الاتصالات السعودية
SAUDI TELECOM

SAUDI TELECOM COMPANY

Reference Offer for Data Access (RODA)

Annex D

Management of Data Access Services

Version number:	1.0
Version date:	August, 2007
Date of original Issue:	26th August 2007
Authority for issue:	GM, Regulatory Affairs

DOCUMENT HISTORY & VERSION CONTROL RECORD

Name of document	Primary Document
Author	Director, Carrier Services, yakeel@stc.com.sa
Authorised Officer	GM, Regulatory Affairs
Description of document	Includes the Procedures as how the STC RODA Services will be managed for the OLOs
Approved by	CITC, Decision No.178/1428
Date of approval	August, 2007

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1 MANAGEMENT OF DATA ACCESS SERVICES

This Annex describes the manner in which the management of the Data Access Services will be performed and provides guidance on the necessary forms to be used.

1.1 Account Management

1.1.1 STC and the Other Licensed Operator will each appoint a Data Access Services Technical Manager and a Commercial Account Manager to deal with the other Licensee, from the initial request for Data Access Services from STC. These Managers will act as principal points of contact between the two Licensees and will coordinate and facilitate communication on Data Access Services matters.

1.1.2 The Data Access Services Technical Managers and Commercial Account Managers will have the authority to represent their respective organisations for technical and commercial decisions respectively.

1.1.3 Either Licensee may request a meeting to address any matter arising in the operation of the Data Access Services. STC and the Other Licensed Operator will agree to meet within five (5) Business Days of receipt of notification of the requested meeting.

1.2 Data Access Services Technical and Commercial Liaison

1.2.1 STC and the Other Licensed Operator will establish a Data Access Services Technical Review Committee. The composition of the Technical Review Committee will be agreed between STC and the Other Licensed Operator and may be amended from time to time as appropriate.

1.2.2 The Data Access Services Technical Review Committee will meet regularly at a frequency to be agreed between STC and the Other Licensed Operator. The frequency is expected initially to be at least monthly.

1.2.3 Within the context of the provision of Data Access Services, the initial Technical and Commercial Review Meetings will address the following details:

- Access Network characteristics
- Access Network performance
- OLO Connection to the Access Network
- OLO Equipment Performance Specifications
- Equipment Interoperability
- Availability of Data Access Services
- Security
- Equipment Capacity forecasting
- ADSL DSLAM Site Sharing requirements
- Operations and maintenance principles
    - Fault Monitoring processes
    - Spectrum and Interference Management
    - Fault Reporting and Service Restoration Processes
    - Ordering processes
    - Billing processes

1.2.4 The Technical and Commercial Review Meeting will be the principal forum for the initial and ongoing technical and planning discussions and agreement on technical, planning, operational, billing and service aspects of the Data Access Services. There will be an agreed agenda which will include the following:

- Order status
- Provision of service process performance
- Analysis of service quality
- Maintenance process performance
- Analysis of faults during the period since the previous meeting
- Billing processes and Billing issues
- Provision of relevant information and discussion of changes to either network or to the service.
- Forecasts

1.2.5 The Technical Review Committee will record formal minutes of all meetings and maintain an Action Register. Each party of the Technical Review Committee will be responsible for its own costs incurred in attending and preparing for meetings.

1.3 Provision of Network Information

1.3.1 Each party will provide the other party with advance information about such planned introduction, closure, replacement or modification of or to any ADSL Serving site (insofar as it is relevant to the provision of Data Access Services).

1.3.2 Each party will provide the other party with advance information about such proposed alterations and upgrades to their network which will make it necessary to change the other party's network in order to maintain the Data Access Services provided by STC to the Other Licensed Operator.

1.3.3 Any changes will be notified as soon as the proposal becomes firm and in any event not less than seven (7) Calendar Months prior to the implementation of the alteration.

1.4 Issue Management

1.4.1 Any network faults or performance issues will be addressed in the first instance by the Network Operations Centre responsible for the relevant part of the STC or Other Licensed Operator's network according to operational processes set out in Annex H *(Operations and Maintenance Manual).*

1.4.2 In the event that any individual operational problem is not resolved within the service response time defined in Annex I *(Quality of Service Measures)*, then there will be an escalation path. Issues unresolved after the agreed service response time will be reported to the Data Access Services Technical Managers and Commercial Account Managers who may request a meeting as in Clause 1.1.3 above.

1.5 Dispute Resolution

1.5.1 Resolution of all disputes will be in accordance with the process described in Clause 14 of the Primary Document.