

DETAILED SUBMISSION ON THE IMPLEMENTATION PLAN

SECTION/CLAUSE of the VODAFONESTP	COMMENT
<p>General Comments</p> <p>Please note that the numbering used in this submission corresponds to the numbering in the Vodafone Mobile Co-location STP Implementation Plan.</p>	<p>The Implementation Plan proposed by Vodafone provides a good framework for the implementation of the Mobile Co-location Service.</p> <p>In summary, Telecom considers that the following changes should be made to the Implementation Plan:</p> <ul style="list-style-type: none"> • Telecom is prepared to have the Implementation Plan commence for Telecom from the Determination Date rather than waiting for an Access Seeker to make a request; • The implementation of the Common Format Site Database should be separated from the Initial Implementation Phase and Soft Launch; • There should only be one Implementation Period for all Access Seekers, rather than a single Implementation Plan for a single Access Seeker on request; • A bow wave concept to address expected demand for Access Provider resources following the commencement of the Implementation Period should be included; and • A requirement for Access Seekers to provide the Access Provider with forecasts should be included. <p>These changes will ensure that Access Providers and Access Seekers have an opportunity to test their systems allowing the Mobile Co-location Service to be implemented quickly.</p> <p>The timeframes proposed by Vodafone appear reasonable. This conclusion is based on the processes and requirements in the Mobile Co-location Operations Manual proposed by Vodafone, and as amended by Telecom.</p> <p>Telecom will consider the requirements of the draft Standard Terms Determination when preparing to implement the Mobile Co-location Service. Significant differences between the draft and final Standard Terms Determinations may make it difficult for Access Providers to provide the services within the currently proposed timeframes.</p>
<p>1 Introduction</p>	<p>Telecom proposes three changes to section 1:</p> <ul style="list-style-type: none"> • The Bow Wave Limit is introduced in clauses 1.5 and 1.6.1. Sub-clause 1.6.1 defines the Bow Wave Limit by reference to section 7; • A definition of Day Zero is included in sub-clause 1.6.2; and • Working Day is defined for the purposes of the Implementation Plan in sub-clause 1.6.6. <p>Bow Wave Limit</p> <p>The Implementation Plan should include a Bow Wave Limit. This mechanism allows the cumulative number of site data pack applications to gradually increase until all</p>

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	<p>restrictions are removed.</p> <p>Demand for the Service is expected to be higher than normal during the Soft Launch of the Standard Terms Determination. Access Providers need a capacity limit on the number of Site Data Pack Applications that they are required to process while new processes and systems are still being established.</p> <p>The Bow Wave Limit is defined and discussed in section 7.</p> <p>Day Zero</p> <p>The Implementation Plan should come into force on Day Zero. Day Zero has been defined in sub-clause 1.6.2 to mean:</p> <ul style="list-style-type: none"> • In relation to Telecom, the Determination Date; and • In relation to all other Access Providers, the date on which they receive their first access request from an Access Seeker. <p>The Day Zero approach to implementing the Mobile Co-location Service:</p> <ul style="list-style-type: none"> • is proactive; • recognises that third parties already co-locate on Relevant Facilities owned by Telecom; • improves business certainty; and • allows Telecom to better plan the implementation of the Service. <p>Telecom has gained experience with the Day Zero approach from other Standard Terms Determinations. A change from this approach will not result in a smoother or faster implementation of the Mobile Co-location Service.</p> <p>Some Access Providers may prefer to implement the Mobile Co-location Service when they first receive an access request from an Access Seeker. These Access Providers should have an option to choose to implement the Mobile Co-location Service in this way.</p> <p>The Day Zero approach also results in there being one Implementation Period for all Access Seekers, rather than a single Implementation Period for a single Access Seeker on request because:</p> <ul style="list-style-type: none"> • For Telecom the Determination Date is Day Zero. • For all other Access Providers, the date on which they receive their first access request from any Access Seeker is Day Zero. <p>This clarifies sub-clauses 1.6.2 and 5.1.1(a) of the Implementation Plan proposed by Vodafone, which implied that a separate Implementation Period applied to every Access Seeker.</p> <p>Working Day</p> <p>Telecom proposes a definition of Working Day specific to the Implementation Plan to exclude the period between 22 December and 2 January.</p> <p>This is because it is likely that the Implementation Period will include the Christmas</p>

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	and New Year period. Telecom's staff are on leave during this "Brown Out" period. It difficult for Access Providers to make changes to the operational support systems during this time if key staff are on leave. The Commission has accepted this position for other Standard Terms Determinations, such as UBA.
2 Overview of the Mobile Co-location Implementation Plan	<p>The Implementation Plan is set out in our comments on sections 5 and 7. In summary the Implementation Plan includes:</p> <ul style="list-style-type: none"> • An Initial Implementation Phase; • A Soft Launch; • A separate timeframe for the implementation of the Common Format Site Database; • A requirement for Access Seekers to provide the Access Provider with forecasts; and • A Bow Wave Limit.
3 Prerequisites	<p>There should be a specific implementation timeframe to complete the operational support systems build.</p> <p>Sub-clause 3.1.1 may be deleted. It is unnecessary because, by definition, an Access Seeker must have made a request to an Access Provider in order for the Access Provider to be an Access Provider.</p> <p>Minor amendments should be made to sub-clauses 3.1.2 and 3.1.5 to reflect the fact that there should be only one Implementation Period applying to all an Access Provider's Access Seekers. Access Providers should have standard processes for all Access Seekers and should only need to implement these processes once.</p> <p>Sub-clause 3.1.3 implies that the Access Provider has to complete the operational support systems build in 40 Working Days. However, the table in clause 5.3 is inconsistent with sub-clause 3.1.3 by suggesting that operational system support enhancements are to be completed in 20 Working Days.</p> <p>The completion of the operational support systems build should be required in 40 Working Days as discussed under section 5.</p> <p>There should be a requirement for Access Seekers to provide Access Providers with forecasts as drafted in sub-clause 3.1.5. Forecasts allow Access Providers to allocate resources to meet demand from Access Seekers and therefore ensure that the Service can be provided by Access Providers in an efficient and timely manner.</p>
4 Soft Launch	<p>The references to the Common Format Site Database in section 4 have been deleted. There should be a separate timeframe for the implementation of the Common Format Site Database. This will make the Access Provider's obligations during each phase of the process clear. As drafted, the Access Provider's obligations with regard to the Common Format Site Database in clauses 4.4 and 5.3 of Vodafone's Implementation Plan appear to be inconsistent.</p> <p>The Soft Launch ends after 70 Working Days. This will only cover the application</p>

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	<p>stages of the process in the Mobile Co-location Operations Manual. Therefore, the Soft Launch will allow Access Providers and Access Seekers to test systems up to and including the Final Site Application provided all deadlines are met.</p> <p>The Commission could extend the duration of the Soft Launch in the final Standard Terms Determination to ensure that the approval part of the process set out in the Mobile Co-location Operations Manual is tested. However, an extension of the Soft Launch is not necessary given that the application process is the perceived bottle-neck for the Mobile Co-location Service, and the Soft Launch covers that part of the process.</p> <p>Performance penalties should not apply during the Soft Launch as drafted in clause 4.7. The purpose of the Soft Launch is to identify and solve any problems with the Mobile Co-location Service. It would be inconsistent with this purpose for performance penalties to apply during the Soft Launch.</p> <p>As discussed above, the purpose of the Soft Launch is to identify and solve any problems with the Mobile Co-location Service. It is important for the Access Seeker and Access Provider to co-operate during the Soft Launch to achieve this purpose as required by clause 4.8.</p>
<p>5 Timeline for delivery of the Mobile Co-location Service</p>	<p>The Implementation Plan for the Mobile Co-location Service should be able to start at the Determination Date for Telecom because it:</p> <ul style="list-style-type: none"> • benefits third parties who already apply to co-locate on Telecom's Relevant Facilities; • is proactive; • improves business certainty; and • allows Telecom to better plan the implementation of the Service. <p>As set out above, the Implementation Plan should allow other Access Providers to implement the Mobile Co-location Service in a manner that reflects their processes.</p> <p>Telecom has started a Project to implement the Mobile Co-location Service. To date this Project has included:</p> <ul style="list-style-type: none"> • Preliminary work to develop the Common Format Site Database in accordance with the agreement reached in the TCF. • A review of the current processes and the changes required to make those processes consistent with the process set out in the Mobile Co-location Operations Manual (ie an initiation phase). • Preparation for a workshop with Access Seekers to discuss the application process. <p>The timeframes set out in Vodafone's Implementation Plan appear reasonable based on this initial work. However, Telecom has not had the opportunity to complete an "end to end" operational review of the process. The reasonableness of the timeframes for the implementation of the Mobile Co-location Service will depend on:</p>

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	<ul style="list-style-type: none"> • the outcome of this review; and • any changes made for the final Standard Terms Determination. <p>Telecom proposes the addition in sub-clause 8.2.3 of a requirement for Access Providers to report to the Commission if it becomes apparent that the timeframes will not be achieved.</p> <p>The Implementation Plan should have the following features with a specific commencement date for Telecom:</p> <ul style="list-style-type: none"> • An Initial Implementation Phase starting at Day Zero and ending 40 Working Days later. • A Soft Launch commencing after the Initial Implementation Period once a Mobile Co-location Forecast in accordance with the Mobile Co-location Operations Manual has been received. The Soft Launch ends 70 Working Days later. • A separate implementation plan for the Common Format Site Database. <p>Initial Implementation Phase</p> <p>The Initial Implementation Phase table in clause 5.3 should provide for:</p> <ul style="list-style-type: none"> • Access Providers to complete the operations support systems enhancements, and the building of the processes and service mechanisms required by the Mobile Co-location Terms within 40 Working Days. • Access Providers to provide a report on the completion on the Initial Implementation Phase after a further 15 Working Days. <p>The enhancements to operational support systems will ensure that the Access Provider's processes are consistent with the final Standard Terms Determination provided it is substantially similar to Vodafone's Standard Terms Proposal.</p> <p>There is no requirement in the Operations Manual for the operational support systems to be web-based. Telecom's intention is for the operational support systems to be web based, although this may not necessarily be the case at the end of the Initial Implementation Phase. Telecom will ensure that the operational support systems are web based as soon as practicable.</p> <p>Soft Launch</p> <p>The Soft Launch should provide an opportunity for Access Providers and Access Seekers to test and improve their operational support systems.</p> <p>Access Providers will not have the benefit of a Soft Launch for each Access Seeker under the Implementation Plan. Ideally there would be more than one Access Seeker to ensure that the operational support systems are rigorously tested during the Soft Launch. The proposed changes achieve this by</p> <ul style="list-style-type: none"> • Ensuring that there is one Implementation Period for all Access Seekers by the definition of Day Zero, discussed above, rather than a single Implementation Plan for a single Access Seeker on request; and

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	<ul style="list-style-type: none"> • Clarifying that more than one Access Seeker can take part in the Soft Launch in sub-clause 5.1.2 and clause 5.4 and 5.5 by the inserting the phrase "Access Seekers that participate in the Soft Launch" (as well as in sub-clauses 3.1.1 and 3.1.4). <p>The Soft Launch table in clause 5.4 should provide for:</p> <ul style="list-style-type: none"> • The prioritisation of applications by Access Seekers in accordance with section 7 of the Implementation Plan to the extent that they exceed the Bow Wave Limit set out in section 7. Demand for the Mobile Co-location Service is expected to be high at the commencement of the Service. A Bow Wave Limit should be introduced to address potential resource constraints on Access Providers during the Soft Launch. • Access Seekers to submit site data pack applications 10 Working Days after the commencement of the Soft Launch in accordance with the Prioritised List. This commencement date allows Access Providers sufficient time to allocate their resources to ensure that Site Data Pack Applications can be processed quickly and efficiently. • Access Providers to process Site Data Pack Applications in accordance with the Prioritised List and the Mobile Co-location Operations Manual. • Access Providers to provide a report on the progress of Site Data Pack applications to the Commission and all Access Seekers that request it 25 working days after the commencement of the Soft Launch. <p>The Soft Launch will be complete at the end of 70 Working Days. Consistent with other Standard Terms Determinations, Access Providers will have a further 15 Working Days to provide a report on the Soft Launch to the Commission and all Access Seekers that request it (ie 85 Working Days following the commencement of the Soft Launch).</p> <p>Access Seeker Forecasts</p> <p>Access Seekers should be required to forecast their demand for the Mobile Co-location Service during the Implementation Period. This allows:</p> <ul style="list-style-type: none"> • the Common Format Site Database to be developed so that it reflects the regions in which Access Seekers are interested in co-locating; and • Access Providers to allocate resources to ensure that the Service can be provided quickly and efficiently; and • Access Providers to test the level of resources required to provide the Service. <p>A new table should be inserted into clause 5.5 providing for:</p> <ul style="list-style-type: none"> • Access Seekers wanting their forecasts to be included in the Common Format Site Database development during the Implementation Period must submit to the Access Provider a good faith, non-binding Forecast of the total number of Site Data Pack Applications by Region it expects to submit to the Access

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	<p>Provider for each month for the next 24 month period.</p> <ul style="list-style-type: none"> • Access Seekers to submit a forecast in accordance with the Mobile Co-locations Operations Manual to enable the Access Provider to allocate resources for the provision of the Service. Access Seekers who have not submitted a forecast will not be able to take part in the Soft Launch. <p>Common Format Site Database</p> <p>Access Providers will not know what information is required to be included in the Common Format Site Database until the Standard Terms Determination is finalised. A separate implementation timeframe should apply to the Common Format Site Database because of uncertainty over current requirements.</p> <p>Telecom has commenced the creation of the Common Format Site Database based on the agreement in the TCF.</p> <p>The development of the Common Format Site Database should be focused on regions where Access Seekers intend to make Site Data Pack Applications. This benefits Access Seekers by:</p> <ul style="list-style-type: none"> • allowing Access Providers to develop the Common Format Site Database for areas in which Access Seekers are interested in co-locating; • increasing the Access Seeker's speed to market; and • allowing Access Seekers direct involvement in the development of the Common Format Site Database. <p>As discussed below under "Access Seeker Forecasting", Access Seekers, who wish to be involved in the Soft Launch, should be required to provide a non-binding forecast on Day Zero + 1 Working Day to allow the Common Format Site Database to be developed in this way.</p> <p>A new table providing for the implementation of the Common Format Site Database should be included in clause 5.6:</p> <ul style="list-style-type: none"> • Access Providers to have developed, and made available to any Access Seekers who have made a of request it, their Common Format Site Databases populated with data in accordance with the agreement in the TCF for 60 per cent of Telecom's Relevant Facilities by Day Zero. The Standard Terms Determination may be different from the TCF agreement. Access Providers cannot be expected to implement these changes by Day Zero. • Access Providers to have developed, and made available to all Access Seekers who have made a request of it, their Common Format Site Databases populated with the data required by the Standard Terms Determination for 80 per cent of the Relevant Facilities that Access Seekers have identified in the forecasts provided to the Access Provider on Day Zero + 1 within 40 Working Days of Day Zero. • Access Providers to have developed, and made available to all Access

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	<p>Seekers who have made a Request of it, their Common Format Site Database populated with all of the data required by the Standard Terms Determination for all of the Relevant Facilities that Access Seekers have forecast on Day Zero + 1 within 110 Working Days of Day Zero.</p> <ul style="list-style-type: none"> • Access Providers to update their Common Format Site Database on a business as usual basis based on Access Seeker Mobile Co-location Forecasts.
6 New Access Providers	<p>Section 6 sets out the application of the Implementation Plan to new Access Providers. Section 6 is unnecessary because a party only becomes an Access Provider once a Request from an Access Seeker has been received. Therefore, section 6 may be deleted.</p>
7 Prioritisation of Relevant Facilities	<p>The Implementation Plan should include a mechanism through which the cumulative number of site data pack applications provided is gradually increased (bow wave concept).</p> <p>A bow wave concept is required because demand for the Mobile Co-location Service is expected to be higher than normal during the implementation of the Standard Terms Determination. Access Providers need a capacity limit on the number of Site Data Pack Applications that they are required to process while new processes and systems are established and tested.</p> <p>Telecom proposes the following Bow Wave Limit in clause 7.7:</p> <ul style="list-style-type: none"> • A cumulative total of 20 site data packs in the first month. • A cumulative total of 25 site data packs in the second month. • A cumulative total of 30 site data packs in the third month. • A cumulative total of 35 site data packs in the fourth month. • A cumulative total of 40 site data packs in the fifth month. • All restrictions on the cumulative total of site data packs to be provided each month should be removed in the sixth month. <p>These limits are realistic and allow Access Providers to quickly develop their ability to process Site Data Pack Applications in a managed way.</p> <p>The prioritisation and capacity limits section of the Mobile Co-location Operations Manual should be inserted into the Implementation Plan as section 7 to implement the Bow Wave Limit. This allows Access Providers to prioritise Site Data Pack Applications that exceed the Bow Wave Limit set out above.</p> <p>Access Providers will be required to prioritise applications in accordance with the provisions of the Mobile Co-location Operations Manual (inserted as section 7 of the Implementation Plan) if the Access Provider receives more Site Data Pack Applications than it is required to provide.</p> <p>Access Providers will be allowed to reject Site Data Pack Applications in excess of the Bow Wave Limit.</p>

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	<p>Only a limit on the cumulative total of Site Data Pack Applications is proposed. Access Seekers cannot progress to an Initial Site Application until they have received a Site Data Pack. Therefore, the Bow Wave Limit proposed also provides a limit on the number of Initial Site Applications that can be made simultaneously for a short period of time at the commencement of the Soft Launch.</p>
<p>8 Key performance indicators (KPIs) and service levels</p>	
<p>Key performance indicators</p>	<p>Telecom has amended this section so that it reflects the Implementation Plan proposed above. Access Providers can control the performance of the KPIs as amended in clause 8.1.</p> <p>The KPIs proposed:</p> <ul style="list-style-type: none"> • ensure that Access Providers have incentives to take all actions required in order to achieve the KPIs; and • are consistent with the KPIs used in the UCLL and UCLL Co-location Standard Terms Determinations.
<p>Remedial actions and outcomes where the Access Provider does not meet its KPIs</p>	<p>Sub-clause 8.2.3 has been inserted to require an Access Provider to report to the Commission if it becomes apparent to an Access Provider that it will not achieve the KPIs set out in clause 8.1 because:</p> <ul style="list-style-type: none"> • Experience with other Standard Terms Determinations has indicated the development of the processes required may take longer than initially anticipated. For example, the operational support systems build may take longer than 40 Working Days due to issues with product vendors. • The application process provided by the Mobile Co-location Terms is more complex than the order processes provided by other Standard Terms Determinations. <p>Access Providers should also be required to propose new timeframes.</p> <p>Financial penalties should not apply during the Soft Launch. Telecom notes that the reporting mechanisms in the Implementation Plans for other Standard Terms Determinations have provided sufficient incentives to satisfy the KPIs to date.</p>
<p>Mechanism for the Access Provider to report to the Commission and Access Seekers</p>	<p>A new sub-clause 8.3.4 should be inserted to require Access Providers to report on their development of the Common Format Site Database within 125 Working Days of Day Zero. This is consistent with the implementation plan for the Common Format Site Database set out above.</p>
<p>Implementation of Service Level Terms</p>	<p>Service Level Terms should apply during the Soft Launch. However, as submitted above, Performance Penalties and any other liability for Access Providers should not apply until the end of the Soft Launch.</p>

TELECOM MARKUP OF THE VODAFONE
STANDARD TERMS FOR CO-LOCATION ON
CELLULAR TRANSMISSION SITES SERVICE

CO-LOCATION ON CELLULAR MOBILE
TRANSMISSION SITES IMPLEMENTATION PLAN
PUBLIC VERSION

~~28 April 2008~~ **23 May 2008**

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MOBILE CO-LOCATION IMPLEMENTATION PLAN

1 Introduction

- 1.1 This Mobile Co-location Implementation Plan forms part of the Mobile Co-location Terms. It is designed to meet the purposes set out in the Act and in particular, section 18 of the Act.
- 1.2 The Parties must carry out their obligations under this Mobile Co-location Implementation Plan in good faith and in furtherance of those purposes.
- 1.3 The standard access principles under clause 5 of schedule 1 to the Act apply to this Mobile Co-location Implementation Plan and all of the Access Provider's obligations under this Mobile Co-location Implementation Plan, subject to the limits on the application of those principles under the Act applicable to the Mobile Co-location Service.
- 1.4 For the avoidance of doubt, nothing in this Mobile Co-location Implementation Plan excludes or limits the Commission, the Access Seeker or the Access Provider exercising any rights available to it under the Act.
- 1.5 This Mobile Co-location Implementation Plan has priority over the Mobile Co-location Operations Manual to the extent it is inconsistent, for the period from the Determination Date until the [completion of the Soft Launch](#) end of [Bow Wave Limit set out in section 7](#).
- 1.6 In this document:

[1.6.1](#) **Bow Wave Limit** has the meaning set out in section 7.

[1.6.2](#) **Day Zero** means, in relation to Telecom, the Determination Date and, in relation to all other Access Providers, the date on which they receive their first access request from any Access Seeker.

~~4.6.11.6.3~~ **Determination Date** means the date on which the Mobile Co-Location Standard Terms Determination comes into force;

~~4.6.21.6.4~~ **Implementation Period** means the period commencing on the ~~date that the Access Provider receives its first Request from an Access Seeker~~ [Day Zero](#) and ending on the completion of the Soft Launch;

[1.6.5](#) **Soft Launch** means the period of 70 Working Days during which the Access Provider will receive and continue to process certain Site Data Pack Applications in accordance with sections 4 and 5; ~~and~~

~~4.6.31.6.6~~ **Working Day** means [any day other than a Saturday, Sunday or public holiday in any province relevant to the provision of the Mobile Co-location Service or the period from 22 December to 2 January inclusive; and](#)

~~4.7.1.6.7~~ unless defined otherwise, capitalised terms have the meaning given in the Mobile Co-location General Terms, Mobile Co-location Service Level Terms or Mobile Co-location Operations Manual as the case requires.

2 Overview of the Mobile Co-location Implementation Plan

- 2.1 This Mobile Co-location Implementation Plan includes:
- 2.1.1 prerequisites for the Soft Launch and delivery of the Mobile Co-location Service;
- 2.1.2 provisions relating to the Soft Launch of the Mobile Co-location Service prior to its full implementation;
- 2.1.3 timelines to enable the delivery of the Mobile Co-location Service to Access Seekers, including separate timelines for:

- (a) the initial implementation phase; ~~and~~
- (b) ~~the Soft Launch; and~~
- (c) ~~the Common Format Site Database; and~~
- (b)(d) ~~Access Seeker forecasting;~~

~~2.1.4 a description of how this Mobile Co-location Implementation Plan applies to new Access Providers;~~

~~2.1.52.1.4 a description of the Bow Wave Limit applying at the introduction of the Mobile Co-location Service and how the prioritisation methodology to be applied while Bow Wave Limit applies in the Mobile Co-location Operations Manual applies during the Soft Launch;~~

~~2.1.62.1.5 Key performance indicators (KPIs), including proposed remedial actions and outcomes where the Access Provider does not meet its KPIs and a mechanism for the Access Provider to report to the Commission and Access Seekers; and~~

~~2.1.72.1.6 a description of how the Mobile Co-location Service Level Terms apply during the Implementation Period.~~

3 Prerequisites

Prerequisites for Soft Launch and delivery of the Mobile Co-location Service

3.1 Before the Soft Launch can commence, and before any Access Seeker may submit a Site Data Pack Application to the Access Provider for delivery of the Mobile Co-location Service, the following prerequisites must be met:

~~3.1.1 the Access Seeker must have made a Request to the Access Provider;~~

~~3.1.23.1.1 the Access Seekers that participate in the Soft Launch must have met the prerequisites set out in the Mobile Co-location General Terms and the Mobile Co-location Operations Manual;~~

~~3.1.33.1.2 the Access Provider must have completed any enhancements necessary to its operational support systems (including the entry of data relating to the Charges), to enable it to provide the Mobile Co-location Service;~~

~~3.1.43.1.3 the Access Provider must have completed the initial implementation phase; and~~

~~3.1.53.1.4 the Access Seekers that participate in the Soft Launch must have provided the Access Provider with the required Forecasts for the Mobile Co-location Service in accordance with the clause 5.5.~~

4 Soft Launch

4.1 The objective of the Soft Launch is to identify any faults in the Mobile Co-location Service, supporting systems or processes that may prevent an Access Seeker or the Access Provider from fully implementing the Mobile Co-location Service in accordance with the Mobile Co-location Terms by the end of the Implementation Period.

4.2 Any Access Seeker that has completed the prerequisites as set out in section 3 above may participate in the Soft Launch.

~~4.3 During the Soft Launch, the Access Provider will accept and continue to process, in accordance with the Mobile Co-location Operations Manual, up to a maximum (inclusive) cumulative total of 30 Site Data Pack Applications that are received from all Access Seekers in relation to Relevant Facilities listed in the Access Provider's Common Format Site Database, as referred to in clause 5.4.~~

~~4.4 During the Soft Launch, the Access Provider will continue to populate its Common Format Site Database with data, in accordance with the Mobile Co-location Operations Manual.~~

~~4.54.3 The Soft Launch will end within 70 Working Days from the commencement of the Soft Launch~~

period, as referred to in clause 5.4, ~~whether or not the Access Provider has completed processing the Site Data Pack Applications described in clause 4.3 by that date. However, where the Access Provider has not completed processing any Site Data Pack Applications by the end of the Soft Launch, the Access Provider shall continue to process those Site Data Pack Application(s) in accordance with the Mobile Co-location Operations Manual.~~

4.64.4 Within 15 Working Days of completion of the Soft Launch as referred to in clause 5.4, the Access Provider will provide a written report to the Commission, with a copy to all Access Seekers that have made a Request of it, setting out any material risks that may impact on the ongoing roll-out of Mobile Co-location Service, as identified in the Soft Launch.

4.74.5 Performance Penalties in respect of the failure by the Access Provider to meet the Service Levels in the Mobile Co-location Service Level Terms will not apply in respect of the period prior to completion of the Soft Launch.

4.84.6 The Access Provider and the Access Seekers that participate in the Soft Launch will co-operate to the best of their ability to ensure that the objectives of the Soft Launch are achieved by the Soft Launch completion date. They will provide reasonable assistance to each other to identify and fix faults as soon as practicable.

4.94.7 Neither the Access Provider nor any Access Seeker will be liable for any faults in the Mobile Co-location Service or supporting systems or processes that may delay full implementation of the Mobile Co-location Service.

5 Timeline for delivery of the Mobile Co-location Service

5.1 The Implementation Period consists of:

5.1.1 an initial implementation phase, which:

- (a) commences on ~~the Day Zero date on which the Access Provider receives its first Request from an Access Seeker~~; and
- (b) will end 40 Working Days after ~~the commencement of the initial implementation phase~~ Day Zero; and

5.1.2 the Soft Launch, which:

- (a) commences after completion of the initial implementation phase when the Access Provider has received from the ~~first~~ first Access Seekers ~~that participate in the Soft Launch~~ the Access Seeker's' initial Mobile Co-location Forecast and Initial Priority List, as referred to in clause ~~5.55.4~~; and
- (b) will end 70 Working Days after the commencement of Soft Launch.

5.2 Notwithstanding that the Access Provider may have elected to perform any or all of the actions referred to in clause 5.3 prior to ~~Day Zero the Determination Date, or prior to receiving its first Request from an Access Seeker~~, the provisions of clause 5.4 shall remain applicable.

5.3 Initial implementation phase timeline:

Key milestones	Action
Request made by the Access Seeker Initial implementation phase day zero (R)Day Zero	Access Provider receives its first Request from an Access Seeker. Implementation Period commences. Initial implementation phase commences. Access Seeker may submit to the Access Provider an indicative Forecast of locations of preferred Relevant Facilities.
<u>R + 20</u> <u>Day Zero + 40</u> Working Days	Access Provider to take into account any

	<p>Forecasts that it receives by this date in developing its Common Format Site Database.</p> <p>Access Provider to have completed any necessary enhancements to its operational support systems.</p>
R-Day Zero + 525 Working Days	<p>Access Provider to have produced a report to the Commission, with a copy to all Access Seekers that have made a Request of it, advising whether the Access Provider has implemented all necessary enhancements to its operational support systems.</p> <p>Initial implementation phase is complete.</p>
R + 40 Working Days	<p>Access Provider to have developed, and made available to all Access Seekers who have made a Request of it, its Common Format Site Database populated with data, in accordance with the Mobile Co-location Operations Manual, for a minimum of 200 Relevant Facilities that are reasonably and/or practicably capable (i.e. physically compatible) of supporting the Mobile Co-location Service (or, if the Access Provider has less than 200 such Relevant Facilities, all of the Access Provider's such Relevant Facilities).</p> <p>Initial implementation phase is complete.</p>

5.4 Soft Launch timeline:

Key milestones	Action
<p>Any date after the date on which the initial implementation phase completes, such date to be when the Access Provider has received from the first Access Seeker the Access Seeker's initial Mobile Co-location Forecast.</p> <p>Soft Launch day zero (SL)</p>	<p>Soft Launch commences.</p> <p>Access Seeker to submit to the Access Provider a non-binding Forecast of the total number of Site Data Pack Applications it expects to submit to the Access Provider for each month for the next 24 month period. Each monthly forecast shall include the total number of Site Data Pack Applications per Region.</p> <p>Access Seeker to submit to the Access Provider a binding Forecast of a list of up to 30 Site Data Pack Applications it intends to submit to the Access Provider for the Access Provider to process under the Soft Launch for the next 60 Working Day period (Initial List). The Initial List shall order by priority each Site Data Pack Application.</p>
SL + 5 Working Days	<p>Access Provider to provide to each Access Seeker that has provided to the Access Provider an initial Mobile Co-location Forecast, a list setting out a</p>

	maximum of 30 out the Site Data Pack Applications <u>up to the Bow Wave Limit</u> , which have been prioritised from the <u>Initial Priority List(s)</u> , in accordance with <u>section 7 (the Prioritised List)</u> the Mobile Co-location Operations Manual (Prioritised List) .
SL + 10 Working Days	Access Seekers <u>that participate in the Soft Launch</u> may submit to the Access Provider <u>Site Data Pack up to a maximum of 30 Site Data Pack Applications in relation to Relevant Facilities listed in the Access Provider's Common Format Site Database</u> , provided that such Site Data Pack Applications are in accordance with the Prioritised List.
SL + 15 Working Days	Access Provider to have provided Site Data Packs in response to a maximum of 3 <u>up to the Bow Wave Limit for 9</u> Site Data Pack Applications which have been received from the total number of Access Seekers . The Site Data Packs shall be provided in accordance with the provisions set out in the Mobile Co-location Operations Manual.
SL + 20 Working Days until SL + 70 Working Days	Access Provider to continue to process all Applications received from the Access Seeker in accordance with the Prioritised List and the provisions (and timeframes) set out in the Mobile Co-location Operations Manual.
SL + 20 25 Working Days	Access Provider to have produced to the Commission, with a copy to all Access Seekers that have made a Request of it, a report on the progress of Site Data Pack Applications.
SL + 70 Working Days	Soft Launch ends. Access Seekers may submit Site Data Pack Applications in accordance with the Mobile Co-location Operations Manual under "business as usual" processes <u>(subject to the Bow Wave Limit while it applies)</u> , for new Site Data Pack Applications. Those Site Data Pack Applications which are still in progress from the Soft Launch shall be continued to be processed in accordance with the Mobile Co-location Operations Manual.
SL + 85 Working Days	Access Provider to have produced to the Commission, with a copy to all Access Seekers that have made a Request of it, a report on the Soft Launch. <u>Implementation Period is complete.</u>

5.5 [Access Seeker forecasting timeline](#)

Key milestones	Action
Day Zero + 1 Working Day	Access Seekers wanting their forecasts to be included in the Common Format Site Database development during the Implementation Period must submit to the Access Provider a good faith, non-binding Forecast of the total number of Site Data Pack Applications by Region it expects to submit to the Access Provider for each month for the next 24 month period.
Any date before SL	Access Seekers that are participating in the Soft Launch to submit to the Access Provider an initial Mobile Co-location Forecast in accordance with the Mobile Co-location Operations Manual and a Priority List in accordance with section 7 of this Implementation Plan.

5.6 [Common Format Site Database timeline](#)

Key milestones	Action
Day zero	Access Provider to have developed, and made available to all Access Seekers who have made a Request of it, its Common Format Site Database populated with data in accordance with the agreement in the Telecommunications Carriers' Forum for 60 per cent of the Access Provider's Relevant Facilities.
Day Zero + 40 Working Days	Access Provider to have developed, and made available to all Access Seekers who have made a Request of it, its Common Format Site Database populated with the data required by the Standard Terms Determination for 80 per cent of the Relevant Facilities Access Seekers forecast in forecasts provided to the Access Provider on Day Zero + 1 to make Site Data Pack Applications for in the first 24 months.
Day Zero + 110 Working Days	Access Provider to have developed, and made available to all Access Seekers who have made a Request of it, its Common Format Site Database populated with all of the data required by the Standard Terms Determination for all of the Relevant Facilities Access Seekers have forecast in forecasts provided to the Access Provider on Day Zero + 1 to make Site Data Pack Applications for in the first 24 months.
Day Zero + 125 Working Days	Access Provider to have produced to the Commission, with a copy to all Access

	Seekers that have made a request of it, a report on the progress of the development of the Common Format Site Database.
Ongoing	Access Provider to update its Common Format Site Database on a business as usual basis based on Access Seeker Mobile Co-location Forecasts.

6 New Access Providers Not Used

- 6.1 ~~Every person that is an Access Provider of the Mobile Co-location Service on the Determination Date shall be subject to the terms of this Mobile Co-location Implementation Plan from the Determination Date.~~
- 6.2 ~~Every person that becomes an Access Provider of the Mobile Co-location Service on a date after the Determination Date shall be subject to the terms of this Mobile Co-location Implementation Plan from the date that they become an Access Provider of the Mobile Co-location Service.~~
- 6.3 ~~The timeframes in this Mobile Co-location Implementation Plan shall apply to any person who becomes an Access Provider on a date which is after the Determination Date as though references to the Determination Date are instead references to the date from which the new Access Provider qualifies as an Access Provider of the Mobile Co-location Service.~~

7 **Prioritisation of Relevant Facilities**

Overview

- 7.1 ~~The purpose of this section 7 is to describe the Bow Wave Limit for the processing by the Access Provider of the total number of Site Data Pack Applications received from all Access Seekers, on a monthly basis for the first five months following the commencement of the Soft Launch. This section 7 also sets out a system for the prioritisation of Site Data Pack Applications in event that the Bow Wave Limit has been reached.~~

Priority List

- 7.2 ~~On the Forecast Date in each month, the Access Seeker must provide to the Access Provider a list (the **Priority List**) which must rank, in descending order, the Access Seeker's priority for the Relevant Facilities. The Priority List will rank those Relevant Facilities for which the Access Seeker will make a Site Data Pack Application in the following month. For example, the Priority List that is provided on the Forecast Date in March will relate to the Access Seeker's Site Data Pack Applications that it will submit in April.~~
- 7.3 ~~The Access Seeker must ensure that the Priority List is consistent with the Access Seeker's Mobile Co-location Forecasts.~~
- 7.4 ~~Any change to the Access Seeker's Priority List for Site Data Pack Applications will have no effect until the month after the month to which the Priority List relates (i.e. its initial unchanged Priority List will continue to be used for any prioritisation during the month).~~

Bow Wave Limit

- 7.5 ~~The Access Provider may face resource constraints where the Access Provider receives, and is required to process, multiple Site Data Pack Applications from one or more Access Seekers in the same month.~~
- 7.6 ~~The prioritisation rules only apply during the first five months following the commencement of the Soft Launch.~~
- 7.7 ~~The Bow Wave Limit is:~~
- (a) ~~A cumulative total across all Access Seekers of 20 Site Data Pack in the first month following the commencement of the Soft Launch;~~
 - (b) ~~A cumulative total across all Access Seekers of 25 Site Data Pack in the~~

second month following the commencement of the Soft Launch;

- (c) A cumulative total across all Access Seekers of 30 Site Data Pack in the third month following the commencement of the Soft Launch;
- (d) A cumulative total across all Access Seekers of 35 Site Data Pack in the fourth month following the commencement of the Soft Launch; and
- (e) A cumulative total across all Access Seekers of 40 Site Data Pack in the fifth month following the commencement of the Soft Launch.

(the **Bow Wave Limit**)

Prioritisation: "first come, first served"

7.8 In the event that the Mobile Co-location Forecasts received in one quarter by the Access Provider from all of the Access Seekers inform the Access Provider that the number of Site Data Pack Applications due to be received by the Access Provider in any month is greater than the Bow Wave Limit for that month, then the Access Provider will use the following prioritisation methodology:

- (a) in each month, the Bow Wave Limit will be distributed evenly across all Access Seekers who provided to the Access Provider a Mobile Co-location Forecast and a Priority List in accordance with the Mobile Co-location Terms;
- (b) on or before the last Working Day in each month, the Access Provider will notify each Access Seeker of the number of Site Data Pack Applications that it will process in the following month (within the Bow Wave Limit) for that Access Seeker (the **Bow Wave Number**); and
- (c) only the Site Data Pack Applications that are ranked on the Access Seeker's Priority List, down to and including the Bow Wave Number for the Access Seeker, will be processed by the Access Provider in the following month.

For example, if two Access Seekers each provide to the Access Provider a Mobile Co-location Forecast that ranks 30 Relevant Facilities such that each Access Seeker will submit 30 Site Data Pack Applications in the first month, then the 10 Relevant Facilities that are the highest ranked in each of the Access Seeker's Priority Lists will be processed by the Access Provider in the following month (on a "first come, first served" basis).

7.9 Subject to the limits in clause 7.8, Site Data Pack Applications will be processed by the Access Provider on a "first come, first served" basis.

7.10 Where the number of Site Data Pack Applications received by the Access Provider exceeds the Bow Wave Limit, the Access Provider will reject those Site Data Pack Applications in excess of the Bow Wave Limit.

Disputes

7.17.11 In the event that the Access Seeker disputes the Access Provider's application of the prioritisation methodology, it may follow the Dispute resolution procedure under section 39 of the Mobile Co-location General Terms. Any Dispute in relation to prioritisation is of a technical, operational or implementation nature must be resolved by expert determination in the event of a Deadlock. Subject to the remainder of this section 7, the prioritisation of the Relevant Facilities during the Implementation Period will be undertaken in accordance with the prioritisation methodology in the Mobile Co-location Operations Manual.

7.2 The Capacity Limit during the first 70 Working Days of the Soft Launch shall be limited to 30 Site Data Pack Applications.

8 Key performance indicators (KPIs) and service levels

Key performance indicators

8.1 The following KPIs apply to this Mobile Co-location Implementation Plan for the Implementation Period:

~~8.1.1~~ The Access Provider has developed, and made available to all Access Seekers who have made a Request of it, its Common Format Site Database populated with data in accordance with the agreement in the Telecommunications Carriers' Forum for 60 per cent of the Access Provider's Relevant Facilities at the Determination Date by Day Zero.

~~8.1.18.1.2~~ The Access Provider has completed any enhancements to its operational support systems within ~~420~~ Working Days of ~~Day Zero~~the Request.

~~8.1.2~~ The Access Provider has developed, and made available to all Access Seekers that have made a Request of it, its Common Format Site Database populated with data, in accordance with the Mobile Co-location Operations Manual, for a minimum of 200 Relevant Facilities that are reasonably and/or practicably capable (i.e. physically compatible) of supporting the Mobile Co-location Service (or, if the Access Provider has less than 200 such Relevant Facilities, all of the Access Provider's such Relevant Facilities) within 40 Working Days of the Request.

~~8.1.3~~ Within 5 Working Days of the dates on which Site Data Pack Applications are received, the Access Provider has issued up to 30 Site Data Packs for the total number of Access Seekers.

~~8.1.4~~ For the Site Data Packs that have been issued by the Access Provider, the Access Provider has processed, or is continuing to process, such Site Data Pack Applications (and any Applications subsequently made by the Access Seeker which relate to the initial Site Data Packs) in accordance with the provisions and timeframes set out in the Mobile Co-location Operations Manual.

~~8.1.58.1.3~~ Prior to the completion of the Soft Launch, the Access ProviderThe Access Provider has populated its Common Format Site Database with data, in accordance with the Mobile Co-location Operations Manual for all of the Relevant Facilities in respect of which Access Seekers have forecast on Day Zero + 1 to make Site Data Pack Applications for in the first 24 months within 110 Working Days of Day Zero.

~~8.1.68.1.4~~ The Access Provider has provided the reports referred to in clause 8.3.2.

Remedial actions and outcomes where the Access Provider does not meet its KPIs

8.2 The remedial actions and outcomes set out below apply where the Access Provider does not meet its KPIs:

8.2.1 If the Access Provider has not met one or more KPIs set out in clause 8.1, it must put in place a plan to remedy the situation and will correct that situation as soon as is practicable in the circumstances. The Access Provider will provide the plan to the Commission and all Access Seekers that have made a Request of it. In the interim, the Access Provider will take reasonable remedial action.

~~8.2.2~~ Where the Access Provider has not met one or more KPIs for the Mobile Co-location Service, and is requested to do so by the Commission, the Access Provider will provide fortnightly reports to the Commission setting out the reasons why it has not met the relevant KPIs for the Mobile Co-location Service in that quarter and the steps it intends to take to comply during the next quarter until the Access Provider is once again meeting its KPIs.

~~8.2.28.2.3~~ If it becomes apparent to the Access Provider that it will not achieve the KPIs set out in clause 8.1, it will report to the Commission, and all Access Seekers who have made a request for it, on why it will not achieve the KPIs and what steps it will take to meet those KPIs.

Mechanism for the Access Provider to report to the Commission and Access Seekers

8.3 The Access Provider will provide the following written reports to the Commission, with a copy to all Access Seekers that have made a Request of it, confirming compliance or otherwise of the KPIs set out in clause 8.1:

8.3.1 a report to be provided within 255 Working Days of ~~the Request Day Zero~~ advising whether the Access Provider has implemented all necessary changes to its operational and support systems;

8.3.2 a report to be provided within 20 Working Days after the commencement of Soft Launch on the progress of Site Data Pack Applications during the Soft Launch; and

8.3.3 a report to be provided within 485 Working Days following ~~completion the commencement~~ of the Soft Launch setting out the results of the Soft Launch and identifying any material risks that may impact on ongoing implementation of the Mobile Co-location Service.

~~8.3.3~~8.3.4 a report to be provided within 125 Working Days of Day Zero on the progress of the development of the Common Format Site Database.

Implementation of Service Level Terms

8.4 For the avoidance of doubt, the Mobile Co-location Service Level Terms will apply from the Determination Date but neither the Performance Penalties, nor any other liability for the Access Provider, will apply in respect of the period prior to end of the Soft Launch.