

# Reference Offer for Wholesale Ancillary Services

## Service Operations Manual

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# 1 Background

This document is concerned with KCOM's Reference Offer for Ancillary Services and those Services listed in that Agreement. Service Operations Manuals for other KCOM products and services are set according to established processes for the products and services, which continue to develop to suit changing conditions in those markets.

The purpose of the Service Operations Manual is to document the processes and procedures involved in service provision and support for Wholesale Ancillary Services.

The Service Operations Manual is the statement of agreed working practices between the parties. The details in this Service Operations Manual do not vary the terms and conditions of the Reference Offer for Wholesale Ancillary Services and, in the event of any conflict, the terms of the Reference Offer shall take precedence.

The purpose of the Service Operations Manual is to:

- a. describe the processes and procedures involved in the delivery of Wholesale Ancillary Services Orders
- b. detail the escalation and complaints procedures for incident management and service delivery
- c. document the Customer Service Plan

## 2. Service Request Process

### 2.1. Clean Order Process

The CP shall request any new provide order, in-life change or cessation of Service on the relevant Order Form to KCOM. The Order Form is mandatory, and the Order will not be accepted by KCOM in any other format. KCOM will specify the Order Form to be used for each service element and all Orders must be submitted using the specified Order Form. The Order Form must be sent via the customer portal, where available, or by email to the KCOM Wholesale Desk, the details of which are specified in the Customer Service Plan.

On receipt of the Order Form, KCOM will review the Order Form for accuracy and completeness. If any discrepancies are identified on the submitted Order Form, KCOM will reject the Order Form by return email, advising the CP of the reason(s) for rejection. In order to proceed with the Order, the CP will need to resubmit the Order Form to KCOM Wholesale Desk with the errors corrected and/or omissions inserted. The returned Order Form will be treated as a new Order and will restart the Clean Order Process. The Order Form must include full and accurate written details of the Exchange Site or CP Site to which the Order relates as specified on the Order Form. Upon KCOM's acceptance of the Order, KCOM shall use its reasonable endeavours to provide the Services by the Target Date for Co-location services or the Proposed Start Date for Cable Connect services. The Target Date or Proposed Start Date for each type of Order is set out in Table 1 below. It is the CP's responsibility to ensure the Order Form includes all information necessary for successful completion of the Order.

Table 1

Service Element	Order Type	Proposed Start Date / Target Date
Internal Cable Connect	Non-terminated (cable left coiled in the CP's Equipment Room)	20 Working Days from KCOM's acceptance of the Order Form
	Terminated (cable terminated on ODF in the CP's Equipment Room)	25 Working Days from KCOM's acceptance of the Order Form
Exterior Cable Connect	Non-terminated (cable left coiled in the CP's Equipment Room)	20 Working Days from KCOM's acceptance of the Order Form
	Terminated (cable terminated on ODF in the Equipment Room)	25 Working Days from KCOM's acceptance of the Order Form
Co-location Services Works	New Provide & Upgrades	As defined by form PCR3 advised to CP within maximum of 40 days from submission of form PCR1

## 2.2. Order Delivery Process

Once KCOM has accepted the Order pursuant to the Clean Order Process, the KCOM Wholesale Desk will email the CP Order Correspondence Contact as specified on the Order Form, confirming its acceptance of the Order. At this point the Order will also be passed for processing.

For Cable Connect services, once the processing of the Order is complete, a second email will be sent to the CP Order Correspondence Contact confirming the KCOM order number, Site address and where applicable the circuit reference and the Proposed Start Date.

For Co-location services, the Target Date will be advised by the presentation to the CP by KCOM of form, PCR3. The KCOM Wholesale Desk must be notified by the CP no later than 3 Working Days from receipt of KCOM's Target Date proposal as to whether it wishes to:

- a. accept KCOM's proposed ordering pattern; or
- b. submit Orders in accordance with its originally submitted ACPF.

During the life cycle of the Order the KCOM Wholesale Desk will advise of any Order exceptions, engineer visit dates, installation issues and changes to the Target Date or Proposed Start Date if / when such instances occur. For any additional Order updates required, the CP Operational Contact may contact the KCOM Wholesale Desk, the details of which are specified within the Customer Service Plan.

Upon completion of the Order KCOM will provide the CP with confirmation that the Order has been fully completed. The Services will be chargeable from, and shall accrue from, the Service Start Date.

## 2.3. Cancelled Orders

Should the CP wish to cancel an Order they must send an email to the KCOM Wholesale Desk, to the email address specified within the Customer Service Plan, and ensure that

such email specifies the order number, Exchange Site, CP Site address and where applicable the circuit reference of the Order to be cancelled. The KCOM Wholesale Desk will then send an email to the CP Order Correspondence Contact, confirming the Order has been cancelled and advising of any cancellation fee that is payable. Cancellation Charges are as set out in the Price List.

## 2.4 Cancellation Charges

This outlines the termination costs associated with cancelling Orders for Cable and Ancillary Co-location Services where such termination is prior to the Proposed Start Date / Target Date.

KCOM reserves the right to claim costs incurred as a result of the CP cancelling any Orders for Co-location services and Cable Connects prior to the Proposed Start Date / Target Date. For the avoidance of doubt such costs incurred shall include any Excess Construction Charges to the extent that KCOM has incurred such costs.

Cancellation Charges for Ancillary Services are set out in the Price List.

## 3. Incident Management Procedure

Should the CP identify a problem with the Services, the CP must contact KCOM Operations Support, the contact details of which can be found in the Customer Service Plan. The KCOM Technical Support Team will first undertake a series of first line diagnostic tests. If at this stage the problem is resolved, the KCOM Technical Support Team will close the incident ticket and confirm that the incident is resolved.

If first line diagnostics do not resolve the incident, a ticket will be raised for an engineer to conduct further investigations on the incident and attend the Exchange Site as required to resolve the problem if deemed necessary. Following successful engineer investigation, the KCOM Technical Support Team will inform the CP that the incident is resolved.

The Time to Resolve (TTR) period shall begin once the CP notifies the KCOM Technical Support Team of the incident. The TTR incident shall cease upon notice to the CP by the KCOM Technical Support Team of an incident resolution. KCOM will record the duration of the TTR period in order to be able to comply with KCOM's obligations set out in the Service Standard Schedules to KCOM's Reference Offer for Ancillary Services.

To diagnose and resolve any suspected incidents rapidly and effectively, the CP should endeavour to ensure the CP is in possession of the following information when contacting the KCOM Technical Support Team:

- a. the CP's organisation name and address;
- b. details of the Service provided by KCOM to the CP;
- c. the address of the Exchange Site which is affected by the incident;
- d. any affected circuit reference numbers;
- e. nature of the incident;
- f. details of any tests the CP may have carried out in attempting to localise the problem;
- g. confirmation as to whether any affected circuits can be taken out of service, if necessary for testing.

## 4. Planned Outages Notification Procedure

Planned Outages may be necessary for KCOM to carry out essential maintenance or upgrades to the KCOM Network ; these will be kept to a minimum. Except in Emergency or when circumstances are beyond KCOM's control, KCOM will use reasonable endeavours to provide at least 10 Working Days' notice of any Planned Outages which will affect the availability of the Services.

The CP can contact the KCOM Wholesale Desk from time to time to request an alternative outage time, which KCOM will use its reasonable endeavours to implement. KCOM will give notice of Planned Outages to the CP Operational Contact(s).

## 5. Charge Change Notification Procedure

KCOM will advise the CP of any changes to Charges through the Charge Change Notification Procedure. KCOM will send a Charge Change Notice via email to the CP Billing Contact(s) listed within the Customer Service Plan. Within the Charge Change Notice KCOM will provide:

- a. details of the Services affected
- b. confirmation of the new Charges
- c. confirmation of the effective date of the Charge change

For any disputes with a Charge Change Notice please refer to the dispute process specified within the Reference Offer for Ancillary Services.

## 6. Escalation & Complaints Procedure

Complaints and escalations in the first instance should be presented to the relevant KCOM Tier 1 contact within the Customer Service Plan. KCOM endeavour to manage all complaints through to resolution and always represent CP's interests at a senior level within KCOM.

However, should the CP consider that an issue with a Service requires further representation, the CP should escalate the issue through the remaining Customer Service Plan tiers as the CP deems necessary.

## 7. KCOM Co-Mingling Rules

These KCOM Co-Mingling Rules (the "Rules") set out the policies that apply when a Communications Provider purchases Co-location in a Co-location Hostel pursuant to KCOM's Reference Offer for the provision of Ancillary Services. Terms used in these Rules will have the meaning ascribed to them in these Rules or in KCOM's Reference Offer for the provision of Ancillary Services ("Ancillary Services Agreement"). References to "CP" will also include persons authorised by the CP where appropriate.

### 7.1 Exchange Site and Co-location Access

**7.1.1 24/7 Access** Subject to the restrictions in this document, the CP may access the Exchange Site and Co-location Hostel access routes and its Specified Floor Area twenty four (24) hours per day, every day of the year.

**7.1.2 Identity Verification** Access to the Exchange Site and Co-location Hostel will only be granted to individuals whose identities have been verified by KCOM security or management. The CP must ensure that the CP's Visitors are issued with passes bearing the photograph and signature of the holder. Such passes will be worn by the holders at all times whilst on any Exchange Site,

before being granted entry to the Exchange Site and Co-location Hostel within the CP Equipment Room. The CP will submit at KCOM's request a list of the CP's Visitors' names and produce satisfactory evidence as to their identity and bona fides. Acceptable identification is limited to valid, readily identifiable UK government issued photo identification such as: (a) a passport or (b) a driver's license. If the presented identification is deemed unacceptable or an individual's identity cannot be verified for any other reason, access to the Exchange Site and Co-location Hostel within the CP Equipment Room will be denied until acceptable identification has been provided. Any person being enrolled into the access control system may be required to have a photograph taken for identification record purposes

**7.1.3 Prohibited Items and Behaviour** KCOM will deny access or remove from the Exchange Site and/or Co-location Hostel within the CP Equipment Room anyone who either :

7.1.3.1 Possesses any of the following prohibited items :

- explosives, firearms, weapons or dangerous devices of any type ;
- hazardous or radioactive materials or other harmful chemicals;
- alcohol, illegal drugs or other intoxicants;
- magnets and electromagnetic devices; or
- any equipment that is not specifically required for the visit.

7.1.3.2 Engages in any of the following prohibited activities:

- any activity that puts health, life or property at risk, including being intoxicated or otherwise impaired;
- any attempt to tamper with or defeat security rules, systems, devices or appliances, including attempting to fraudulently gain access to any restricted location or network or otherwise bypass security;
- any activity which may diminish KCOM's capability to provide security or fulfil its obligations;
- any construction changes or alterations to the interior or exterior of the Exchange Site, the CP Equipment Room, the Co-location Hostel and/or the Specified Floor Area unless expressly approved by KCOM in advance and in writing; or
- acting in an unsafe manner not otherwise expressly prohibited, not having a business purpose for the visit, or otherwise violating any other provision of the Ancillary Services Agreement, agreements relating to Associated Services and/ or these Rules

**7.1.4 Emergency.** KCOM may temporarily restrict or delay access to the Exchange Site and/or the Co-location Hostel if there is any Emergency such as fire, building evacuation, medical emergency, weather-related emergency, terrorist attack, etc.; or any threat to the Exchange Site, the Co-location Hostel or its operation; or pursuant to instructions from government personnel or Emergency Organisations. During an Emergency or drill, the CP must follow instructions given by onsite KCOM personnel.

## 7.2. Exchange Site and Co-location Hostel Usage

### 7.2.1 The CP must:

- 7.2.1.1 comply with the CP's Ancillary Services Agreement, agreements relating to Associated Services, these Rules, and all applicable laws, rules, regulations and procedures in effect at the Exchange Site and/or the Co-location Hostel, including instructions by onsite KCOM personnel and signs posted by KCOM from time to time;
- 7.2.1.2 behave in a courteous, lawful, professional and safe manner, which includes not blocking any exits, routes or aisles, or causing a fire hazard or any other nuisance or otherwise interfering with KCOM personnel or other CPs;
- 7.2.1.3 immediately notify KCOM of suspicious activity, non-compliance with these Rules, bodily injury, Compliant Equipment or facility damage, or a dangerous situation of any type
- 7.2.1.4 NOT interfere with proper operation of any of the Services provided pursuant to the Ancillary Services Agreement and/or agreements relating to Associated Services, including but not limited to touching, altering, damaging or breaching any security or electrical or any other system or Compliant Equipment operated or maintained by KCOM including Internal and Exterior Cable Connects;
- 7.2.1.5 NOT manufacture, generate, treat, transport, dispose of, release, discharge or store any hazardous materials in, on, under or near the Exchange Site and/or the Co-location Hostel ;
- 7.2.1.6 NOT use mobility aids unless approved by KCOM .

**7.2.2 Use of cameras, videography, CCTV or other recording equipment.** The CP may not use any camera, videography, CCTV or other recording equipment except as specifically permitted in these Rules ;

**7.2.3 Use of Exchange Site and Co-location Hostel access routes.** The CP may use the Exchange Site and Co-location Hostel access routes as permitted by KCOM (e.g., for ingress and egress to and from its Specified Floor Area) but may not encumber or obstruct the pathways, driveways, yards, entrances, hallways, stairs or any access routes in or around the Co-location Hostel. If KCOM designates a shared work area within an Exchange Site and/or a Co-location Hostel common area, the CP may use such shared work area only for the purpose expressly permitted by KCOM (e.g., Compliant Equipment repair and testing). No facilities are provided to the CP for the consumption of food, beverages, or tobacco or vaping products. The CP must not leave any of the CP's Compliant Equipment unattended in the Exchange Site and/or Co-location Hostel and CP Equipment Room common areas.

## 7.3. Specified Floor Area Access

**7.3.1 24/7 Access.** Subject to the restrictions herein, the CP may access its Specified Floor Area twenty-four (24) hours per day, every day of the year;

**7.3.2 Prohibited Behaviour.** The CP must not: alter, tamper with, damage, adjust, repair, interfere with or breach the security of its or any other CP's Specified Floor Area;

KCOM will not access the CP's Specified Floor Area except:

7.3.2.1 if directed by the CP;

7.3.2.2 to respond to a health/safety emergency;

7.3.2.3 to perform services necessary for the efficient operation of the Services provided pursuant to the Ancillary Services Agreement and/or agreements relating to Associated Services , including maintenance; or

7.3.2.4 as otherwise permitted by the Ancillary Services Agreement and/or agreements relating to Associated Services and, if so, then only upon prior notice and coordination.

#### 7.4. Specified Floor Area Usage

**7.4.1 Orderly and Clean. No Furniture.** The CP must maintain its Specified Floor Area in an orderly and clean manner and in good repair and condition, free of debris and litter. The CP may not place furniture in its Specified Floor Area except as permitted by KCOM, and such permission may be withdrawn at any time. If the CP fails to remove the furniture within a reasonable time after notice, KCOM may remove and store the furniture at the CP's expense;

**7.4.2 Cardboard/Shipping/Box/Debris/Flammable Material Removal.** Cardboard or other flammable material is strictly prohibited in Specified Floor Areas. Violations of this prohibition may result in KCOM remediating the problem at the CP's expense;

**7.4.3 Use of Cameras, CCTV or Recording Compliant Equipment.** The CP may not use any cameras, CCTV or recording equipment inside the Exchange Site and/or Co-location Hostel, except with KCOM's prior review and consent. All recording equipment and use of such recording equipment is subject to KCOM approval. No recording equipment will be approved if it includes pan/tilt/zoom capabilities or a microphone or is able to monitor anything except the inside of the CP's Specified Floor Area. KCOM reserves the right to require the CP to remove or relocate any recording equipment that KCOM deems to threaten or impede the security of the Exchange Site and/or Co-location Hostel, including the security and privacy of other CPs;

**7.4.4 Signage.** The CP may install a self-identifying marker (e.g., sign) on the CP's Compliant Equipment or Specified Floor Area with the prior approval of KCOM. KCOM will not install any such signs unless expressly directed by the CP at the CP's expense;

**7.4.5 The CP's Compliant Equipment—General.** The CP must configure provide, place, install, upgrade, add, maintain, repair and operate the CP's Compliant Equipment in a safe and lawful manner and in compliance with all applicable laws and manufacturer specifications and requirements and industry standards, including but not limited to, those relating to proper installation, power consumption and ventilation;



- 7.4.6 The CP's Compliant Equipment—Installation and Operation.** The CP's Compliant Equipment may not be stacked or rest on any other Compliant Equipment and must be securely fixed onto a cabinet or rack in a manner reasonably satisfactory to KCOM. Where practical, the heaviest or hottest components of the CP's Compliant Equipment should be installed in the lower sections of a cabinet to make the most effective use of the supplied cooling system. KCOM may require removal of any of the CP's Compliant Equipment that, in KCOM's sole discretion, (a) causes a threat to safety (including any risk of fire or other hazard), (b) unreasonably interferes with the operations of KCOM or another CP or any other person or entity that is occupying Exchange Site and/or the Co-location Hostel or otherwise utilizing any portion of the Exchange Site and/or Co-location Hostel, or (c) otherwise does not comply with these Rules;
- 7.4.7 The CP's Compliant Equipment—Interconnection with Other CPs.** The CP will not connect with other CPs within the Co-location Hostel provided by KCOM. To clarify, The CP may not create or operate a shared infrastructure to which a network interconnects for the purpose of exchanging routed traffic with all the other networks connected to the shared infrastructure where the owners of the networks have direct contractual relationships between each other for the exchange of that routed traffic;
- 7.4.8 Power.** The CP must not:
- 7.4.8.1 use VRLA (valve-regulated lead-acid) batteries or any other form of rechargeable battery unless the batteries are a manufacturer-installed integrated part of the Compliant Equipment;
  - 7.4.8.2 use circuit splitters on any KCOM-provided power circuit;
  - 7.4.8.3 connect a power circuit to a cabinet other than the cabinet specified by KCOM for such power circuit;
  - 7.4.8.4 power strips or other Compliant Equipment into each other to form a single long line of strips, i.e., daisy chain; or
  - 7.4.8.5 use Compliant Equipment that does not comply with applicable safety codes and product safety agency listings
- 7.4.9 Environmental.** The CP must use appropriate air management/ containment components such as full cabinet blanking panels and above-cabinet vertical panels as specified by KCOM in the Exchange Sites and Co-location Hostels to minimise recirculation of hot server exhaust with cold supply air and to support cooling efficiency and effectiveness. For the avoidance of doubt, KCOM-provided cabinets will also include the initial blanking plates, grommets and brushes, and the CP may request that KCOM install such air management products on the CP's behalf pursuant to an order. The CP will ensure that any and all applicable air containment components remain installed and intact throughout the contracted term for the Specified Floor Area. KCOM may perform periodic audits to ensure containment components are functioning as intended and if not, then the CP will promptly comply with KCOM remediation requests or permit KCOM to enter the Specified Floor Area and perform the remediation at the CP's expense;

## 7.5. Cables and Wiring

As further described below, KCOM will install Cable Connects as required as part of this Ancillary Services Agreement.

- 7.5.1 Internal Cable Connect** – a circuit extending from the KCOM ODF to the Point of Handover (“POH”). An Internal Cable Connect provides a dedicated fibre connection between the designated ethernet port on a KCOM ODF and an ethernet port on the CP’s Compliant Equipment that is located in the CP Equipment Room at the same Exchange Site as KCOM’s ODF. The CP may not install, move or remove any Internal Cable Connect. KCOM will be responsible for installation and maintenance in accordance with the Ancillary Services Agreement. The CP will only install “The CP Cabling” (as defined below) within the Specified Floor Area.
- 7.5.2 Exterior Cable Connect** - a circuit extending from the CP Compliant Equipment to an external chamber outside the Exchange, for handover to the CP’s network. An Exterior Cable Connect provides a dedicated fibre connection between a KCOM Handover Box, no more than 100m from the relevant cable chamber outside the Exchange Site hosting the CP Equipment Room, and an ethernet port on the CP’s Compliant Equipment that is located in that CP Equipment Room. The CP may not install, move or remove any Exterior Cable Connect. KCOM will be responsible for installation and maintenance in accordance with the Ancillary Services Agreement
- 7.5.3 Point of Handover.** KCOM will install a POH to connect Cable Connects to the CP switch. The CP may only connect the CP’s Compliant Equipment to the POH within the CP’s Equipment Room to complete the connection to the Cable Connects
- 7.5.4 CP Cabling.** The CP Cabling is the physical interconnection between the CP Compliant Equipment wholly within the Specified Floor Area, including patch cables, and connection to the POH. The CP is responsible for the installation, maintenance and repair of the CP Cabling

The CP must :

- ensure cables and power cords only run from the CP’s Compliant Equipment out of the back of the cabinet or rack. If this is not possible, The CP will ensure that appropriate air management products are installed to make the most effective use of the supplied cooling system
- NOT access KCOM cable trays or KCOM cabling infrastructure to install the CP Cabling; except the CP may install the CP Cabling in those instances where the CP has had KCOM install a dedicated cable tray or fibre duct over two or more of its cabinets expressly for this purpose, and if the CP requires access to the cabling infrastructure for such connection, KCOM will install it at the CP’s expense
- ensure all cables and wiring within the Specified Floor Area (excluding Cable Connects and POH, which are KCOM’s responsibility) are neatly wrapped and tied together. If the CP fails to comply with this requirement within a reasonable time, KCOM will notify the CP to correct the condition, and if the CP still fails to

comply, KCOM may neatly wrap and tie such wires and cables at the CP's expense

- 7.5.6 Labels.** The CP may label the CP Cabling but may NOT affix or maintain labels to any Cable Connect or POH, including any ports on the POH. KCOM will affix and maintain those labels, which will contain information as determined by KCOM, including circuit identification and other information needed to identify each KCOM provided port. If the CP requires labelling of the CP Cabling, KCOM can label according to the CP's instructions and at the CP's expense
- 7.5.7 Wireless Interference.** KCOM is not responsible for any electronic interference that may occur with respect to the CP's use of wireless communications Compliant Equipment;
- 7.5.8** The CP shall not install any cabling that goes outside of its own racks except where they are co-located directly side by side and the cabling directly passes between those racks
- 7.5.9** The CP nor anyone else shall install or maintaining cabling outside of the CP's racks
- 7.5.10** A CP shall not install cabling to other CPs within KCOM premises

## 7.6. Shipping Policies

- 7.6.1 Incoming Shipments.** KCOM will reject or ship back to the "shipped from" address at the CP's risk and expense any shipment that does not comply with the following;
- 7.6.1.1 shipments and boxes must be clearly labelled with the CP's name or identifier. The CP may not list KCOM as a recipient of any shipment or identify KCOM as a recipient to any shipping carrier;
- 7.6.1.2 shipment must pass KCOM's reasonable safety inspection. Shipments containing liquids, combustibles and any hazardous materials are prohibited and will be rejected;
- 7.6.1.3 the CP must give KCOM advance notice that a shipment is arriving in accordance with the shipping and receiving policies in effect at the Exchange Site. Failure to provide advance notice may result in rejection of the shipment;
- 7.6.1.4 the CP must promptly move shipments from shipping/receiving area to Specified Floor Area and may request KCOM's assistance using the KCOM Assisted Site Delivery Service described in the Schedule 4, Annex 3. If the CP fails to have shipments moved promptly, then KCOM may move the shipments to a temporary holding area at the CP's risk and expense. If the CP fails to remove (or cause to be removed) the shipment from the temporary holding area within five days of KCOM receiving the shipment, then KCOM may ship the Compliant Equipment back to the CP, also at the CP's risk and expense.
- 7.6.2 Property Control Procedures.** If the CP prefers to hand carry (hand trucks and carts not permitted) the CP's Compliant Equipment either into or out of the front door of the Exchange Site, the CP will be subject to property control

procedures, which may include requirements to provide KCOM with descriptions and the serial numbers of high value items as well as the name, contact number and signature of the person removing such items.

**7.6.3 Local Variations.** The CP will comply with any local shipping and receiving policies in effect at the Exchange Site.

**7.6.3 Duties and Import/Export Charges.** The CP is responsible for all duties, charges, fees, taxes and customs requirements associated with international shipments.

## 7.7. Notification

**7.7.1** The CP will designate one or more persons whom KCOM may contact at any time in the event of an Emergency or otherwise as needed by KCOM. The CP will provide to KCOM a means of contacting such persons at any and all times. KCOM prefers, but does not require, that such contact method be the telephone number of a twenty-four (24) hour operations centre staffed by persons familiar with the CP's use of its Specified Floor Area and the CP's Compliant Equipment. The CP may contact KCOM Service Desk for questions or support.

## 7.8. Use of unordered Services

**7.8.1** The CP may only use Services provided pursuant to the Co-location Services Agreement and/or agreements relating to Associated Services that are specified in a valid Order accepted by KCOM. If the CP or KCOM discovers Services are being delivered without a valid Order ("Unordered Service"), the discovering party must notify the other (email or regular mail specifically permitted in this instance), and the Unordered Service will be discontinued immediately unless a valid Order is placed by the CP and accepted by KCOM. If the CP fails to discontinue use of the Service or deliver to KCOM a valid Order within ten (10) days of the notification of the use of the Unorder Service, then in addition to other remedies permitted under the Ancillary Services Agreement and/or agreements relating to Associated Services , KCOM may also immediately suspend or terminate the use of the Unordered Service. For the avoidance of doubt, use of a power circuit beyond its limit shall be considered use of an Unordered Service.

## 8. Customer Service Plan

### 8.1. Billing Contacts

Company: KCOM	
Tier 1	
Name	KCOM Wholesale Desk
Telephone Number	0800 7022000
Email Address	wholesalepartners@kcom.com
Tier 2	
Name	KCOM Wholesale Desk Team Manager
Telephone Number	0800 7022000
Email Address	wholesalepartners@kcom.com
Tier 3	
Name	KCOM Wholesale Account Manager
Telephone Number	wholesalesales@kcom.com
Email Address	

Company: [CP Name]	
Tier 1	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 2	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 3	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]

### 8.2. Operational Contacts

Company: KCOM	
Tier 1	
Name	KCOM Wholesale Desk
Telephone Number	0800 7022000
Email Address	wholesalepartners@kcom.com
Tier 2	
Name	Head of Customer Service Operations
Telephone Number	0800 7022000
Email Address	TBC
Tier 3	
Name	Head of Wholesale
Telephone Number	0800 7022000
Email Address	TBC

Company: [CP Name]	
Tier 1	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 2	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 3	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]

### 8.3. Technical Support Contacts

Company: KCOM	
Tier 1	
Name	Operations Support
Telephone Number	0800 7022000
Email Address	wholesalepartners@kcom.com
Tier 2	
Name	Operations Support Manager
Telephone Number	0800 7022000
Email Address	TBC
Tier 3	
Name	TBC
Telephone Number	0800 7022000
Email Address	TBC

Company: [CP Name]	
Tier 1	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 2	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]
Tier 3	
Name	[Name]
Telephone Number	[Telephone Number]
Email Address	[Email Address]