

OFFER FOR COLLOCATION 2004

GENERAL SERVICE DESCRIPTION

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KPN Offer for Collocation Services
General Service Description

Changes from previous version¹

Added

Paragraph	Remarks	Issue ²
1.2.5; 1.2.6; 1.4	Forecast added	
1.2.7	Building blocks for ICA, T&M and MDF	
1.3.1	Energy Paragraph	
1.3.4	Wholesale Order Service (WOS)	
1.3.5	Retail IS/RA point (not part of collocation service) can be installed (under conditions) according to technical specifications in General Technical Manual	
1.6 iv	All other possible charges	

Changed

Paragraph	Remarks	Issue ²
1.3.3	Access Cards	
Voettekst	Changed version from 2.0 to 2.1	
Various	Colours to various definitions, services and documents	

Removed

Paragraph	Remarks	Issue ²

¹ Grammatical changes have not been indicated.

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

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1. KPN Telecom Collocation Services

1.1 Introduction

This document presents the General Service Description applicable to the **KPN Telecom Collocation Services** provided by KPN to **Service Taker**, as used in the **Framework Agreement**, **Individual Agreements**, and supporting manuals and schedules.

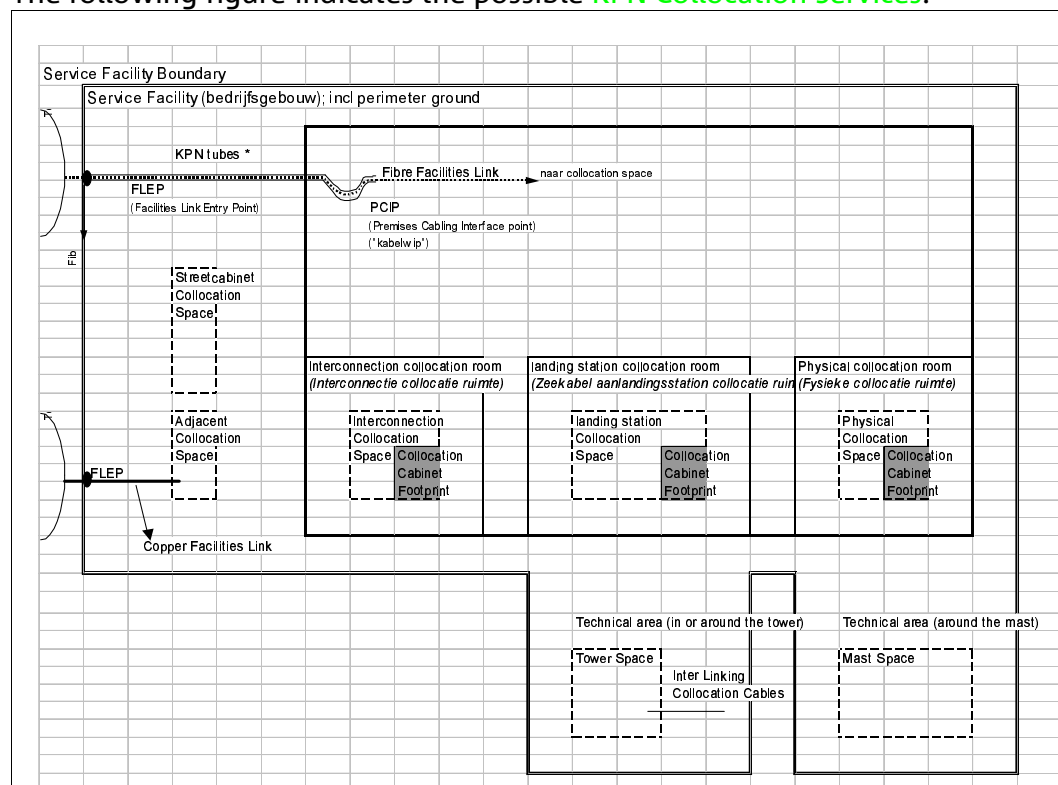
This document applies for all **KPN Telecom Collocation Services**.

Elements that are specific for the separate **KPN Telecom Collocation Services** will be addressed in separate documentation.

For each of the **KPN Telecom Collocation Services** the following documents will be available:

- **Definitions**
- **Service Description**
- **Tariff Schedule**
- **Billing Manual**
- **Operations and Maintenance Manual**
- **Technical Manual**
- **Parameter Schedule**
- **Service Schedule**

The following figure indicates the possible **KPN Collocation Services**.



1.2 Service description

1.2.1 **KPN Telecom Collocation Services** shall be allocated on a first-come, first-

served basis as described in the **General Operations and Maintenance Manual**.

- 1.2.2 **Service Taker** shall submit a Request for a **Site Offer** in accordance with the **General Operations and Maintenance Manual** prior to ordering one of the **KPN Telecom Collocation Services** as mentioned in the **General Service Schedule**.
- 1.2.3 KPN will commence work to make **Collocation Space** ready for occupation when:
- i) **Service Taker** has agreed to the **Site Offer**;
 - ii) **Service Taker** has submitted an **Order** for Collocation in the form of a concluded **Individual Agreement** for a **Collocation Facility**, in accordance with the **General Operations and Maintenance Manual**; and
 - iii) KPN has received the first instalment of the non-recurring charges as specified in the main text of the **Framework Agreement**.
 - iv) if so applicable, KPN has received all required building approvals, building licences and environmental licences.
- 1.2.4 The provisioning of **KPN Telecom Collocation Services** will constitute a minimum of one **Collocation Cabinet Footprint**.
- 1.2.5 **Service Taker** is obliged to deliver a forecast in advance to KPN of the required **Services**.
- 1.2.6 The provisioning timelines mentioned in this **Agreement** are guaranteed by KPN if **Service Taker** delivers a complete, timely and correct forecast of the required **KPN Telecom Collocation Services** as described in the General and specific **Operational and Maintenance manuals**.
- 1.2.7 **Service Taker** is allowed to order in building blocks for the following collocation services: **Collocation Service for Interconnect Access**, **Collocation Service for Towers and Masts** and **Collocation Service for MDF Access**, as long as the result is a functioning configuration of these collocation services.

1.3 Service Elements

- 1.3.1 **Service Taker** can request an energy supply of 230V AC (un)monitored or 48 V DC No Break. Only on Towers **Service Taker** can request the optional power supply of 400VAC. The technical difference between these four options of energy supply is explained in the **General Operations and Maintenance Manual**. The method(s) of determining the energy usage of **Service Taker** is a **Service Facility** is described in the **Operations and Maintenance manual**.

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- 1.3.2 The [Site Offer](#) for each [Service Facility](#) will clarify which [Optional Facilities](#) are readily installable. Any requests by [Service Taker](#) for facilities not listed as readily installable in the [Site Offer](#), as described within the [General Operations and Maintenance Manual](#), will be treated as [Non-Standard Facilities](#) and will be subject to a separate order and agreement between [Service Taker](#) and KPN.
- 1.3.3 Each Access Card for each [Service Taker](#), used for entering a [Service Facility](#), will be charged according to the tariff mentioned in the specific [Tariff Schedule](#) of each of the [KPN Collocation Services](#). The procedure and specific Access Card conditions are described within the [General Operations and Maintenance Manual](#).
- 1.3.4 The [Wholesale Order Service](#) will be charged according to the specific [Tariff Schedule](#) of each of the [KPN Collocation Services](#). The procedure and specific [WOS](#) conditions are described within the [General Operations and Maintenance Manual](#).
- 1.3.5 An IS/RA point for telephony is not part of the collocation service. The IS/RA point can be requested as a retail service from the KPN Retail Account Manager.
- An IS/RA point can only be installed as an optional non-standard facility in the [Collocation Space](#) on a request from [Service Taker](#) if all of the following conditions are met.
1. [Service Taker](#) may only use the requested IS/RA point for monitoring the equipment of [Service Taker](#) or to remotely operate the equipment of [Service taker](#).
 2. If [Service Taker](#) requests the IS/RA point, it will be installed according to the specifications as described in the [General Technical Manual](#).

1.4 Responsibilities

- i. KPN responsibilities shall include the following in accordance with the general and service specific **Operations and Maintenance Manuals**:
 - 1. The provision of one of the **KPN Telecom Collocation Services** as addressed in the **General Service Schedule**; and
 - 2. The notification of **Service Taker** of any decisions to decommission a **Service Facility**.
- ii. **Service Taker** responsibilities shall include the following in accordance with the general and service specific **Operations and Maintenance Manual**:
 - 1. The ordering and forecasting of one of the **KPN Telecom Collocation Services** as addressed in the **General Service Schedule**; and
 - 2. contacting the **KPN Fault Contact Point** as required to report **Faults**.

1.5 Quality of service

- i. KPN shall provide the **KPN Telecom Collocation Services** to the service levels set out in the general and service specific **Operations and Maintenance Manual** and the general and service specific **Parameter Schedule**.

1.6 Tariffs

- i. The charges payable by **Service Taker** to KPN for the **KPN Telecom Collocation Services** are:
 - 1. in addition to any other charges payable in respect of other **Services** detailed in this **Agreement**; and
 - 2. the sum of the non recurring charges, recurring charges and usage charges in accordance with the paragraphs below.
- ii. The non-recurring charges for each **Collocation Facility** shall include:
 - 1. a charge for the provision of each of the **Standard Facilities** available for the use of Service Taker within the Service Taker's **Collocation Space** within an **Collocation Facility**; and
 - 2. a charge for the installation of one or more of the following power supplies for connection to **Operational Equipment**, selected by **Service Taker** as **Optional Facility**:
 - a. 48V DC no break power supply;
 - b. 230V AC un-monitored power supply;

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- c. 230V AC monitored power supply.
as specified in the **General Technical Manual**; and
 - 3. a charge for **Non-Standard Facilities**, as required by **Service Taker**, agreed by KPN and subject to bespoke pricing not governed by this Agreement.
 - iii. The recurring charges for each **Collocation Facility** shall include:
 - 1. a rental charge for the **Standard Facilities**; and
 - 2. a usage charge for the **Optional Facilities** selected by **Service Taker**; and
 - 3. a usage charge for **Standard** and **Optional Power Supply Facilities** selected by **Service Taker**
 - iv. All other recurring and non-recurring charges applicable as requested by **Service Taker** or which are necessary to meet with **Service Taker** requests.
- 1.6.4. The charges payable by **Service Taker** to KPN for the **KPN Telecom Collocation Services** are specified in the service specific **Tariff Schedule**.

– End of Service Description –