPN Service Helpdesk 0800-0150. Incidenten zijn bijvoorbeeld: defecte telefoonvoorziening, een defecte wandcontactdoos, niet verwijderd projectafval, niet afgedichte brandweringen of lekkages.

4. **Mits op 2 m afstand van de telecommunicatie apparatuur is mobiel bellen in de ESD-veilige ruimten toegestaan; radio's zijn niet toegestaan.**

Om verstoringen in de dienstverlening van KPN te voorkomen in de ESD-veilige ruimten is het gebruik van actieve apparatuur met antenne (zoals een ingeschakelde GSM) in de directe nabijheid (minder dan 2 m) van de telecommunicatieapparatuur niet toegestaan. Bel mobiel op meer dan 2 meter afstand van de apparatuur, bijvoorbeeld aan de ESD-werktafel. Radio's zijn nooit toegestaan.

5. **Zorg voor anti-statische bescherming.**

Iedereen is verplicht om bij het betreden van een ESD-veilige ruimte gebruik te maken van de voorgeschreven uitrusting en van de aanwezige ESD-voorzieningen. Voordat de ruimte wordt betreden moet eerst de ESD-veiligheidstest worden uitgevoerd.

6. **Laat deuren nooit langer dan 30 seconden open.**

Als een deur langer blijft openstaan ontstaat er een alarmmelding bij KPN. Maak gebruik van de door KPN ter beschikking gestelde kaartlezers en sluit de deur(en)

binnen 30 seconden. Indien een deur toch langer dan 30 seconden moet openblijven, meldt dit dan bij het centrale meldnummer 0800-0150. Het natrekken van loze meldingen kost veel geld en energie. Bij misbruik en het herhaaldelijk voorkomen van incidenten bij bepaalde personen kan KPN zich genoodzaakt zien om passende maatregelen te treffen en de ontstane schade te verhalen.

7. Niet roken, eten en drinken in KPN technische ruimten; roken is in het hele KPN gebouw verboden.

In alle gebouwen van KPN geldt een rookverbod. Rook, broodkruimels en bijvoorbeeld koffie zijn absolute vijanden voor de gevoelige telecommunicatie apparatuur. Op enkele plaatsen zijn speciale ruimten ingericht om consumpties te nuttigen.

8. Niet boren, zagen, slijpen en hakken.

Het boren, zagen, slijpen en hakken is in KPN gebouwen niet toegestaan. Dit veroorzaakt namelijk stof en vonken. Zijn deze werkzaamheden toch noodzakelijk, werk dan altijd volgens de werkinstructies zoals die door KPN zijn vastgesteld. Zorg dat aanwezige apparatuur is beschermd door bijvoorbeeld schotten en/of ESD-veilige kunststoffolie, en dat de brandmeldinstallatie is uitgeschakeld. Aan wanden voorzien van een 'asbeststicker' mogen nooit werkzaamheden worden verricht.

9. Houd alles schoon en opgeruimd.

Het is verboden om materialen in KPN technische ruimtes uit te pakken en/of op te slaan. Dat kan namelijk problemen veroorzaken voor de aanwezige apparatuur. Is het door plaatselijke omstandigheden toch noodzakelijk om in een KPN technische ruimte zaken uit te pakken, doe dit dan alleen na het treffen van speciale voorzieningen. Dienstafnemer zal haar werkzaamheden altijd vooraf laten goedkeuren door KPN.

10. Rond uw werk zorgvuldig af.

Iedereen is verantwoordelijk voor de afvoer van eigen afval. Klaar met werken? Ruim dan afval en andere rommel op. Sla bouw en reservematerialen op in de daarvoor bestemde kasten/rekken. Neem restmaterialen mee en schakel gebruikte apparatuur (bijvoorbeeld soldeerbouten) uit. Sluit ramen en deuren, en doe het licht uit. Sluit ook het buitenhek af en lever de geleende sleutels weer bij KPN in.

Bij het niet naleven van de gedragsregels wordt de betreffende medewerker de toegang ontzegt door inname van de KPN autorisatie. De medewerker wordt tevens door KPN aansprakelijk gesteld voor schade die hij/zij veroorzaakt als gevolg van het niet naleven van de gedragsregels. Daarnaast kunnen andere disciplinaire maatregelen genomen worden.

Door het volgen van de bovenstaande 10 Oranjeregels kan KPN waarborgen dat de kwaliteit van de dienstverlening van KPN en haar dienstafnemers op een goed niveau blijft.

KPN behoudt zich het recht voor om bovenstaande regels aan te passen aan de laatste stand der techniek, operationele veiligheidsvoorschriften, wet & regelgeving of interne beleidslijnen. Dienstafnemer zal van een eventuele wijziging door KPN op de hoogte gesteld worden. KPN zal deze regels intern publiceren:

http://ovn.agora.kpn.org/ovn-portal/organisatie/noc/pages/10_oranjeregels.htm

Noot * OV staat voor Operationele Veiligheid

Appendix VIII - Walk through Procedure

1. Introduction

In this document a general description will be given of the way in which requests for collocation will be handled. Following this procedure and rules for the walk-through procedure will be explained. Based on these, KPN and parties requesting collocation should reach practical arrangements; to support these, a number of procedural principles are given.

2. Regular procedure for collocation requests

For each request for collocation, KPN conducts both a request verification (in support of which service has been collocation requested), and a feasibility study. In these, attention will be given to:

- Available space in the collocation area;
- Ways in which space can be made available (construction related);
- Nature of the work that would need to be carried out.

On the basis of the request verification and the feasibility study, either a planning and a proposal will be prepared for the requesting party or the request will be denied. Requests will be automatically denied when:

- Collocation is not requested in combination with and in support one of the following services:
 - Interconnection with special access to KPNs fixed telephone network, and/or
 - MDF access to the connection line of KPNs fixed general telephone network and/or,
 - Direct access to sea-cable which is “landing” in a KPN sea-cable landing station;
- The space under investigation had been reserved for KPN (with a maximum of one year);
- There is no space available for collocation in the [Service Facility](#), which is subject of the request.
- See also the objective criteria as mentioned under paragraph 4 of this procedure.

3. Walk-through procedure

Should a request for collocation be denied by KPN due to the unavailability of collocation space, a market party can request verification through a walk-through procedure. Before the walk-through procedure is started, parties will agree upon a number of practical matters, in particular:

- Requesting parties and KPN agree on an independent Third Party who is to conduct the walk-through;
- Requesting parties and KPN agree on the goal of the walk-through (eg. What is being investigated? Also see under “goal”);
- Requesting parties and KPN agree on the planning (which locations, when);
- Requesting parties and KPN agree on structure and procedure of the report (confidentiality, KPN’s right to be informed, use by other market parties).

3.1 Basic premises for conducting a walk-through procedure

For the realisation of the above-mentioned actions, the following will be taken into account.

Goal of the walk-through

- General goal: the verification, by an independent third party, of the actual space available for collocation at a specific KPN [Service Facility](#).
- Specific goals of each individual walk-through will be based on the following:

The independent Third Party will, apart from checking the available space, also take into account the feasibility of turning a particular space into a collocation space.

Third Party will take the following into account:

- is space available in the [Service Facility](#). To reach this conclusion, Third Party will take into account the rules and requirements as put down in the Technical Manual collocations, the Operations & Maintenance Manual collocation, as well as the strategic planning of space by KPN.
- is the construction of the building such that a collocation space can be constructed
- is the height of the space in question sufficient
- is the space reachable within reason using the access procedure.

Frequency walk-through

- Requesting market parties and KPN will agree at which locations a walk-through will be held and when this will be done.
- For each location there is a maximum of one walk-through per quarter of a year.

Costs walk-through

The costs for the walk-through will be charged to the requesting market party should the investigation turn out that a collocation is not an option at the [Service Facility](#) investigated. Should the investigation yield a positive result (collocation request can be honoured), the costs incurred will be paid by KPN. Prerequisite is that the walk-through must be conducted within agreed timeframes.

Other prerequisites for walk-through

- Third party will not make any statements on planning or costs necessary to adjust a space to accommodate collocation. Planning and costs will be prepared and offered to market parties by KPN;
- Assessment of offers or planning – either based on a feasibility study or on a walk-through – is outside the scope of a walk-through;
- The delegation conducting the walk-through will consist of a KPN representative and a representative of an independent third party;
- KPN will provide independent third party with a map of the [Service Facility](#) to be investigated, prior to the investigation;
- The investigation will include all areas of a [Service Facility](#).

3.2 Considerations for conducting the walk-through procedure

In addition to the items mentioned under 3, the following procedural rules apply:

- The independent Third Party indicates the (parts of the) days during which it is possible for Third Party to conduct the walk-through;
- KPN and third party agree on a planning for the walk through;
- Prior to the walk-through, KPN provides Third Party with a map of the [Service Facility](#) in question;
- Third Party will report after a walk-through in writing on its conclusions and recommendations, in accordance with the goal as stated above;
- Third Party will first make the report available to KPN, to enable KPN to identify any confidential information, which will not be made available to market parties;
- Third Party will then make the report available to the requesting market party;
- The report will be evaluated by all three parties involved;
- KPN and requesting market parties will decide to accept or reject the conclusions reached by the independent Third Party, per individual report;
- Should at least one of the parties involved not accept the conclusions and recommendations of an individual report, then OPTA will be requested to make a recommendation regarding the matter, as such follows from the OPTA decree under C., of the OPTA decision G.10.00. In this case, OPTA should also be able to analyse any confidential information contained in the report;
- Should both KPN and the requesting market party accept the conclusions and recommendations in the individual reports, then both parties will respect this outcome

and act accordingly.

4. Objective criteria for collocation

KPN hereby indicates the minimum list of objective criteria for collocation space in the KPN building or the KPN premises. Based on these, KPN and parties requesting collocation should reach practical arrangements. To support these, a number of objective principles are given.

General criteria for all forms of collocation.

- 1) 1A) Is there enough floor space for one rack / row to place the equipment of the [Service Taker](#) (including the CDF).
1B) If this is not available, is there space on the KPN premises for a temporary facility.
1C) Are there other alternatives available at this location?
1D) Is there a future building expansion planned. How many square meters are added in this expansion and is it possible to grant physical collocation in the new situation.
- 2) Is the floor pressure in the available space of the building enough to support the technical equipment? In other words: Can the available floor space support a pressure of more than 800 Kg per square meter.
- 3) Is the height of the space in the building enough to support the equipment of the [Service Taker](#)?
- 4) 4A) If the collocation space in the KPN building is (partially) below ground level, is this collocation space waterproof.
4B) If not, can the collocation space be adjusted to be waterproof.
- 5) Is the available space reserved for KPN to be used within the next year?
- 6) 6A) Is there enough energy supply available (48 Volt DC en 230 volt AC)
6B) If not, can the energy supply be expanded.
- 7) 7A) Is there enough earthing
7B) If not, can the earthing be expanded.
- 8) 8A) Is there enough climate control (air-conditioning etc)
8B) If not, can the climate control be expanded.
- 9) 9A) Is the collocation space compliant with the fire requirements (WBDBO: 60 minutes)
9B) If not, can the fire requirements be made compliant.
- 10) 10A) Is there enough space for the cables. For example: “de Kabelwip”, cable throughput area’s for energy cables, antennae cables, and [Service Taker](#) cables.
10B) If not, can this cable space be expanded.
- 11) Are the necessary licences available from the (local) government? For example environmental licences and building permits.

Additional Criteria for MDF Access collocation

- 12) 12A) Is there enough space on the Main Distribution Frame.
12B) If not, can the Main Distribution Frame be expanded to serve the [Service Taker](#) for MDF access.

Additional criteria Adjacent Collocation next to the KPN building on the KPN premises:

- 13) 13A) Is there enough space on the KPN premises to place a Adjacent-CDF cabinet.
13B) If not possible on the KPN premises, can the Adjacent-CDF be attached to the KPN building.

To place equipment on the KPN premises the following rules are applicable:

- A) Not to place equipment on a cable bed (cables: gas, electricity, sewer, drainage tubes, water-works etc.)
- B) Not to place equipment in space for future building expansion.

Additional collocation criteria on Towers and Masts:

- 14) 14A) Is there enough space “opstelruimte” for the antennae configuration
14B) if not, can this space “opstelruimte” be added or expanded.
- 15) Is it necessary for the [Service Taker](#) to “use” the height of the Tower or Mast

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- 16 Is **Service Taker** in possession of the necessary permits / licences to transmit radio waves.
- 17 Are **Service Taker** requests within the maximum “veldsterkte” if added to the existing “veldsterkte” on the location
- 18 Is the tower physical suited for the requested equipment?

Additional criteria Undersea cable landing stations:

- 19 Is **Service Taker** justified to use (a part of) the undersea cable landing stations?

Appendix IX - Wholesale Order Service and E-signature

1. introduction

This appendix is an addition to the conditions, which are stated in the Legal Body (Raamovereenkomst). In this Appendix a general description will be given of the way in which requests for collocation using the KPN internet application WOS will be handled. The procedure and rules for the use of the WOS procedure will be explained in this appendix. Due to the link of these conditions with the Legal Body (raamovereenkomst), this appendix will be in Dutch to avoid confusion in terms.

Gebruik van Wholesale Order Service (WOS) met Electronische handtekening

2. WOS uitgangspunten voor gebruik

Partijen geven hierbij te kennen dat zij een de KPN Internet applicatie Wholesale Order Service willen gebruiken met de daarbij behorende Electronische Handtekening.

Contractant kan de KPN internet applicatie WOS gebruiken onder de volgende voorwaarden:

- 2.1 Contractant neemt één of meer Wholesalediensten van KPN af, of wenst die af te nemen.
Het mogelijk om de volgende Wholesale diensten te orderen of op te zeggen via WOS:
 - Collocatie Interconnect Access (ICA)
 - Collocatie MDF
 - Collocatie Toren & Masten
 - Collocatie Zeekabel toegang
 - Collocatie Interconnecting Leased Lines (ILL)
 - Tie cables
 - Additionele apparatuur op bestaande locaties ten behoeve van de afgenomen Wholesale dienst.
- 2.2 Contractant heeft de wens om voor deze Wholesalediensten online offertes aan te vragen en/of bestellingen te doen;
- 2.3 KPN bereid is Contractant hiertoe de mogelijkheid te bieden en hem ter identificatie en autorisatie een Private Cliënt ID te verstrekken;
- 2.4 Met behulp van het Private Cliënt ID wordt Contractant in staat gesteld via de KPN E-wholesale website offertes aan te vragen en bestellingen te doen voor Wholesalediensten van KPN;
- 2.5 KPN geeft hieronder de voorwaarden aan waar KPN aan Contractant een Private Cliënt ID verstrekt en de wijze waarop Contractant hiervan gebruik maakt;
- 2.6 Op de met behulp van de Private Cliënt ID verrichte offertes en bestellingen zijn, naast de voorwaarden uit deze appendix, de voorwaarden van de overeenkomsten tussen Contractant en KPN met betrekking tot de betreffende wholesalediensten van toepassing;
- 2.7 De definities staan omschreven in het **General Definitions** document.

3. Onderwerp

- 3.1 KPN zal Contractant onder de voorwaarden opgenomen in de Overeenkomst een Private Cliënt ID ter beschikking stellen. Deze Private Cliënt ID maakt onderdeel uit van het digitale certificaat en wordt gedistribueerd op de wijze zoals omschreven in deze appendix.

- 3.2 De Private Cliënt ID biedt Contractant de mogelijkheid op de E-wholesale website offertes aan te vragen en bestellingen te doen voor de in deze overeenkomst genoemde diensten.
- 3.3 De Overeenkomst heeft betrekking op de voorwaarden waaronder Contractant gebruik maakt van de Private Cliënt ID. Op de Wholesalediensten zijn daarnaast de voorwaarden van de met Contractant gesloten voor de betreffende Wholesaledienst gesloten overeenkomst van toepassing

4. Aanvraag

- 4.1 Contractant kan het registratieformulier van de e-wholesale website downloaden. Nadat Contractant het formulier geheel heeft ingevuld en ondertekend wordt het formulier per post / fax naar de betreffende KPN Wholesale accountmanager gestuurd. Deze zal de aanvraag verder in behandeling nemen.

Na beoordeling van de aanvraag door de hiervoor bedoelde accountmanager krijgt de contactpersoon van Contractant per mail een document toegezonden met daarin aangegeven de gebruikersnaam, het wachtwoord en een beschrijving om het digitale certificaat te downloaden.

- 4.2 Tijdens de aanvraagprocedure wordt een sleutelpaar gegenereerd, bestaand uit een Geheime- en een Publieke Sleutel. De eindgebruiker is verplicht het de geheime sleutel op zodanige wijze te bewaren deze beschermd is tegen toegang door onbevoegde derden.
- 4.3 Na ontvangst van de Private Cliënt ID zal Contractant nagaan of de in de Private Cliënt ID opgenomen gegevens juist en volledig zijn.

5. Verplichtingen Contractant

- 5.1 Contractant zal bij het gebruik van de Private Cliënt ID de door KPN gegeven instructies altijd naleven.
- 5.2 Dienstafnemer zal de door KPN verstrekte Geheime sleutel op zodanige wijze te bewaren dat deze beschermd is tegen toegang door onbevoegde derden. Indien Dienstafnemer de geheime sleutel vergeet of verliest ofwel indien Dienstafnemer een gegrond vermoeden heeft dat deze sleutel aan derden bekend is geworden of door een derde wordt misbruikt, dan dient Dienstafnemer direct contact op te nemen met de eigen KPN wholesale accountmanager. Verder dient Dienstafnemer er alles aan te doen om misbruik van de geheime sleutel of schade als gevolg hiervan te voorkomen.
- 5.3 Contractant zal de Private Cliënt ID uitsluitend gebruiken voor de volgende handelingen:
- Aanvragen van een "Verkenning" op Torens & Masten
 - Aanvragen van offertes voor de genoemde Wholesale diensten
 - Aangeven van (initiële of uitbreidings-) orders voor de genoemde Wholesale diensten
 - "Tracken en traceren" van de eigen offertes en / of orders
 - Opzeggen van eerder door Contractant bij KPN aangevraagde diensten
- 5.4 Contractant is verplicht iedere wijziging in de in de Private Cliënt ID of in opgenomen gegevens door te geven binnen 2 werkdagen nadat deze wijziging heeft plaatsgevonden of zoveel eerder als mogelijk is.
- 5.5 Het is Contractant niet toegestaan de Private Cliënt ID te gebruiken of te laten gebruiken nadat deze is ingetrokken of de geldigheidsduur ervan is verlopen. In dit geval dient Contractant de Private Cliënt ID direct van de computer waarop het is geïnstalleerd te verwijderen.

6. Intrekking van het Private Cliënt ID

6.1 KPN gaat onverwijld over tot intrekking van het Private Cliënt ID:

- Indien de Geheime Sleutel van Contractant verloren is gegaan, is gestolen, gewijzigd of aan een onbevoegde derde bekend is geworden
- Indien blijkt dat de gegevens die in Het Private Cliënt ID zijn opgenomen onjuist of onvolledig zijn
- Indien Contractant om intrekking verzoekt
- Indien Contractant tekortschiet in de nakoming van een of meer verplichtingen op grond van deze Overeenkomst
- Indien een redelijke vermoeden bestaat dat het Private Cliënt ID wordt gebruikt op een wijze die onrechtmatig of strafbaar is volgens Nederlands recht.

7. Wijzingen en Beheer

7.1 KPN heeft het recht wijzingen aan de brengen in de wijze waarop de Private Cliënt ID gebruikt gemaakt kan worden

8. Vergoeding en betaling

8.1 Voor het aanvragen en gebruik van een Private Cliënt ID worden door KPN initieel geen kosten in rekening gebracht.

8.2 Contractant kan jaarlijks tot 20 Private Cliënt ID's aanvragen zonder dat daarvoor kosten in rekening zullen worden gebracht. Indien meer dan 20 Private Cliënt ID's in een jaar worden aangevraagd dan zal KPN voor iedere extra aanvraag een eenmalige vergoeding als gesteld in de **Tariff Schedule** in rekening brengen.

9. Aansprakelijkheid

9.1 KPN is jegens Contractant slechts aansprakelijk voor de schade die Contractant lijdt door een toerekenbare tekortkoming van KPN in de nakoming van haar verplichtingen op grond van deze Overeenkomst omtrent de elektronische handtekening, voor zover het betreft:

- Directe schade, waaronder uitsluitend wordt verstaan kosten van vervanging van een of meer Private Cliënt ID's;
- Schade aan zaken van Contractant;
- Schade door dood of letsel.

9.2 Zonder aan het voorafgaande afbreuk te doen, kan KPN in geen geval aansprakelijk worden gesteld voor enige indirecte of gevolgschade, daaronder begrepen omzetverlies of schade door het verloren gaan van gegevens.

9.3 Contractant vrijwaart KPN tegen aanspraken van derden op vergoeding van schade ontstaan doordat Contractant zijn uit deze Overeenkomst voortvloeiende verplichtingen niet nakomt.

10. Intellectuele Eigendom

10.1 Deze overeenkomst strekt niet tot overdracht van enig intellectueel eigendomsrecht.

10.2 Contractant krijgt software ter beschikking gesteld die te downloaden is ten behoeve van het digitale certificaat. Hierop staat wie de uitgever is (KPN) aan wie (gebruiker bij Contractant) en de geldigheidsduur. De Contractant krijgt een niet-exclusief niet-overdraagbaar recht om de software en daarbij behorende gebruikersdocumentatie voor de duur van de overeenkomst te gebruiken voorzover noodzakelijk in het kader van de uitvoering van deze overeenkomst.

11. Duur en beëindiging

Elk uitgegeven Private Cliënt ID is één jaar geldig vanaf datum van uitgifte door KPN. Contractant krijgt van KPN automatisch een herinnering via e-mail toegezonden om het digitale certificaat te verlengen met telkens één jaar.

– End of Operations and Maintenance Manual –