

Wholesale Internet Exchange (IXP)

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1- Introduction

This objective of this document is to outline the functional and business requirement for the internet exchange Point (IXP) service that will be launched in Jeddah (JED1) data center. This value proposition will enable Mobily to facilitate the IXP service locally with the support of the IXP partner and the potentially hosted partners; service and content. The services will include providing the connectivity as well as the hosting of partners and other internet management products and services.

2- What is (IXP)

Internet Exchange Points (IXPs) are vital elements of Internet infrastructure that enable networks to exchange traffic with each other. Multiple Internet service providers (ISPs) can connect at a single IXP, creating the potential for a range of technical and economic benefits for the local and international Internet community. By keeping local traffic local and avoiding international links, local operators and users can reap substantial cost savings, provide substantial local bandwidth, and significantly improve local Internet performance. In this Mobily will be able to grab other regional MNOs and ISPs to connect and benefit from the IXP service in Saudi Arabia.

3- Intended Readership and Contact Details:

- The intended readership of this document is the staff at Mobily involved in the deployment of this service & the involved suppliers (if needed)
- In case of any inquiry about the product and the concept document, please do not hesitate to contact:

4- Detailed Description

Function	Business Logic
Service Detail	<p>1. Service Description</p> <p>Managed Router Service Manage Router Services will be comprising of three services: Management Services (with IPVPN and Internet Access services), Hardware Supply/Install/Configuration and Hardware Maintenance & Support. Mobily will be installing, configuring, operating and managing the router with defined SLA levels.</p> <p>MRS Service will be provided on the following access technologies:</p>

GPON
 Active Ethernet
 Microware (P2P, P2MP)

WiMax, VSAT- are not supported and they are unreliable access technologies whereas Management services will be provided with Mobily IPVPN and Internet Access.

2. Service Features

The proposed service will have the following features forming the final service packages:

Service Features

#	Feature	Description	Unit
1	Hardware	Any Cisco / Juniper Hardware (Router, Switch) including interfaces as per the vendor configuration tool <ul style="list-style-type: none"> • One Time Price • MRC with One Year Contract (Leasing) • MRC with Two Year Contract (Leasing) • MRC with Three Year Contract (Leasing) 	Per Hardware
2	OS	Cisco / Juniper Operating System (IP, IPSec, IP+, etc)	Per OS
3	Device Monitoring & Reporting	Basic and advance monitoring as per Service Element	Per item
4	Device Management	Management of Customer Device remotely , as per Service Element	Per Hardware
5	Consultancy	Consultancy with Technical Teams to provide the solution according to customer needs. It is HLD Doc.	Per Site
6	Design	Design (Low Level Design) from Engineering team.	Per Site
7	Web Portal	Portal access for Reporting on the web	Per Account

	8	Reports Retentions	Storage time to retain the reports	Per Month
	9	Logs Retentions	Logs Storage time to retain the logs. For sizing 1 (one) month logs will be equivalent to 10GB.	Per Month
	10	SLA	Service level agreement as per Service Elements	Per Service (3 types- refer to service offering)
	11	Urgent Configuration Change	It is configuration time to implement the changes only as per customer request. Customer needs to purchase the actual configuration change from professional services (Professional Services - Basic and Advance) separately with this.	Per Change
	12	Hardware Supply	<ul style="list-style-type: none"> Supply of Hardware 	Per Hardware
	13	Hardware Installation	<ul style="list-style-type: none"> Installation of Hardware in Racks (Rack Mounting, power up etc) 	Per Hardware
	14	HW Maintenance and Support	Router maintenance Package Includes; <ul style="list-style-type: none"> Warranty Replacement Logistics and Repairs Upgrades of Router, Software IOS Inventory Management One on-site intervention for faulty router hardware replacement 	Per Package
	15	Cisco SmartNet Support	Cisco Smart Net support (same day support, NBD etc) <ul style="list-style-type: none"> 24*7*Same day (for customer in Riyadh, Jeddah and Dammam Only) 8x5xNBD 	Per Support type
	16	Juniper Support	<ul style="list-style-type: none"> 24*7 (for customer in Riyadh, Jeddah and Dammam Only) 8x5xNBD 	Per Support type

	17	Professional Services-Basic	<ul style="list-style-type: none"> • Change of link Speed • Routing change IGRP, RIP, Static • IP Address Change/Add • ACL (Add/Change/Delete) 	Per Service
	18	Professional Services-Advance	<ul style="list-style-type: none"> • Configure Customer Router for new Backup Access Link, • CoS mappings, WAN QOS • IPSEC or SSL VPN • BGP Routing • Warm Backup (A/S) - Remotely Dependencies Changes (IP address and Routing). • E1, Voice and Video configuration • Any other Configuration Service on router (Quotation Basis) 	Per Service
	19	HW Professional Services	<ul style="list-style-type: none"> • Move router from Site Completely • Move Customer Router (same site) • Add Interface/module & Configuration • Hot Back (A/A) 	Per Service (IT team must add the Site visit for this service in WO)
	20	Site Visit Main Cities – Class A (Additional/d ay) – Class A	Within Main Cities	Per Visit
	21	Site Visit Outside Main Cities – Class B (Additional/d ay)	Outside Main Cities / per day (Up to 300Km from Main cities)	Per Visit
	22	Site Visit Outside Main Cities – Class C (Additional/d ay)	Outside Main Cities / per day (Above 300 Km)	Per Visit
These services to be offered with Mobily connectivity services.				

	<p>Professional Services- Basic and Professional Services-Advance can be Urgent or non-urgent.</p> <p>HW Professional Services will be non-urgent only. SLA for Urgent and Non-Urgent requests is defined in Service Element.</p>																												
Service Offering	<p>3. Service Offering</p> <p>Three types of services will be offered under Managed Router Services as mentioned below:</p> <ul style="list-style-type: none">1) Management Service2) Hardware Supply, Installation and Configuration3) Hardware Maintenance and Support <p>3.1 Management Service</p> <p>The Managed Router - Management Service has three packages:</p> <ul style="list-style-type: none">1) Basic2) Advance3) Premium <p>These packages are sold per customer site. Some of the packages features are upgradeable and supposed to be created as variable features in Siebel where Sales team have the option to upgrade or downgrade their values. Customer must have connectivity from Mobily for the Manage Router Service.</p> <p>The table below summarizes the features that come with each package:</p> <table><tr><th>Features</th><th>Basic</th><th>Advance</th><th>Premium</th></tr><tr><td>Device Monitoring & Reporting</td><td>Basic</td><td>Basic</td><td>Advance</td></tr><tr><td>Web Portal Access</td><td>1 Account Included</td><td>1 Account Included</td><td>1 Account Included</td></tr><tr><td>Reporting Retention (Online)</td><td>6 Months</td><td>12 Months</td><td>12 Months</td></tr><tr><td>Log Retention</td><td>1 months</td><td>2 months</td><td>3 months</td></tr><tr><td>SLA</td><td>Standard</td><td>Standard</td><td>Silver</td></tr><tr><td>Device Management</td><td>-</td><td>Basic</td><td>Advance</td></tr></table>	Features	Basic	Advance	Premium	Device Monitoring & Reporting	Basic	Basic	Advance	Web Portal Access	1 Account Included	1 Account Included	1 Account Included	Reporting Retention (Online)	6 Months	12 Months	12 Months	Log Retention	1 months	2 months	3 months	SLA	Standard	Standard	Silver	Device Management	-	Basic	Advance
Features	Basic	Advance	Premium																										
Device Monitoring & Reporting	Basic	Basic	Advance																										
Web Portal Access	1 Account Included	1 Account Included	1 Account Included																										
Reporting Retention (Online)	6 Months	12 Months	12 Months																										
Log Retention	1 months	2 months	3 months																										
SLA	Standard	Standard	Silver																										
Device Management	-	Basic	Advance																										

Router Hardening (one Time)	-	Included	Included
Consultancy	Included	Included	Included
Urgent Configuration Change	-	-	One (per month) - Included
Upgradeable Features			
Device Monitoring & Reporting	Advance		-
Device Management	-	Advance	-
Web Portal Access (Additional)	Per Account		
Report Retention (Additional)	Per Month		
Log Retention (Additional)	Per Month (= 10 GB)		
SLA-Silver	Per SLA Type		
SLA-Gold	Per SLA Type		
Router Hardening (Additional)	Additional One (1)		
Urgent Configuration Change	Per Hardware Config. Change		

Management Link will be provided as below and will not be chargeable to customer.

#	Feature	Description	Unit
1	In-band Management	Separate IPVPN Interface for Management (512 Kbps)	Per Link

3.1.1 Add-On Component

Features	Basic	Advance	Premium
Professional Services-Basic	Per Service		
Professional Services-Advance	Per Service		

Site Visit Main Cities – Class A (One day) – Class A	NRC
Site Visit Outside Main Cities – 300 Km Class B (Two days)	NRC
Site Visit Outside Main Cities – Class C (Three days)above 300 Km	NRC

3.2 Hardware Supply, Installation and Configuration

Features	Hardware S, I and C Package with Site
Hardware and OS Supply	Included <ul style="list-style-type: none"> • One Time Price • MRC with One Year Contract (Leasing) • MRC with Two Year Contract (Leasing) • MRC with Three Year Contract (Leasing)
Hardware Installation	Included
Configuration/Professional Services-Basic	Basic-Included
Site Visit Main Cities – Class A (One day) – Class A	One Day – Included
Site Visit Outside Main Cities – 300 Km Class B (Two days)	Two Days – Included
Site Visit Outside Main Cities – Class C (Three days)above 300 Km	Three Days – Included

Customer can select either of services mentioned below to avail this package.

- Hardware and OS Supply
- Hardware Installation and one of the Site Visit is must
- Configuration “Professional Services-Basic” and one of the Site Visit if required (optional)

3.2.1 Add-On Component

Customer must purchase the “Configuration service - Professional Services-Basic” to have this add on.

Features	Hardware S, I and C Package with Site Visit
Professional Services-Advance	Per Service

- Siebel WO to choose between City Class A or B or C. (one only)
- Any Cisco / Juniper Hardware
- Racks, power ups, cabling components are not included and have to be provided by customer.

3.3 Hardware Maintenance and Support

Features	24*7*Same Day Package	8*5*NBD Package
Samrtnet (Cisco/Juniper)	Included	Included
Logistics , Warranty Replacement	Included	Included
Upgrades of Router, Switch OS	Included	Included
Inventory Management	Included	Included
On-site intervention for faulty router hardware replacement – Class A- Main Cities	One Site Visit Included – (Main Cities Visit)	One Site Visit Included – (Main Cities Visit)
On-site intervention for faulty router hardware replacement – Class - B	-N/A	One Site Visit Included – (Class- B Cities Visit)
On-site intervention for faulty router hardware replacement – Class C	- N/A	One Site Visit Included – (Class C Cities Visit)

- Hardware and Smartnet charges are dynamic
- 24*7*Same day will be sold to the customers with site at Riyadh and Jeddah only.
- System will allow selecting “On-site intervention for faulty router hardware replacement” one item from the three, depending on the city (class-A or B or C).

3.3.1 Add-On Component

HW Professional Services	Per Service
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WO and pricing must add the Site visit for this service.

4. Cities Classifications

Class A	Class B	Class C
Riyadh	Dawadmi	Hfr Albaten
Riyadh	Dawadmi	Hfr Albaten
Jeddah	Alzilfi	Buriyda
Dammam	Majma'ah	Onaizah
Hail	Taif	Aljouf
Madina	Rabigh	Arar
Abha	Alhsa	Skaka
	Hafuf	Tabuk
	Khafgi	Quriyat
	Bishah	Deba
	Najran	Albaha
		Wadi Aldawaser



Business Rules

5. Business Rules

5.1 Required Documents

- Signed application form, including:
 - Company name,
 - Contact person (name, mobile number, e-mail address),
 - Address (Compulsory),
 - Saudi ID/Iqama/Passport (number, date of issue, place of issue),
 - Terms & Conditions
- Original and stamped copy of the company commercial registration
- Authorization letter stamped by Chamber of Commerce
- Original and stamped copy of the authorized person ID/Passport.

5.2 Subscription Period

- The minimum period of subscription is twelve (12) calendar months.
- Options of twenty four (24) and thirty six (36) months shall be made available.

5.3 Effective Date of the Service

- One (1) day after the service is activated.

5.4 Billing

- Service charges are divided into:
 - Setup fees,
 - Recurring fees: fixed rental charges paid monthly in advance.
- All recurring service charges will be cycle forward, aligned with other services sold by Mobily. In case of the customer activate the service during any time of the month then prorating will take place for this specific period till reaching the start of next billing cycle for corporate customer.
- Billing starts from the "Effective Date of the Service" where the first invoice will be released. This invoice will include setup fees & recurring fees for one month period.
- Customers should have the Options to bill. After the UAT Mobily will issue the bill in this case.
- Customers have to pay the full payment for the recurring fees within the same account management policy grace period.
- * Customer can have the ability to purchase the package via Mobily Portal and pay through his Credit card / Online transfer.
- Full hardware payment will be made by customer according to the contract time period plan as One Time, MRC One year (1), MRC two years (2) & MRC three years (3) contracts.

5.5 Revenue Management

- Project code is PRJ010876.
- This is Bayanat Product.
- Charging is Cycle Forward.
- Billing period can be 1 month, 3 months, 6 months, 12 months
- Billing System will be Siebel
- Payment channel (CRM, Saddam, Bank Transfer)

5.6 Charges

Following Service Offering will be charged as per below struture. Price and discount will go for approval seperaltey.

5.6.1 Managed Services Charges

Features	Basic	Advance	Premium
Setup Fee			
Monthly Fee			
Device Monitoring & Reporting	Basic	Basic	Advance

		Web Portal Access	1 Account Included	1 Account Included	1 Account Included	
		Reporting Retention (Online)	6 Months	12 Months	12 Months	
		Log Retention	1 months	2 months	3 months	
		SLA	Standard	Standard	Silver	
		Device Management	-	Basic	Advance	
		Router Hardening (one Time)	-	Included	Included	
		Consultancy	Included	Included	Included	
		Urgent Configuration Change	-	-	One (per month) - Included	
		Upgradeable Features				
		Device Monitoring & Reporting	Setup: – Monthly:		-	
		Device Management	-	Setup: – Monthly:	-	
		Web Portal Access (Additional)	Setup: – Monthly:			
		Report Retention (Additional)	Setup: – Monthly:			
		Log Retention (Additional)	Setup: – Monthly:			
		SLA – Silver	Setup: – Monthly:			
		SLA – Gold	Setup: – Monthly:			
		Router Hardening (Additional)	NRC:			
		Urgent Configuration Change	NRC:			
		5.6.1.1 Add-on Components				
		Features		Basic	Advance	Premium

Professional Services-Basic	NRC
Professional Services- Advance	NRC
Site Visit Main Cities – Class A (One day) – Class A	NRC
Site Visit Outside Main Cities – 300 Km Class B (Two days)	NRC
Site Visit Outside Main Cities – Class C (Three days)above 300 Km	NRC

5.6.2 Hardware Supply, Installation and Configuration Charges

Features	Hardware S, I and C Package with site visit
Setup	
Monthly	
Hardware and OS Supply	Included - MRC <ul style="list-style-type: none"> • One Time Price • MRC with One Year Contract (Leasing) • MRC with Two Year Contract (Leasing) • MRC with Three Year Contract (Leasing)
Hardware Installation	Included - NRC:
Configuration/Professional Services-Basic	Basic-Included- NRC:
Site Visit Main Cities – Class A (One day) – Class A	One Day – Included- NRC:
Site Visit Outside Main Cities – 300 Km Class B (Two days)	Two Days – Included- NRC:
Site Visit Outside Main Cities – Class C (Three days)above 300 Km	Three Days – Included- NRC:

- WO to choose between City Class A or B or C. (one only)
- Hardware and Smartnet charges are dynamic
- Hardware Charges will be calculated as

Hardware will be MRC and NRC

Configuration and installation will be NRC

Customer can select either of services mentioned below to avail this package.

- Hardware and OS Supply
- Hardware Installation and one of the Site Visit is must
- Configuration "Professional Services-Basic" and one of the Site Visit if required (optional)

Hardware + OS + Smartnet	Any Cisco / Juniper Hardware (Router, Switch) including interfaces as per the vendor configuration tool			
	One Time Price			
	Hw List Price minus xx% discount	Smartnet List Price minus x% discount	Margin x%	Bad Debt 0%
	MRC with One Year Contract			
	Hw List Price minus xx% discount /12	Smartnet List Price (1y) minus x% discount/12	Margin x%	Bad Debt x% of total value
	MRC with Two Year Contract			
	Hw List Price / 24	Smartnet List Price (2Y) /24	Margin x% of total value	Bad Debt x% of total value
	MRC with Three Year Contract			
	Hw List Price / 36	Smartnet List Price (3Y) /36	Margin x% of total value	Bad Debt x% of total value

5.6.2.1 Add-on Components

Customer must purchase the “Configuration service - Professional Services-Basic” to have this add on.

Features	Hardware S, I and C Package with site visit
Professional Services-Advance	NRC

- By default all Professional Services are non-urgent. If customers require urgent configuration changes for Professional Services then additional “URGENT charges as defined in 5.6.1 ‘upgradeable features’ needs to pay.

5.6.3 Maintenance and Support Charges

Features	24*7*SD Package	8*5*NBD Package
Setup		
Monthly		
Smartnet (Cisco/Juniper)	Included – MRC	Included – MRC
Logistics , Warranty Replacement	Included – MRC	Included – MRC
Upgrades of Router, Switch OS	Included – MRC	Included – MRC
Inventory Management	Included – MRC	Included – MRC
On-site intervention for faulty router hardware replacement – Class A- Main Cities	One Site Visit Included– (Main Cities Visit) – MRC	One Site Visit Included– (Main Cities Visit) – MRC
On-site intervention for faulty router hardware replacement – Class - B	-N/A	One Site Visit Included– (Class- B Cities Visit) – MRC

	On-site intervention for faulty router hardware replacement – Class C	- N/A	One Site Visit Included– (Class C Cities Visit) – MRC	
	<p>5.7 Upgrade</p> <p>Upgrade is the process of adding/increasing a specific feature within the package.</p> <p>5.7.1 Management Services</p> <p>Basic Package</p> <ul style="list-style-type: none"> • Device Monitoring & Reporting – Advance • Report Retention • Log Retention • SLA – Silver • SLA – Gold • Router Hardening • Web Portal Access • Urgent Configuration Change <p>Advance Package</p> <ul style="list-style-type: none"> • Device Monitoring & Reporting – Advance • Device Management – Advance • Report Retention • Log Retention • SLA – Silver • SLA – Gold • Router Hardening • Web Portal Access • Urgent Configuration Change <p>Premium Package</p> <ul style="list-style-type: none"> • Report Retention • Log Retention • SLA – Gold • Web Portal Access • Urgent Configuration Change • Router Hardening <p>If customer upgrades the package or any feature within the package he is subscribed to, the billing system will automatically charge him the new</p>			



monthly charges for the upgraded package/feature on proration basis till the coming billing cycle.

5.8 Downgrade

Downgrade is the process of deleting/decreasing a specific feature within the package added by customer request to the base package.

5.8.1 Management Services

Basic Package

- Device Monitoring & Reporting – Advance
- Report Retention
- Log Retention
- SLA – Silver
- SLA – Gold
- Router Hardening
- Web Portal Access
- Urgent Configuration Change

Advance Package

- Device Monitoring & Reporting – Advance
- Device Management – Advance
- Report Retention
- Log Retention
- SLA – Gold
- Router Hardening
- Web Portal Access
- Urgent Configuration Change

If customer downgrades the package or any feature within the package he is subscribed to, the billing system will automatically charge him the new monthly charges for the downgraded package/feature from next coming billing cycle.

5.9 Package Migration

Migration is the process of transferring from a one package to another package

5.9.1 Management Services

- Migrate from “Basic” to “Advance” or to “Premium” package.
- Migrate from “Advance” to “Premium” package.
- Migrate from “Premium” to Basic or Advance or from Advance to “Basic” Package is Not Applicable within the defined Contract time



period unless with exit plenty with an amount equivalent to the remaining amount of the contract.

5.9.1 Hardware Maintenance

Migrate from “24*7*Same Day Package” to “8*5*NBD Package” or vice versa.

Early migration of the service by the customer within the validity of contract will incur Early Exit penalty charges equals to the remaining contract period.

5.10 Renewal

Subscription will be automatically renewed for another one (1) year unless official written notice of one (1) month before renewal date is received from the customer stating service termination.

5.11 Credit Control

- The credit control policy opted for this services is as following:
 - For on Basic Packages: the credit limits SAR 5,000,
 - For Advance Packages: the credit limit is SAR 10,000.
 - For Premium Package: the credit limit is SAR 20,000.
- This will include upgrade, downgrade and migrations.
- The KAM should be provided authority to modify the Credit Limit per customer during activation.

5.12 Suspension

- If a customer fails to pay his bills within thirty (30) days from due date, the account will be suspended after performing the following:
 - KAM will contact the customer by phone and inform him of the actions.
 - KAM will send the customer a fax to inform him of the action that will be taken.
- In case the customer has settled his dues, the KAM should re-activate the customer account.
- During Suspension time period Mobily technical teams will not provide any monitoring, management, or support the customer hardware.

5.13 Termination

- Due to Non-Payment
 - If, after suspending the customer account for a ninety (90) days period, the KAM will terminate the customer account.



- Due to Customer Request

- The customer needs to send official written notice one (1) month before renewal date stating service termination.
- If the official written notice is received within the one (1) month notice period, customer will incur one (1) month service charge penalty.
- Early termination of the service by the customer within the validity of contract will incur Early Exit penalty charges equals to the remaining contract period.

Note: After termination, the KAM will contact the customer via phone and fax to clear any outstanding amount (if any) and to pick the hardware from the customer premises within one (1) month time in case hardware is leased to the customer.

5.14 Charges

The customer will be notified of any changes to the commercially stated policy One (1) month in advance.

5.15 Account Management by KAM

- Customer ownership: Mobily will maintain a direct billing and support relationship with the end customer in case of outsource company support the managed services for operation.
- Complete customer's info will enter on Siebel as per the rest of corporate account activations required documents.
- Activation, Suspension and termination of the service should be in parallel with the prevailing policies.

5.16 Discount

As per approved price and discount authorization.

5.17 Penalty

- Early exit Penalty will be the equal to the remaining amount of the contract period.
- No downgrade penalty.



Service Level Agreement	SLAs details are mentioned in Service Elements under 6.6 to 6.9 Section of this document.
Service Elements	<p>6. Service Elements</p> <p>Following Service Elements are essential to cover Manages Router Services Offering:</p> <ul style="list-style-type: none"> I. Consultancy and Design II. Hardware Supply, Installation and Configuration III. Maintenance and support IV. Monitoring and Reporting V. Device Management VI. Service Provisioning VII. Service Level Agreement VIII. Service Assurance IX. *portal X. *eCare - Customer Care <p>6.1 Consultancy and Design</p> <p>It is critical to ensure during initial planning phase that the overall solution meets customer requirements. In this regards Mobily will engage on the following aspects:</p> <ul style="list-style-type: none"> - Consultation: Conduct a thorough needs analysis that considers customer's near-term and long-term business goals, current network configuration, applications and transport methods. - Design: Considering both WAN and high level LAN needs, Mobily will determine the services, equipment and networking functions needed to meet customer's business requirements. Mobily develops a site-by-site implementation-level design, including network diagrams, router configuration files and test procedures. <p>6.2 Hardware Supply, Installation and Configuration</p> <p>Mobily will provide any Cisco or Juniper hardware model according to customer's needs. Mobily will ship the hardware at customer premises and field engineers will install it on the customer premises along with the support from Mobily NOC for testing and connectivity. This will help customer to focus on his core business, instead of chasing different contacts and vendors for delivery and installation. Mobily institutes adequate processes so that:</p> <ul style="list-style-type: none"> • Site Survey is done • Hardware Delivery • Installation • Testing



- Configuration
- Vendor Support activated (if purchased)
- Customer Network design Documentation (provided to customer and NOC).
- Monitoring and Management Process initiation (If purchased)
- Customer Acceptance

6.3 Maintenance and Support

Mobily will maintain, support the customer hardware (remotely and onsite) and provide the hardware warranty from manufacturer and in case of hardware failure to replace the faulty device with in the SLA and purchased support time frame as per below:

- Proactive maintenance
- Reactive maintenance
- Hardware Warranty and SmartNet
- Onsite Visit
- Hardware Replacement

6.4 *Monitoring and Reporting

Monitoring

- Mobily will monitor the Customer router round the clock; 24 hour by 7 days in a week.
- Once a thresh hold is reached. USAC team will notify customer through KAM via email or SMS and provide online real-time access to graphs showing service availability and service performance.
- DN team needs to define the thresh holds according to the individual customer's needs.
- The thresh-hold information should be defined by customer during the order processing.
- Mobily will proactively monitor and manage the IP backbone network as well. This is achieved by tracking and analyzing real-time performance statistics taken at 30-minute intervals. This data is used by mobily to advise the customer about the network performance by individual class of service, which can be used to optimize/tune the network.

Monitoring and Reporting for customer devices, can be offered to customers as below into two (2) scenarios:

- **Basic Monitoring**
 - WAN Interface Link Availability
 - WAN Interface Traffic Utilization
- **Advanced Monitoring**
 - CPU Utilization
 - Memory Utilization
 - Device Availability
 - Device Response Time



- LAN Interface Availability
- LAN Interface Traffic Utilization

Reporting

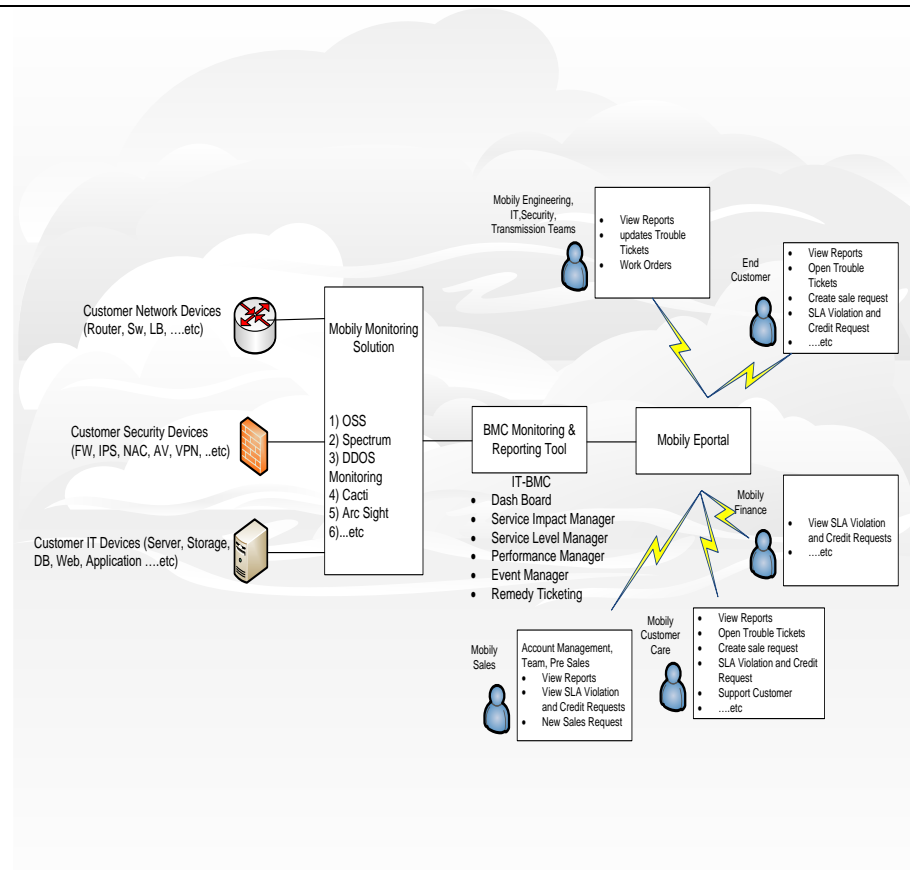
Mobily is providing customers with monitoring service for Management Service. This requires getting the reports from the Customer Router.

The monitoring tool must have the dashboard capability and needs to integrate with existing e-Portal to present the key service metrics with SSO. This can be used to get the reporting from Router or MR monitoring solution (OSS or Spectrum). IT team will integrate Manage Router Services reporting with BMC and to E-portal. This will help Mobily to standardize the Monitoring and reporting solution across all the services.

Dashboard



Mobily will provide customers with the Operational Reports and Recommendation for upgrades like Memory, Bandwidth, and CPU.



Customer, Finance, Sales, Wholesale Service Assurance will have the access on this tools for view reports, creating tickets, SLA violation and different other process as defined in the above.

6.5 Device Management

Mobily will undertake proactive alarm monitoring, address any issues and respond to customer support calls as remote management. This eliminates the major headache of chasing different contacts and vendors to isolate and fix faults. Mobily institutes adequate processes so that:

- Trouble ticket is opened when network alarm occurs or a customer calls
- Troubleshoot to isolate the problem
- Problem is resolved through Mobily fixing it within a stated response time
- Customer is notified with status reporting and resolution tracking through WS Service Assurance team
- Fault management will enable users to monitor; report, and track alarms and events affecting their services through Mobily call centre team.

The customer devices will be managed by certified technical support team 24*7 with multiple layers of support backed by vendor support.

Device management will be operated to SLA, ISO and ITIL standard, processes and procedure and will be offered to customers as below into two (2) scenarios:

- **Basic Management**
 - Incident handling and Problem Management (Reactive)
 - Installing required updates and patches
 - Configuration Management and Reloading the Configuration
 - Configuration Backup and Restore (Once every month)
- **Advance Management**
 - Change / Release Management (Proactive)
 - Capacity Management (Proactive)
 - Performance Management (Proactive)
 - Optimization (Proactive)
 - Customer Documentation

6.6 Service Provisioning

During the service provisioning & implementation phase typically a Project Manager will be assigned by Mobily who prepares an overall project plan covering all major activities, milestones and deliverables.

For manage router service, Mobily will do the provision as per the below time frame after receiving the PO from the customer.

Features	Base	Advance	Premium
MRS Provisioning Time	5 days	5 days	5 days
Professional Services Basic / Advance (Normal Change)	2 days	2 days	2 days
Professional Services Basic / Advance (Urgent Change)	8 Hr	8 Hr	8 Hr

In case, Mobily will supply and commission specified routers/equipment; Mobily will prepare appropriate configurations and conduct end to end network and service testing. Service fulfilment documentation will also be completed with copies handed over the customer as well as for internal records within Mobily. Mobily will supply, install, configure and apply the managed configuration (MRS), as per the below time frame.

Features	Time Frame
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Hardware Delivery	6-8 Weeks
First Time Hardware Provisioning Time	8 Working days
HW Professional Services	5 Working Days

6.7 Service Level Agreement

Service Level Agreements (SLAs) are considered fundamental and all customers will have Standard SLA as part of Package. Customer may purchase the additional SLA (silver and Gold) for the additional and prioritize support as per the below details. IT team will implement the SLA Management tool to produce the reporting for WS Service Assurance, Finance and customers.

In the event to open a Case, the Customer shall make a preliminary assessment based on the categories set out below:

- **Critical** – Shall mean total Service Outage. A fault where customer's Networks, website or running application becomes unavailable totally.
- **Major** – Shall mean service degradation. A Case which is not "Critical" but which imposes serious limitations or restrictions on the availability to the customer's Networks, website or running application.
- **Minor** – Shall mean not service affecting. A Case which is not "Critical" or "Major" but which is of a relatively minor or intermittent nature and does not significantly affect the availability to the customer's Networks, website or running application.

All Cases must be reported to Mobily on the designated email address, E-portal (web), Chat or support phone numbers. A tracking number will automatically be provided to Customer promptly after opening of the Case, and a human support engineer will review the support request within the timeframe listed below. Mobily may re-categorize any Case.

Due to the critical nature of the service availability for the business, the SLA offered will cover the following aspects:

- **Operational SLA**

📌 **Handling Time:** Defined as time when Customer can call to Mobily Wholesale Service Assurance team.

Category	Standard	Silver	Gold
Handling Time	24x 7 x 365		

Response Time: It is the period commencing when a valid service fault report is received by Mobily, and ending on the first to occur of:

- When Mobily advises the customer that the fault has been identified by remote diagnostics and that work has commenced to identify the fault;
- When Mobily advises the customer that a site visit is required, or;
- When a Mobily representative attends the site

The targeted Response Times (depending on the category of the Case) are set as follows:

Category	Standard	Silver	Gold
Critical	4	2	1
Major	8	4	2
Minor	12	8	4

Response Times (Hr)

Resolution Time: It is the period commencing when a valid service fault report is received by Mobily, and ending on the first to occur of:

- The service is returned to full working order, or;
- A temporary repair is performed which allows the service to be used

The targeted Resolution Times (depending on the category of the Case) are set as follows:

Category	Standard*	Silver*	Gold*
Critical	24	12	4
Major	36	24	12
Minor	48	36	24

*Does not include the hardware failure which can take up to 3 days or depends on the Smart net options purchased by customer.

6.8 Service Assurance

Service assurance is set of procedures intended to optimize the performance and maximize the customer satisfaction.

- Mobily will inform the customers for the planned outages minimum 3 days before and will advise the interruption duration time period.
- At times it may be in both (Mobily and customers) parties' best interests to have a planned interruption with less notice than 3 days,



mobily can discuss the circumstances with customer before such a planned interruption.

- Mobily endeavours to keep to the timing and duration of planned interruptions however in some circumstances it may need to reschedule or increase the duration of a planned interruption.

• Status update

- Advice that the relevant service issue has been identified as Mobily responsibility and action is commenced to resolve it.
- Advice regarding the progress on correcting the relevant service issue and the likely time at which the issue will be resolved as per the below update time.

Category	Standard*	Silver*	Gold*
Critical	12	6	2
Major	18	12	6
Minor	-	-	-

Status Update Times (Hr)

• Post Incident Report

Mobily will provide the Post Incident or reason for outage report within 3 working days which provides Mobily advice as to the outcome of correcting a service issue.

• Fault Escalation

The following contact numbers to be used in the event that an issue related to a specific outage needs to be escalated:

6.9.4 Indemnity Clause

Customer will indemnify and hold harmless Mobily from and against any claims, demands, losses, damages and expenses arising from non-performance, service degradation, hardware failure or loss of data as part of this SLA.

6.10 e-Portal



	<p>Mobily will provide customer online access to existing Carrier Portal to view real-time graphs pertaining to their networks devices. The portal shall have the following capabilities and details:</p> <p>Self-Care</p> <ul style="list-style-type: none"> Customer can upgrade or downgrade features with in package with reference to Business Rules Section. <ul style="list-style-type: none"> Customer can migrate from one package to other packages. All requests must go to KAM. There is no self/Auto provisioning for any of the above features. Customer can view the monitoring reports and bills. <p>*e-Care</p> <ul style="list-style-type: none"> Create Trouble Chat with WS service assurance officer See SLA violation Reports <p>6.11 * eCare – Contact Centre</p> <p>Customer shall have the capability to create service requests in different channels including</p> <ol style="list-style-type: none"> Telephone, Email, Chat Web (Technical Assistant Centre (TAC) or e-Portal where all the communication, support and tickets updates will be done by engineers or WS Service Assurance. the example can be Cisco/Juniper TAC tool). <p>Mobily IT/Engineering team should arrange the Web Collaboration (WebEx) for Support Requests as (https://websupport.mobily.com.sa) where customer can logon to Mobily WebEx Portal and can get the remote support from WS Service Assurance/USAC/Operations.</p> <p>Requests can be either a new service where Customer's authorize person will contact to initiate the sales process, or raise a ticket for a problem (technical or commercial) where an agent from Wholesale Service Assurance (Level 1 Support) will be interacting with Customer and will send the ticket to operation team or sales team for their support if needed.</p> <p>The email address for the support : WSAO@mobily.com.sa</p>
<p>Operational Processes</p>	<p>7. Operational Processes</p> <p>7.1 Customer Acquisition</p> <ul style="list-style-type: none"> The order form serves as a guide to retrieve parameters for the service. The order form will contain:



- Customer details and contact information (both Technical and Accounting),
- Service package selection,
- Add-on components selection,

The order form will also serve as a legal binding contract and should contain the Mobily required terms and conditions. This contract language should contain details about the time limits of service.

Wholesale Service Management and KAM will be engaged to identify customer technical requirements and to conduct site surveys.

7.2 Order Handling

- All orders will be processed using Mobily's existing order entry/workflow management system. Service packages, add-on components services need to be configured/setup within order entry system and subsequently trigger billing as well.

- Process check to ensure order can be fulfilled. This will include confirmation on add-on component availability.

- PMI team opens a work order to engineering to fulfil order through USAC. Work order shall have all packages and upgrade & downgrade features details in order form on Siebel.

- USAC (Operation teams) will allocate the unique id for each customer premises hardware and these Unit IDs shall be added to Siebel by Data Centre Operations team (USAC). ID generation will be as following:

USAC team will capture the hardware/ product serial number with Smartnet start/end date for the support. Example:

C-Customer-U1U2U3

where

C= City first initial (1 alphabet),

Customer: (8 digit)

U1&U2&U3= Unit ID (3 Digits)

- In case of a customer disconnect order, processing of order will go through customer care - using existing customer care procedures for disconnects.

7.3 Fulfilment

RFS date for provisioning of MRS package will be set within (5) Business Days from order entry unless customer requests a later date.

7.4 Acceptance



Mobily will use its established processes for service acceptance.

7.5 Billing, Revenue Assurance and Collections

- Ensure that Oracle application development is completed to enable mediation to translate service details into billing system with reporting capabilities.
- Automated Alarms to be generated by Fraud Management System (FMS) in case of report variation between Siebel & Billing System.
- Using Oracle Portal (revenue assurance system), Mobily generates invoices and distributes to customer. Customer has access to portal to review their account,
- Develop process to halt billing once service is terminated,
- Standard Mobily revenue and collection processes will apply for packages.

7.6 Asset and Configuration Management

- Mobily will have a database-based detailed inventory record of all customer hardware including equipment's smartnet and modules elements installed.
- Detailed list of add-on components – on a system or spreadsheet, capturing all customer services details.

7.7 Change Management

- Mobily will follow the change management processes and procedures
- Mobily will perform monthly testing for the service

7.8 Incident and Problem Management

Monitoring tool to be used to troubleshoot and identify a resolution to incidents on customers' equipment.

7.9 Event Management

- All customer faults will be channelled through Wholesale Service Assurance Centre, who will use Mobily standard process to log a trouble ticket and notify expected resolution timeframes,
- When server thresholds defined in the monitoring policy exceeded the set limit, the customer will be notified by SMS or e-mail via Mobily.

7.10 Trouble Ticket Management



	<ul style="list-style-type: none"> • Trouble Ticket is opened when a network alarm occurs or a customer calls. The operations team will be expected to gear itself for the following: Trouble Isolation – Service Component observation/testing required determining the hardware/software responsible for the alarm/event. • 8 *e-Sales Mobily should able to sell the services online through Mobily portal where customer can select the required service and ticket should generate to Wholesale Service Management (WSSM) and should able to pay through Credit Card or online transfer. In case of new customer, WSSM should initiate the customer registration process
Implementation Time Line	Decided after meeting with respective department involves.
Statistics & Reports	Reports and Statistics details are mentioned in Service Elements under Monitoring and Reporting Section of this document.

5- Communication of service:

The service will be communicated with “ATL & BTL” marketing activities according to the mobily’s Communication Plan.

- **Required ATL:**
 - PR campaign.
 - Press ads.
- **Required BTL:**
 - Service Flyer.
 - Service Poster.
 - Direct marketing campaigns.
 - Mobily Wholesale (Carrier) E-portal.
 - E-marketing web advertisements.

