TLN WRO Processes type Document

< Test and Implementation Procedures: to enable AO to benefit from TLN WRO >

Document Housekeeping

Document Category and type

CAT	TYPE	DOC ID	Comment
General Processes	GPRC	TLN-WRO-GA-G-M-PAAG	**Test and Implementation Procedures: to enable AO to benefit from TLN WRO**

Document Status

EDITION	DATE	STATUS
1.0	09.10.2013	Final
2.0	29.12.2018	Final

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Telenet has appealed the CRC decisions of the VRM, BIPT and CSA of 29 June 2018 concerning the market analysis of the broadcasting and broadband market in Belgium and it consequently reserves all its rights in relation to this document."

Table of Contents

List of Appendixes

This document may refer to further detailed documents that are added in Appendixes to this document.
A reference to an appendix is in this document highlighted with grey background.
The list with appendixes of this document:

A. Appendix A1 – SOW : Network Infrastructure
B. Appendix A2 - SOW : Information Technology
C. Appendix A3 - SOW : Operational Processes

List of References

This document may refer to external documents or information sources.
A reference to an external document or information source is in this document highlighted with grey background.
The list of referred external documents or information sources in this document:

Reference 1: TLN-WRO-GA-P-O-PAAA - Operationele Processen en Communicatie
Reference 2: TLN-WRO-GA-G-P-PAAA - Tarification Basic TV
Reference 3: TLN-WRO-GA-G-P-PAAB - Tarification Bundle TV-BB
Reference 4: TLN-WRO-GA-P-C-PAAA - Technician Certification

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1   Abstract

< This document describes templates for Implementation and test Statement of Work´s (SOW´s) to enable AO to benefit from TLN WRO >

2   General principles

2.1 Common principles

(1) This document governs the implementation and test project activities that will need to be executed in order to allow the AO to become Beneficiary of the TLN WRO.

(2) The implementation & test activities shall be considered as a Project, with a clear start and end date.

(3) The project can only start after a signed wholesale (pre-) contract between Telenet and the <Beneficiary>.

(4) The implementation and test activities can only start after an approved and signed completed Project Charter (see infra) by both parties.

(5) <Beneficiary> and Telenet shall jointly execute the project, with end-responsibility of TLN project manager, which scope is fully detailed in the TLN WRO documents and in the SOW, as explained below.

(6) <Beneficiary> shall execute the project in full accordance to its own quality procedures which are described in <Beneficiary's> quality manual, included as EXHIBIT in the wholesale contract. Telenet shall have the right to perform quality audits.

(7) <Beneficiary> shall make sure that extensive tests and regression tests are executed on its certified equipments, systems, processes and software before it offers them to Telenet.

(8) The application domain (to which wholesale reference offers a given technical process is applicable) for a particular technical process shall always be specified.

(9) A short description of the operational, IT or technical process shall always be present to allow the non direct stakeholder to have a basic understanding about the process and its role and meaning in the overall wholesale reference offer.

(10) Where possible a clear visual process flowchart shall be added for easy understanding of the main flows of events and interactions.

(11) The planning of the project will always need to be aligned with the internal Telenet Project governance methods and predefined release dates. Also predefined release dates of the <Beneficiary> are taken into account for planning purposes.

(12) During the project the operational escalation management contact persons will be agreed and specified, according to the annex TLN-WRO-GA-P-O-PAAA - Operationele Processen en Communicatie.

2.2 Application domain

(13) This procedure is applicable in all cases where an AO wants to become a Beneficiary for any of the Telenet wholesale reference offers :

- Telenet reference offer Basic TV (ROTV)
- Annex Interactive Services (AIDTV)
- Telenet reference offer Broadband Services (ROBB)

(14) This procedure will be applicable and executed separately for each reference offer or option on a reference offer the AO desires to become Beneficiary of.

2.3 Short description of procedure

(15) A Project Charter needs to be established to allow an AO to become Beneficiary of a Telenet wholesale reference offer. The Project Charter describes what will be the scope and deliverables of the project, what will be the timetables, project organisation, quality assurance, risk analysis,.. and governance methods used to have a successful implementation of the project. Prior to the start of the project execution a planning per track (see below) is made, supported with a detailed SOW per track. The deliverable of this phase is a signed Project Charter and SOW (Statement of Work) by Telenet and the <Beneficiary>.

(16) The planning will be broken down into manageable SOW items. Each milestone will have clear deliverables linked to the milestone which will be reviewed for successful completion before the project can move to the next milestone. Not delivering in time, will cause a delay in the planning of the Go-Live date in order to ensure a qualitative and successful implementation.

(17) At all times strong attention will be given to quality aspects and strict change control on the project in order to ensure a timely and successful implementation.

(18) At the end of the implementation, formal test procedures will apply which will lead to a GO-No GO meeting before the launch of the AO.

(19) At all times formal project management and formal project governance will apply for both Parties.

(20) The concrete project organization and formal interface points between TLN and AO will be detailed and documented during the development of the Project Charter and used in the SOW of each track.

2.4 Procedure specific time tables

(21) The project charter to execute the implementation and test of the TLN wholesale reference offer for a particular AO will have to be drawn up, decided and signed in mutual co-operation between TLN and the AO, subsequent to the establishment of a wholesale contract.

(22) In order to respect the mutual agreed timelines, following activities are part of the critical path and need to be concluded by the <Beneficiary> at following milestones. Not respecting these milestones will lead to a delay in the planning for Go-live. In this case a new planning will need to be mutually agreed, based on the common principles.

Milestones on the critical path:
(Where X = Go-live date for the <Beneficiary>)

- X-20 weeks: Delivery of detailed product specifications that will be commercialized by the <Beneficiary> to Telenet
- X-17 weeks: Signed Project Charter and Statement of Work (SOW) by the <Beneficiary> and Telenet
- X-16 weeks: Delivery of CAS specifications and certification proof by the <Beneficiary> to Telenet
- X-11 weeks: Delivery of test reports showing certified qualitative compliancy of the hardware and software used by the <Beneficiary> to Telenet
- X-6 weeks: Delivery of successful Field Trial test reports and delivery of certified CPE samples by the <Beneficiary> to Telenet
- X-5 weeks: Start of integration testing by both parties, based on predefined mutual agreed test scenarios.
- X-2days: No blocking test scenarios open on the test environment and clearance for 'Go-Live' by the <Beneficiary> and Telenet
- X: Successful regression and scenario testing on the production environment during release weekend confirmed by the <Beneficiary> and Telenet

(23) Below in this document a template of Project Charter, supported by a Statement Of Work (SOW) for each track, is provided to create a specific overall Project Charter and SOW and which will specify applicable milestones and their time tables.

2.5 Tarification

(24) For more information on tarification, reference is made to the annexes TLN-WRO-GA-G-P-PAAA – Tarification Basic TV and TLN-WRO-GA-G-P-PAAB – Tarification BB.

3   Project Charter

(25)The Project Charter should be signed by both parties, before the implementation phase can start.

(26)Below a clarification on the different topics that must occur in the Project Charter, is given.

(27)The template of the Project Charter shall be given by the TLN Project Manager.

(28)The Project Charter will become an annex of the Wholesale contract between the AO and TLN.

3.1 Project Naming

(29)Project name   < xxx >
TLN WRO   < select RO type: ROTV, AIDTV, ROBB>

3.2 Project definition

3.2.1 Project Description

<Short description of the project, to be used on project reports, etc.>

3.2.2 Project Goals

<The project goals describe the end result of the project. e.g. the project goal might be to only deliver a feasibility or pre-study in order to facilitate a go/no go decision on the overall initiative.>

3.2.3 Project Scope

< Summary of what is included in the project, to ensure that all stakeholders involved are clear about what is 'within the project boundary'. >

3.2.4 Scope exclusions

< Where there may be any doubts about what is or is not included in the project, exclusions from the scope should be clearly expressed, to ensure the steering committee and others involved are clear about what is not included in the project, e.g.:
- *specific areas that will be not covered by the project;*

3.2.5 Project Deliverables

< List the project deliverables>

3.3 Organisation

< Describe the project organisation; this is all key people that work on the project. The names, department and roles need to be defined.>

Name representative	Department	Role in the project

3.3.1 "Steering Committee

(30) The committee of people with a balanced representation of both Parties which are duly authorized by their respective organizations to review and take important key decision in the governance of the project.

(31) Chairman-role of the Steering Committee is owned by Telenet.

(32) A meeting on Steering Committee level will be called on ad hoc basis or in case of escalation via the Core Team.

3.3.2 Core Team

(33) The core team is a mixture of TLN & AO responsible persons working in the project.

(34) Following roles will be part of the Core Team:
   a. Project Manager
   b. Network Coordinator
   c. IT Coordinator
   d. Operations Coordinator
   e. Other Stakeholders on invitation

(35) Chairman role is TLN Project Manager.

(36) Timing of the recurring Core Team meeting will be decided when making the project charter.

(37) Progress reports will be presented by the different coordinators during the core team meeting.

3.3.3 Project Team

3.3.3.1 General

(38) It should be made sure that project team members understand what is expected of them, via this section, combined with information in the SOW.

Each coordinator should fill this in before the start of the implementation and communicate to the persons involved and the project managers

3.3.3.2 Project Manager

(39) Both parties shall appoint an overall project Manager, duly authorized to govern and oversee all the major milestones, as defined in the different SOW's. Hence the TLN project manager is the overall lead of the project and obtains the end-responsibility of the project towards scope, planning, budget within the frame of the respective RO.

(40) The project managers of both parties shall work in cooperation to oversee the implementation and test process and provide the necessary regular update information to the Steering Committee. The TLN project manager is the overall lead of the project.

3.3.3.3 Technical Coordinator

(41) <Beneficiary's> technical coordinator for the project shall be < xxxx >.

(42) Telenet's technical coordinator for the project shall be < xxxx >

(43) The Parties shall address all technical communication through their respective technical coordinators.

(44) The Technical coordinators escalate to their respective Project Manager.

(45) Each coordinator should form and steer their own team in order to be able to contribute successfully to the project.

(46) The technical coordinators are responsible to deliver one global SOW for their track.

3.3.3.4 Operational Coordinator

(47) <Beneficiary's> operational coordinator for the project shall be < xxxx >.

(48) Telenet's operational coordinator for the project shall be < xxxx >.

(49) The Parties shall address all operational communication through their respective operational coordinators.

(50) The Operational coordinators escalate to their respective Project Manager.

(51) Each coordinator should form and steer their own team in order to be able to contribute successfully to the project.

(52) The operational coordinators are responsible to deliver one global SOW for their track.

3.3.3.5 Information Technology Coordinator

(53) <Beneficiary's> IT coordinator for the project shall be < xxxx >.

(54) Telenet's IT coordinator for the project shall be < xxxx >.

(55) The Parties shall address all Information Technology communication through their respective Information Technology Coordinators.

(56) The IT coordinators escalate to their respective Project Manager.

(57) Each coordinator should form and steer their own team in order to be able to contribute successfully to the project.

(58) The IT coordinators are responsible to deliver one global SOW for their track.

3.4 Project Meeting & reporting structure and other rules of engagement

(59) <Beneficiary> and Telenet will conduct on regular basis (frequency determined as required by the status of the project) status meetings throughout the project life cycle.

(60) Each coordinator will present on this status meeting a progress report of their respective areas, informing on the status of track holding the following minimum information:
   a) "Progress of the scheduled milestones or activities, including traffic light type of report on key project characteristics : schedule, content, quality
   b) Overview of activities of last week
   c) Overview of planned activities next week with highlight of deviations according to SOW.
   d) Issue list, with log date, description, status, owner and deadline for completion.
   e) Overview of decisions to take
   f) Potential risks resulting in milestone delay of more than 1 week on the schedule,

g) An action plan to mitigate the risks.

h) Action items requiring specific follow up. All action items, which were closed for that report period, should also be listed.

i) Status and issues related to mutual dependencies.

j) Any potential disagreements should be identified.

k) All potential risks and activities related to next 1 month activities should be discussed and any issues identified.

(61) Minutes for these meetings will be kept by the TLN project manager and distributed to the attendees, after approval by the <Beneficiary> project manager. The minutes of such meetings will be sent by the Telenet project manager to the <Beneficiary> project manager and coordinators or any other delegated person, after confirmation in writing to TLN to act on their behalf.

(62) Both Parties are responsible to distribute said minutes inside their respective organizations on a need to know basis and for informing their respective management for potential forthcoming issues in executing the contractual obligations.

(63) The Track reporting template will be provided by the TLN Project Manager at the start of the project.

3.4.1 Documentation:

(64) All documentation relating to the project shall be developed by <Beneficiary>, except from the Project Charter and the minutes from the Steering committee, Core Team meetings.

(65) Documentation includes:

a. Architectural information on AO systems involved in interconnections with the Telenet Network

b. Precise interface specifications of AO systems

c. Process flows

d. Functional and integration test specifications, scenario's and their results

e. Quality records demonstrating proper evidence of testing executed by AO prior by offering its systems and equipment to TLN for formal certification according to the procedure described in the TLN WRO.

(66) Documentation will be delivered to Telenet in soft copy format.

3.5 Method of Approach

3.5.1 Overall project approach

<The working approach that will be used during the project, e.g.:
- o *The way the work will be organised (phases, sequence of work, pilot, reporting, scope-, quality-, communication-,risk management, etc.);*
- o *SOW*

3.5.2 Project Quality plan

< Describe review, control & test methods which will be used during the project and quality of deliverables that will be verified in order to give a GO for launching; Who will formally accept deliverables and who will give a final GO for launch; Which other actions are taken to guarantee good quality.

3.5.3 Scope Changes:

(67) In the event that a scope change is required, this should be reported to the Project Manager as quickly as possible.

3.6 Plan and Time

3.6.1 High level Gantt chart

< Make sure to add the necessary narratives so the reader can understand and read the plan.
Indicate phases, major work packages and key milestones>

3.6.2 Key milestones list

- *Key deliverables*
- *Key decision moments*
- *Critical path*
- *Input milestones (eg. dependencies on other projects)*

Typically these milestones are tracked in regular project reports.
If a milestone is a specific responsibility of one project member, a department, or subproject, then this should be indicated>
If a milestone is not met, this will have impact on the further planning of the project.

3.6.3 Time schedules

(68) Time schedules for the project and deliverables are set forth in Section 2 of this SOW.

(69) In the event such schedules are not met, the Parties shall meet to discuss the delays and use their reasonable best efforts to develop a recovery plan.

(70) Should the Parties fail to agree on such recovery plan, the issue shall be escalated immediately to the Steering Committee.

3.7 Risks, constraints, assumptions, dependencies

3.7.1 Project Constraints

< Identify any barriers that must be overcome to complete the project, including time, cost, resource, ...>

3.7.2 Project Assumptions

< Document any known factor or uncertainty that may affect the planning, executing, or controlling processes of the project.>

3.7.3 Project Risks

< The Project Charter should include details of all risks identified to date. Describe potential project risk and, most important, the mitigation of these risks and who is responsible for the mitigation action. >

4   Implementation and Test Tracks

(71) Three main implementation "tracks" will be applicable for the implementation and test project that will need to be executed to allow an AO to become Beneficiary of a Telenet wholesale reference offer.

(72) The first track is the Network Infrastructure (NI) track: Its main scope is all technical design infrastructure, development, test, integration and certification tasks that will have to be executed to link the AO CPE products and AO network infrastructure with the TLN network.

(73) The second track is the Information Technology (IT) track: Its main scope is all information technology design infrastructure, development, test, integration and security tasks that will have to be executed to link the AO systems with the TLN equivalents developed to support wholesale services.

(74) The third track is the Operational Processes (OP) track: Its main scope is the design and implementation of all operational processes, procedures and flows that will have to be established, prior to the start of the AO commercial service operations to support the day to day operational tasks and interactions between TLN and the AO in domains like: order management, installation, repair, communication, etc..

(75) The method that will be used is the establishment of an overall planning, supported by a detailed SOW for each of the mentioned tracks, prior to the start of the project execution. As each track has its own specific requirements and characteristics, three separate SOW will be established to make sure the overall project remains modular, well organized and of manageable complexity.

(76) A template for the SOW for the Network Infrastructure (NI) track is included below in Appendix A1.

(77) A template for the SOW for the Information Technology(IT) track is included below in Appendix A2

(78) A template for the SOW for the Operational Processes(OP) track is included below in Appendix A3

4.1 SOW Generic Information

- This SOW-document will be used by Telenet to govern the execution of the project after the initiation phase.

- This Statement of work ("SOW") is made, by and between Telenet and <Beneficiary>, before the start of the execution phase of the project.

- Each track will make its own SOW.

- The SOW will represent the scope of the project. Any changes to this SOW is treated as a scope change.

4.2 SOW-Instructions

(79) All text enclosed in < > brackets is to be replaced with specific information.

(80) As this document is a template it is to be used as a "Guideline". As such, there may be some sections that are not applicable for a specific project, based on the decision of the TLN project manager.

APPENDIX A1

Technical implementation and test:

SOW: Network Infrastructure & Technical Process

5 <u>Technical implementation and test:</u>

5.1 SOW: Network Infrastructure (NI)

STATEMENT OF WORK (NI)

Date: <xx-xx-xxxx>

<DATE> is to be replaced with the actual date at which this SOW is to be in effect.

5.1.1 SOW- Detailed plan

(81) The <Beneficiary> and Telenet make sure that activities and responsibilities of team members are clear. If necessary, add a separate section on roles and responsibilities of team members or more detailed work package descriptions.

5.1.2 SOW scope, milestones and schedules

(82) If the project is divided into x phases identified as release 1 (S1), release 2 (S2) … release X (Sx). Deliverables belonging to one of the releases should be clearly identifiable on sight within the SOW.

(83) <Beneficiary> must make a clear description of the content of each phase (release) and offer it for review to TLN. As such <Beneficiary> shall repeat the section below a number of times, one time for every phase (release) it proposes being part of the implementation cycle.

5.1.2.1 Release X

5.1.2.1.1 Content

(84) <Beneficiary> shall describe here the content of release X, either directly in the text below or by referring to an appropriate document.

5.1.2.1.2 Deliverables

(85) <Beneficiary> will be fully responsible for engineering design documentation (both hardware and software), implementation, certification, integration, functional testing, and subsystem testing of the various components of its infrastructure and systems that require modification to make use of the TLN WRO. During the project, the <Beneficiary> will deliver to TLN on the specific mentioned milestones the hardware in support of the software, a hardware architecture document, a software Architecture document, binary software images, user documentation, certification proof and release notes on all relevant components and interfaces.

5.1.2.1.3 Milestones

(86) There are seven milestones associated with Release X.

♦ MILESTONE 1

<Beneficiary> will deliver preliminary hardware architecture and software architecture document(s).

The hardware architecture document(s) contain(s) at least a functional block diagram with an indication of the main components, functions and interconnections between the various components. Details are to be provided on the particular parts (e.g. the RF input/output path)

The software architecture document(s) contains at least a function logical block diagram with an indication of the main functions and the interaction between the functions.

Telenet will review the delivered documents.

♦ MILESTONE 2

<Beneficiary> will deliver final hardware architecture and software architecture document(s).

The hardware architecture document(s) contain(s) at least a functional block diagram with an indication of the main components, functions and interconnections between the various components. Details are to be provided on the particular parts (e.g. the RF input/output path).

The software architecture document(s) contain(s) at least a function logical block diagram with an indication of the main functions and the interaction between the functions. This document also describes the implementation of the extensions that <Beneficiary> or its product suppliers have made in order to make the products compliant to the TLN WRO technical specifications.

Telenet will review the delivered documents.

♦ MILESTONE 3

<Beneficiary> will deliver the final version (GA) of release x. This is the full release of all the features defined as being part of release.

This is a deliverable (both hardware and software) that is of 'full' quality i.e. <Beneficiary> has executed the full suite of quality and validation procedure on the product and pronounces it a candidate for GA release. <Beneficiary> shall explain its quality and validations tests and procedures it will do/follow before achieving this milestone. Together with the software <Beneficiary> shall provide the test reports that prove the quality.

Telenet expects <Beneficiary> to prove that the hardware and software designs are sound, and correctly engineered to meet the specified load and lifecycle expectations.

♦ MILESTONE 4

At Milestone 4 <Beneficiary> provides an independent official certification proof to Telenet with results of all certification test for all related hardware and software and showing compliancy in all specified areas.

♦ MILESTONE 5

After successful completion of Milestone M4 and as part of its formal certification acceptance test procedure, Telenet will allow AO to do a Limited Field trial (LFT) using technical employees of TLN and <Beneficiary>. The purpose of this limited field trial is to verify if the conclusions of the provisional certification executed in M4 are confirmed in real live deployment. Telenet will receive at least 5 units of the CPE to start the interoperability tests in its network. These CPE will stay in this test setup for as long as the AO is using that version of the CPE. Telenet will constantly perform regression tests with these equipments in its lab to guarantee that any changes in any equipment from any AO or Telenet is not hindering normal life traffic on its cable network.

♦ MILESTONE 6

Telenet will provide feedback from the limited field trial during the project review meetings and will at least once perform a field upgrade of new software to verify this process.

For this purpose <Beneficiary> will deliver a final consolidated patch update of release X, that contains fixes of defects observed during the field trial and together with Telenet will pronounce it the actual release for deployment.

In case substantial problems would be detected during the field trial, re-certification either in partial or in whole will be required after that <Beneficiary> has properly fixed the problems and the project will restart at Milestone 4 at a newly to be agreed timetable depending on the availability of the resources.

♦ MILESTONE 7

<Beneficiary> will be capable of connecting the products to the TLN network in the desired volumes as off this date.

5.2 Quality:

(87) Quality records demonstrating proper evidence of testing executed by AO prior by offering its systems and equipment to TLN or before formal certification according to the procedure described in the TLN WRO.

5.3 Configuration and release management:

(88)<Beneficiary> shall implement configuration and release (version) management policies in such a way that all software and documentation offered to TLN, are reproducible and kept track off during the support period of such software and documentation. This applies to main, functional, maintenance and patch releases and their related documentation.

(89)Binaries and documentation shall be on-line, but duly secured against unauthorized access, retrievable by Telenet, for all delivered releases.

5.4 Document Review:

(90)Upon request, <Beneficiary> will submit high level design documents for review to Telenet for the specific enhancements in their systems and software developed for making benefit of the TLN WRO under this SOW.

(91)Documents will be reviewed by TLN within a reasonable time after receipt for compliance of the design with the specifications. In case of considerable doubt of non compliance to the specifications, the technical coordinators from both Parties will meet and work out a solution, within a reasonable time period, also resulting in an update of the design specifications.

APPENDIX A2

IT implementation and test :

SOW : Information Technology (IT)

6 IT implementation and test:

6.1 SOW: Information Technology (IT)

STATEMENT OF WORK (IT)

Date: <xx-xx-xxxx>

<DATE> is to be replaced with the actual date at which this SOW is to be in effect.

6.1.1 SOW- Detailed plan

(92) The <Beneficiary> and Telenet make sure that activities and responsibilities of team members are clear. If necessary, add a separate section on roles and responsibilities of team members or more detailed work package descriptions.

(93) If the project is divided into x phases identified as release 1 (S1), release 2 (S2) … release X (Sx). Deliverables belonging to one of the releases should be clearly identifiable within the SOW.

6.2 Scope

Generic functionality that will be made available for every AO:

(94) All features provided and expected by the Telenet Web application.

List of customizations that will be configured/tested for every AO:

(95) Provide XML Interface description

(96) Creation of dedicated logins

(97) Configuration of AO Master data, AO Product Specifications,..

(98) E2E testing of all business scenarios (ordering, activation, deactivation,..), including integration with network.

(99) Security setup (connectivity, certificates, …)

(100)   Friendly User testing (FUT) on production environment

6.3 Environments

The AO will have access to the Web application on two environments. Also the AO needs to foresee two environments. One production environment and one test environment in order to be able to test during implementation before go-live and to test after go-live in case of changes:

(101)   Production

(102)   Non-production – used for acceptance tests

6.4   Delivery Milestones

(103)   IT Release Schedule

AO needs to follow the release upgrades of the BSS system as indicated by Telenet.

The impact of specific AO-requests will need to be evaluated on complexity by both parties. Depending on the complexity a patch or a project will be initiated and must be planned according to the release planning of Telenet, to avoid impact on legacy systems.

6.5   Incident management

(104)   It is assumed that all incidents will be reported & followed up through the Web application.

APPENDIX A3

Operational implementation and test:

SOW: Operational Processes

3 Operational implementation and test:

3.1 SOW: Operational Processes (OPS)

STATEMENT OF WORK (OPS)

Date: <xx-xx-xxxx>

<DATE> is to be replaced with the actual date at which this SOW is to be in effect.

3.1.1 SOW- Detailed plan

(105)   The <Beneficiary> and Telenet make sure that activities and responsibilities of team members are clear. If necessary, add a separate section on roles and responsibilities of team members or more detailed work package descriptions.

3.1.2 SOW scope, milestones and schedules

(106)   If the project is divided into x phases identified as release 1 (S1), release 2 (S2) … release X (Sx). Deliverables belonging to one of the releases should be clearly identifiable on sight within the SOW.

3.2 Scope & Milestones

♦   MILESTONE 1

(107)   <Beneficiary> & Telenet will define & agree on the product definition & portfolio. This includes the required legal checks & Reasonable Requests.

(108)   Telenet will organize a high level walk through of :

- Wholesale processes
- Wholesale billing
- Wholesale product definition
- Wholesale infrastructure
- Wholesale Technician certification processes
- Implementation of reasonable requests

♦   MILESTONE 2

(109)   Telenet will provide a detailed explanation of the functionality of each of the processes as described in the annex TLN-WRO-GA-P-O-PAAA - Operationele Processen en Communicatie.

(110)   Telenet will organize knowledge transfer for technician certification purposes and agree with <Beneficiary> on initial certification test date as detailed in annex TLN-WRO-GA-P-C-PAAA - Technician Certification to the AO.

♦   MILESTONE 3

(111)   <Beneficiary> shall implement the operational processes in its operational process flows & systems.

(112)   <Beneficiary> & Telenet will exchange contact information: contact numbers, email addresses, escalation path details and if required do the necessary adaptations in the respective systems.

♦   MILESTONE 4

(113)   <Beneficiary> & Telenet will jointly perform acceptance testing for the operational processes & jointly validate the test results.

- o Defect Reporting
  In order for defects to be fixed in a timely manner, defects will be reported no later than 2 business days after being found.
- o Assignment of priority of defects.
  Telenet and <Beneficiary> will jointly agree on the priority of such defects.
- o Assignment of severity of defects
  Telenet and <Beneficiary> will jointly agree on the severity of such defects.
- o Conducting two conference calls a week to review defects.
- o Planning for correction of defects
- o Telenet feedback on corrections which were implemented

(114)   <Beneficiary> shall provide access to an on-line defect reporting and follow-up system which will be used to report defects.

♦   MILESTONE 5

(115)   Both Parties will provide operational process training to the required resources.

(116)   <Beneficiary> will provide Telenet a list of participants for Certification test.

(117)   Telenet will organize the Certification test & communicate the results.