

MPLS Services Framework Agreement

Annex V

Project Management and Installation Services

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1 Introduction

This Annex describes the Project Management Services and Installation Services to be provided by the Service Provider in accordance with section 4.1.1. of the Framework Agreement.

All capitalised terms used in this annex shall have the meaning set forth in Annex I to the Framework Agreement or in the GTC. Capitalised terms not defined in Annex I nor in the GTC shall have the meaning set forth in this Annex V.

2 Project Management Services

2.1 General

The Project Management Services comprise all the activities regarding planning, organisation, and management of Colt resources, preparation and implementation of equipment/devices/solution, testing of the equipment/devices/solution and MPLS Connection Network Services, to be performed by the Service Provider as set forth in this Annex V with a view to assuring the successful readiness of the MPLS Communication Network Services at the delivery date agreed between the Parties (the “**Delivery Date**”). The purpose to achieve this successful readiness is hereafter called the “**Project**”. As a general matter the Service Provider will in the context of the Project Management Services provide the following services:

- Name and put in place an empowered and focused Service Provider project team.
- Define the Project plan
- Allocate Colt resources and responsibilities
- Highlight all assumptions and dependencies on other activities, projects or information
- Validate technical and functional requirements through data gathering
- Support efficient collaboration and communication through agreed reporting
- Manage, track, address requirements, risks, assumptions, issues and dependencies in a timely manner
- Ensure the tasks in the Project plan are completed by or before the date agreed between the Parties
- Manage technical acceptance testing

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- Achieve a timely and seamless hand-over to in-life operations, minimising impact on business
- Keep the PXs involved and informed.

In the context of the Project Management Services the Service Provider ensures that every phase of the Project is completed to the best practise standards, on time and within the budget agreed between the Parties.

2.2 Phased Approach

The Project Management Services will be provided by the Service Provider in phases with pre-defined and agreed steps in each phase of the implementation as set forth in this Annex V. These steps ensure that each stage of every project is completed to the required standards.

The diagram below illustrates the project management methodology the Service Provider generally proposes for similar projects.

Overview of project management methodology used in general by the Service Provider

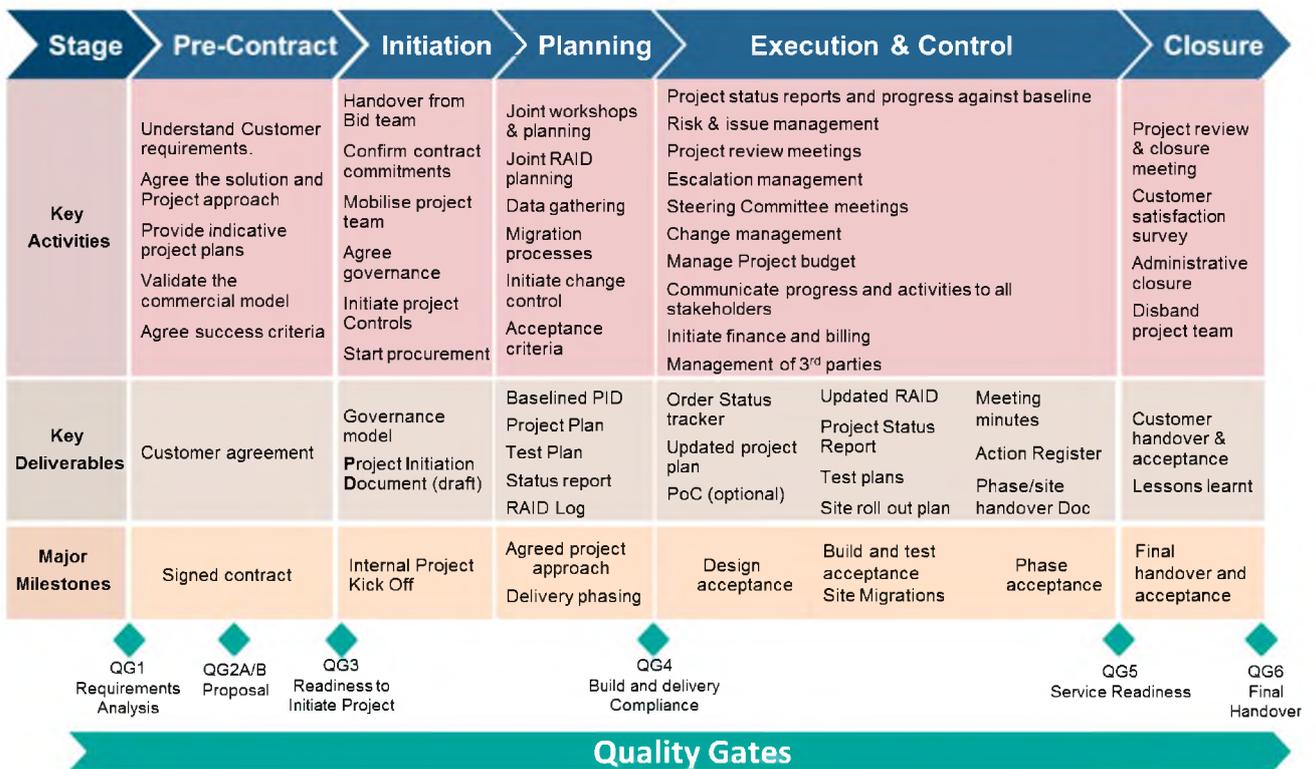


Figure 1 – Project management methodology used in general by the Service Provider to ensure the best handover between each main phases

- For the Project the following phases of the Services Providers’ project management methodology will be used:

- Initiation

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- Planning
- Execution & control
- Closure

The Project Management Services to be provided by the Service Provider during each phase are described hereafter.

2.3 Initiation phase

The initiation phase starts at signing of the Framework Agreement.

At the start of the initiation phase the Service Provider's will appoint a manager for the Project (the "**Project Manager**") and the mobilise the team it dedicates to the Project (the "**Colt Project Team**").

During the initiation phase the Service Provider will:

- propose to the PXs the approach to be taken to ensure quality of the Project Management Services and will agree with the PXs on this approach;
- will put the Project controls and governance in place;
- will prepare the draft Project files including the overall plan for the Project (hereafter the "**Project Plan**").
- will (via its Project Manager) :
 - Hold a joint kick-off meeting with the PXs
 - Define and agree on the Project approach with the PXs
 - Agree on communication flow and reporting structure with the PXs
 - Refine the business case and risks
 - Set up Project controls and project files
 - Assemble the Project initiation document (hereafter the "**PID**") including the draft **Project Plan**
 - Identify key resources
 - Review Order Forms and collect any missing details or data contained in it through discovery or due diligence activities:
 - Completion of Order Forms by the PXs and Service Provider's account executive
 - Collection of data related to provisioning (missing elements in order forms that cannot be provided before sign off)
 - Collection of technical data

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- Collection of data for planning purposes
 - Set boundaries of the Project in terms of time, cost, deliverables and quality subject to consent of the PXs
 - Identify any implementation/delivery targets and impacts upon associated Service Level Agreements (SLA's), or variation against those defined for each service. This will be documented in the Service Level Agreement (SLA)

Where necessary PXs will provide the Service Provider the information required to perform the above tasks.

2.4 Planning

The planning phase starts on reception of signed all documentation accepted by Colt.

During planning, the Service Provider's Project Manager expands the PID to produce a detailed Project Plan which describes further the scope of the Project, plan and acceptance criteria.

The Service Provider's Project Manager will produce the list of key milestones, deliverables , built from agreed acceptance criteria, are incorporated to ensure full compliance to contractual terms and delivery targets. Once agreed, the PXs sign-off on the Project plan which is then base lined (i.e. which will form the basis for the delivery of the MPLS Project). From thereon, change control is applied to modifications or deviations.

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2.4.1 Example PID summary



PURPOSE OF DOCUMENT

- > **Provide** an overview of the project (Background & Scope)
- > **Detail** the project governance & communication mode
- > **Evaluate** risks and impacts of the project
- > **Build** the project deliverables
 - > Technical Spreadsheet
 - > Risk log
 - > Issue log
 - > Change management file
 - > Project Plan
 - > Acceptance document
 - > Operational document
- > **Control** the versioning and the storage of the project



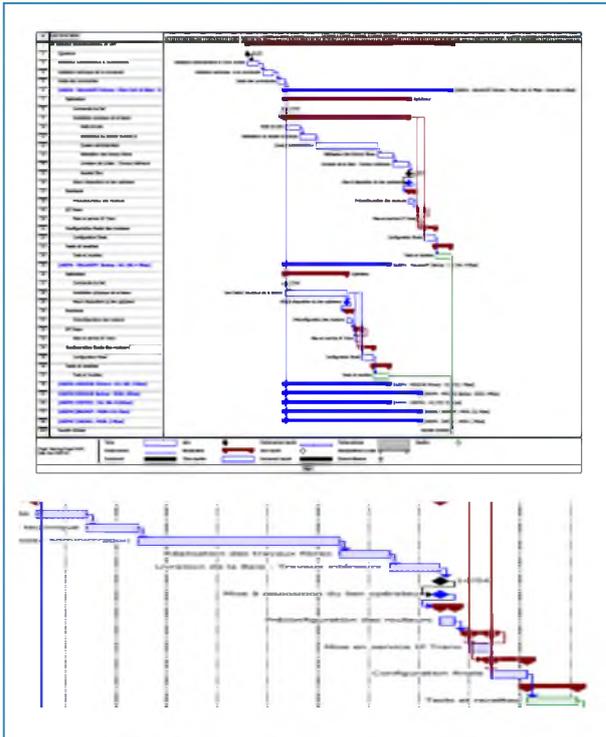
Project Initialisation Document

Ethernet Private Network

Document status	
Version no.	
Prepared by	
Date	
Approved by	

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2.4.2 Example Project Plan



PURPOSE OF DOCUMENT

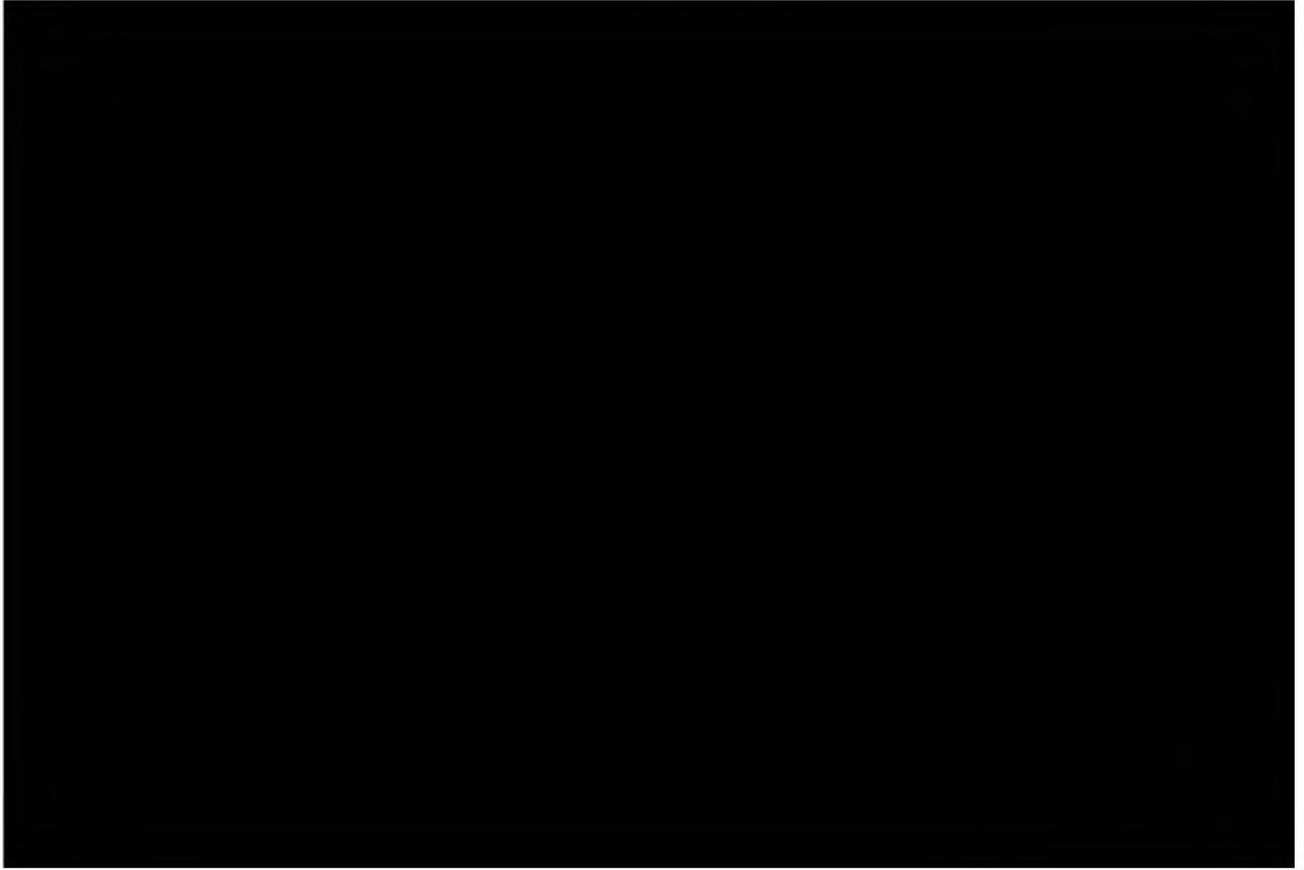
- > Scheduling project tasks
 1. Sign-off
 2. Administrative & Sales validation
 3. Technical order validation
 4. Order entry
 5. Link delivery
 6. Colt equipment installation
 7. Colt equipment configuration
 8. Acceptance document
- > Managing & allocating the required resources
- > Managing cost, time and quality

2.4.3 Estimated planning

On receipt of accepted Order Form, the Service Provider will allocate a Project Manager.



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A detailed planning will be established by the Service Provider's Project Manager as the Project is launched.

2.5 Execution and control

The execution and control phase starts on reception of order forms.

Execution & Control is broken into three phases defined by a series of standard quality gates to ensure a consistent quality of delivery across all project activities within the Service Provider.

Once the governance structure is in place along with all implementation controls, the technical solution is implemented and deliverables are produced. The key activities to be performed by the Service Provider's Project Manager in this phase include:

- Assessing progress of the implementation of the Project
- Capturing and examining project issues
- Reviewing phase status
- Reporting highlights
- Taking corrective action
- Escalating Project issues

The Service Provider will report to the PXs on the outcome of these activities to allow the PXs to take the relevant actions where needed.

The Service Provider will put into place, in cooperation with the PXs (possibly via the SPOC) control processes to monitor execution of the Project Plan and ensure a smooth delivery. These include:

- Regular updates to the Project Plan
- Review and acceptance of deliverables through acceptance
- Identify, document and mitigate risks
- Track, resolve and escalate issues as needed
- Manage and control changes through formal procedures
- Assure communication to Colts internal stakeholders
- Verify and validate the quality of processes and documentation

The final stage of Execution & Control is the acceptance stage.

2.6 Closure Phase

The closure phase starts after acceptance.

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Each solution, for which the end-to-end tests have been completed, is handed over in a controlled manner to service operations department of Colt.

The Service Provider’s Project Manager will in this phase:

- Ensure that the Service Provider’s operational team has the right documentation and the appropriate tools to provide the MPLS Connection Network Services.
- Ensure that the PXs will have the latest implemented version of technical configuration of the MPLS network
- Inform the Service Provider’s Technology Customer Service (TSC) that MPLS Connection Network Services are ready for use by the PXs
- Inform the Service Provider’s billing team of the start date for invoicing
- Inform the PXs that :
 - o the Service desk is the sole contact for incident and billing issues and provide the escalation description model for the Service Provider.
 - o the account manager is the PXs’ contact for any change to be taken into account
- Inform the PXs’ and the Service Provider’s sales team that the Project is completed and can be closed.

2.7 Project Governance

2.7.1 The Project Manager

The Project Manager is responsible on behalf of the Service Provider for ensuring good Performance of the Project Management Services and completing successfully the Project by assuring communications between PXs, SPOC and resources, anticipating and mitigating risks, managing dependencies and creating and maintaining optimum balance between scope, time, cost, and quality to achieve the best possible outcome. The Project Manager is responsible on behalf of the Service Provider for ensuring that the Service Provider delivers the solution designed for PXs and fulfils the agreed acceptance criteria first time.

The Service Provider’s Project Manager fulfills the following tasks on behalf of and for the Service Provider :

- act as SPOC towards PXs at the Service Provider during the project
- Defines clear roles and responsibilities within the Project cycle
- Negotiates and documents the Project scope
- Creates and achieves agreement for the overall Project plan

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- Manages budget and procurement
- Delivers communications and reporting
- Ensures suitable governance processes are in place
- Implements all necessary control procedures
- Delivers to agreed Project milestones and coordinates on time roll-out of services
- Agrees acceptance criteria with PXs
- Manages 3rd party vendors where required
- Ensures this Annex V is complied with by the Service Provider.

2.7.2 PXs SPOC

The Service Provider will establish and agree with the PXs on a review and reporting structure. This will be formalised in the Project Plan that is mutually agreed during the initiation phase of the project. The Service Provider’s Project Manager will interface with PX PMO who as indicated by the PXs will act as a SPOC for the PXs towards the Service Provider for administrative purposes. The Service Provider’s Project Manager remains fully responsible to manage the deployment of the MPLS Communication Network Services. Where decisions have to be taken by PXs, this is managed between PX PMO and PXs. PXs will ensure, at least, that tasks like:

- internal cabling on site (as specified in Order Forms),
 - space and environmental conditions to allow the Service Provider’s router to be installed will be respected,
 - access to site,
 - resources allocation for the tests with the PXs,
 - providing all relevant information requested timely by the Service Provider
- will be performed in a way to avoid delay in the project.

When needed, escalation can be made in order to facilitate resolution of issues.

On the Service Provider’s side, the Project Manager is the first point of escalation. Other levels within the Service Provider can be involved where necessary.

The sales team can be called to specific meetings if needed.

2.7.3 The Service Provider’s Project Teams

The Service Provider will make available a Project Team to assist the Project Manager in providing the Project Management Services which will be composed by various specialists from

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the various divisions involved, such as test coordinators, implementation manager engineers, externals (as accepted by the PXs in accordance with the MPLS Framework Agreement and Internals work teams (for Fibre or copper), field Technicians. A summary of the Service Provider parties involved is given below:

The Project teams is responsible for Implementation and Acceptance. This typically consists of the. The Project Manager is ultimately responsible to ensure the delivery occurs on-time and within budget. The Project Team shall be in place for the duration of the Project.

2.8 Change Control Process

Change control is a formal set of procedures to assure that all changes are identified, recorded, evaluated, and authorised or rejected, and that the impact of the change is assessed and monitored. On the Service Provider’s side change control management led by the Service Provider’s Project Manager as far it concerns the MPLS Communication Network Service.

3 Installation services

3.1 Standard Installation Process

The Service Provider uses a standard and European process to install each link in the PX premises. This process is led by an internal workflow tool and supervised by the Project Manager and its country representatives (implementation manager).

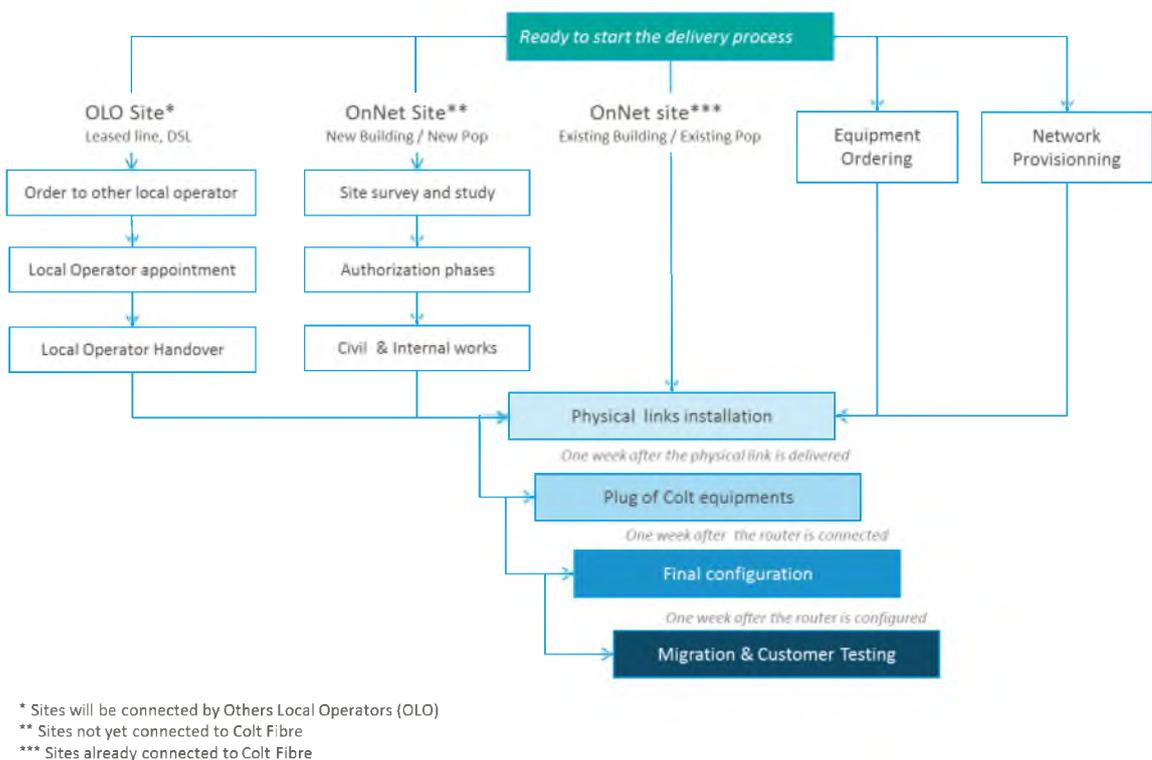


Figure 2 – Delivery process workflow for each type of site/link

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3.2 Service Provider’s Testing Process

This test plan will include as a minimum a detailed procedure for the tests to be carried out, including;

- o The timetable for the tests including start and end dates;
- o The -test mechanism;
- o The format and an example of a test report;
- o Any requirements necessary to undertake the test.
- o All tests will be performed during standard working hours, namely Monday to Friday (9h00 to 12h00 and 14h00 to 17h00)

The Service Provider will complete internal tests and commits to do so prior to handover to PXs as described here below. The Service Provider completes a number of pre- tests such as site connectivity, router connectivity, failover if applicable and correct routing activation and redistribution.

The service provider’s project manager will send a mail to each PX stipulating that the service is Ready For Use.

3.2.1 Layer 2 - Line delivery testing

Where an access circuit is delivered utilizing the Service Provider fibre, a 15 minute throughput test will be carried out by the Service Provider with small and large Ethernet frames, to test the throughput of the underlying circuit(s) and identify potential errors.

Where an access circuit is delivered utilizing an OLO same throughput tests are run by the OLO, and a Service Provider demark device is then installed, allowing the Service Provider to complete further remote testing.

3.2.2 Layer 3 - Connectivity testing

Where throughput tests are successful, the L3 CPE is installed and an initial L3 test is run by the Service Provider. This initial test is based on a ping test sending 10000 ICMP packets across the line with a size of 2000 bytes. This same test is done on all types of access circuits.

After the above 2 tests have passed successfully, connectivity towards the relevant site is confirmed by the Service Provider as working correctly and the final configuration is applied by the Service Provider to the devices.

3.2.3 High level Configuration testing

During final configuration, the correct IP’(s), VRF’s are configured by the Service Provider and all optional parameters like DHCP (Server, relay), QOS, SNMP, NTP, routing (static/dynamic), policy based routing, resiliency and all other optional/non-standard items get configured by the Service Provider on the L3 CPE(‘s) as specified and based on the information provided by the PXs.

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Once the above tests have been done and passed successfully, a site is considered ready for migration and a date is scheduled with the PXs. PXs will be informed by Colt about the results of the testing.

3.2.4 PXs' testing

A test plan will be agreed and applied between PXs and the Service Provider during the project initiation meetings.

As the date is defined, each PX performs tests to verify that the MPLS Communication Services has been put in place by the Service Provider in accordance with the Services description. Those tests should be done within a week after the MPLS Communication Service is ready for use. If those tests are performed and are successful, the Service Provider's Project Manager will send a mail stipulating that the MPLS Communication Service is ready for use.

4 General assumptions

4.1 General assumptions

The general assumptions will be :

- Installation (equipment and circuits) will occur during business hours.
- Connection to the client infrastructure (local LAN) will be detailed on a site by site bases according to the client requirement and dependent on Client testing needs. This is performed by the customer.

4.2 General Duties of the Service Provider

The Service Provider shall perform all functions and services necessary to accomplish the transition of Services on or before the specified completion dates. The Service Provider shall ensure the smooth continuation/transfer of Services to the Service Provider in support of PX's business group activities. During transition, the Service Provider shall in particular and with reasonable assistance from PXs :

- Provide regular updates over scheduled and achieved activities
- Take the lead regarding the overall transition project from a Project management perspective
- Specify the required building infrastructure for in-house cabling where site survey have been carried
- Identify risks to the transition plan and monitor/control such risks during project execution
- Identify and remedy circumstances which may lead to a delay in the transition project
- Provide personnel with sufficient local language skills during transition to procure a seamless transition of the Services to the Service Provider . English will remain the preferred language.

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- Perform the tasks assigned in the transition plan on or before the agreed completion date(s).

4.3 General Obligations of PXs

During transition, PXs will in particular:

- Assign dedicated transition project / programme manager per PX.
- Assign project and technical resources
- Grant the Service Provider reasonable access to information, provided timely request has been formulated thereto and such access falls during business hours
- Ensure that the Service Provider is granted reasonable access to PXs' premises (buildings, communication rooms and cabinet) to the extent relevant for the transition project and subject to the terms of the Framework Agreement, provided timely request has been formulated thereto and such access falls during business hours
- use their best efforts that the Service Provider is granted reasonable access to PXs' third party premises (buildings, communication rooms and cabinet) to the extent relevant for the transition project and subject to the terms of the Framework Agreement, provided timely request has been formulated thereto and such access falls during business hours
- Provide the required local site contact and required technical information at the latest by the confirmation of the service order
- Provide the required building infrastructure for in-house cabling between the Service Provider and/or OLO demarcation point and a Service Provider devic.
- Provide power and sufficient space for the Service Provider and/or OLO demarcation point devices.
- Take any further reasonable measures to support the the Service Provider during the transition project as timely requested by the Service Provider and provided this is within business hours.
- Ensure that all information provided upon its request to the Service Provider to assist it in the provision of the Services is complete and accurate.

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