



## ISP/reseller Process for Network Interconnection & Services

The Connected Coast Network (**CCN**) is built, owned, maintained & operated under a partnership (**CCN Partnership**) between City West Management Corp.<sup>1</sup> (**CW**) and Strathcona Regional District. CW, as the managing partner, primarily is responsible for all aspects of design, commissioning, maintenance and support of network infrastructure, services and third-party agreements.

In accordance with government policy, funding agreements with Canada (i.e., ISED and ISC) and the Province (i.e., NDI), and with the objective to maximize benefits for communities proximate to the CCN, the CCN Partnership is committed to open access and collaboration with other internet service providers (**ISPs**) & resellers. The CCN Partnership recognizes its responsibility to operate the CCN in a manner that protects stakeholder interests by providing reliable & affordable network services to coastal and northern BC communities, delivered by practicing sound & sustainable business practices.

### Development & Operating Priorities

The CCN Partnership's development & operating priorities for the CCN are as follows:

- Complete, maintain, operate & support the CCN as a core telecommunications transport network
- Complete, maintain, support anchors & partner community last-mile networks
- Ensure network sustainability & resiliency
- Extend benefits of the CCN through interconnection with other ISPs & resellers

In keeping with the guiding objectives & priorities outlined above, CW has established the process summarized below whereby ISP/resellers will be able to interconnect with the CCN on terms consistent with current industry practices of Canada's major telecommunications carriers.

### Interconnection Process Steps

1. **Application** – defining requested location for interconnection & service
2. **Build Agreement & Construction** – designing and building of 'meet me' infrastructure, and interconnection with CW Point of Presence (**PoP**)
3. **Master Service Agreement (MSA)** – defining services & terms
4. **Commissioning & Operations** – testing, acceptance & delivery of network services

Each of these steps is described in more detail below. The Partnership is committed to addressing interconnection applications promptly. In keeping with this commitment, CW will respond to any applicant requests, submissions or inquiries as quickly as possible and, in any event, within 30 days.

---

<sup>1</sup> A wholly owned affiliate of City West Cable & Telephone Corp. (**City West**). The CCN Partnership, through its managing partner CW, will engage City West and/or its affiliates (together, the **City West Group**) to construct, maintain & operate the CCN, including activities related to interconnection with other ISPs & resellers.

## 1. Application

- a) Applicant completes and submits an application form<sup>2</sup> including:
  - (i) Authorized representative & contact information – Identify primary contact(s) within the applicant’s organization having the mandate and authority to lead & coordinate the project to build the required infrastructure for interconnection including testing and acceptance for service activation.
  - (ii) Billing/credit information – Provide details for billing and credit for ongoing operational services and monthly recurring fees/payments for a contract term to be defined in the MSA.
  - (iii) Service Description (requested service/objectives/terms) – Describe the requested network services, including capacity and any particular service requirements, objectives or terms.
  - (iv) Location for proposed ‘meet-me’ facilities & PoP interconnect – Identify the proposed location as well as proposed ‘meet-me’ facilities (Fibre Optic Splice Closure (**FOSC**), enclosure/vault, etc) for interconnection with a Connected Coast Network PoP.<sup>3</sup>
  - (v) Application Fee – per template application form attached.
  
- b) CW reviews and considers the application
  - (i) CW Marketing – *the CW team responsible for new business development, client relationship management and project coordination related to onboarding new clients/services, will review each application to confirm:*
    - General feasibility for the requested service and location
    - Completeness of the initial application
    - CW coordinator to be responsible for the application process
    - Initial engagement of CW review teams for Inside Plant and Outside Plant
    - Coordinated response to the applicant.
  - (ii) CW Inside Plant – *the CW team responsible for network operations and support will review the application to confirm:*
    - Network service availability (in general, at the proposed location)
    - Preliminary issue identification & terms (per the Service Description)
    - Performance & resiliency considerations
    - Directions/terms for next steps
    - Designated CW representative for follow up
    - Formal approval by an authorized senior officer.
  - (iii) CW Outside Plant – *the CW team responsible for network related physical infrastructure, civil works and maintenance will review the application to assess options and basic requirements for:*
    - Site infrastructure, tenure, development & permitting
    - Options/needs for ‘meet me’ facilities and POP connection
    - Directions/terms for next steps
    - Designated representative for follow up
    - Formal approval by an authorized senior officer

- c) CW responds to the applicant – *the CW Marketing team will prepare and coordinate a response to the applicant based on the input collected and consolidated from the CCN Partnership’s internal and external resources, particularly from the CW Inside Plant and Outside Plant teams. Generally, the response will indicate:*
- (i) Agreement in principle to provide the service as requested;
  - (ii) Potential agreement, subject to clarifications, revisions and/or limitations; or
  - (iii) Requested service not available.

## 2. Build Agreement & Construction

Where CW determines that the application indicates the basis for an agreement in principle or potential agreement is evident, the CW Marketing team coordinator, supported by input from the CW Inside Plant & Outside Plant teams, will respond to the applicant with directions to address the following requirements:

- a) Applicant prepares draft designs for proposed ‘meet-me’ infrastructure<sup>4</sup>
- b) Applicant provides build plans with engineered drawings & permit(s)
- c) CW reviews & signs off on applicant’s ‘meet-me’ infrastructure design/build plan
- d) CW prepares final design to build & connect the applicant’s ‘meet-me’ site to CCN PoP
- e) CW provides to the applicant the form of the definitive Build Agreement for make-ready construction, together with a copy of the template MSA
- f) Applicant reviews & executes the definitive Build Agreement
- g) CW executes the definitive Build Agreement
- h) Applicant builds the ‘meet-me’ facility & and pays related costs<sup>5</sup>
- i) Applicant provides CW with notice of completion; CW reviews & confirms ready to connect (finalize CW build plan)
- j) CW builds infrastructure connecting from CCN PoP to applicant ‘meet-me’ FOSC
- k) CW advises applicant of build completion (cable ready to connect/splice)
- l) Applicant reviews/accepts CW preparations for connection
- m) Applicant splices to complete physical connection & notifies CW on completion
- n) CW notifies applicant & tests/validates physical connection

---

<sup>2</sup> A template form attached as an exhibit to this *ISP/reseller Process for Network Interconnection & Services* process summary.

<sup>3</sup> The applicant will be responsible to design, build, own & operate ‘meet-me’ facilities. The CCN Partnership will design, build, own and operate a fibre cable connecting the applicant FOSC to the proximate CCN network switch.

<sup>4</sup> Applicant will be responsible to obtain all necessary rights, authorizations, permits and licenses for the proposed ‘meet-me’ facilities, including any access rights required for the connection to the CCN.

<sup>5</sup> OTCs incurred by or on behalf of the CCN Partnership with respect to the service requested by the applicant are recoverable from, and will be billed to, the applicant. Invoices on account of OTCs are payable on receipt.

### 3. Master Service Agreement

For ISP/reseller applicants requesting their first connection to the CCN, CW will require a new MSA. The MSA will define general terms and conditions that will be applicable to any CCN interconnection services requested by or delivered to the applicant.

In addition to the MSA, for each new service connection, if and as required by CW for the particular circumstances of the connection, the MSA will be supplemented and made subject to additional and/or modified service terms & conditions set out in a 'Service Definition' schedule to the MSA.

- a) CW prepares and provides the definitive forms of the MSA and/or Service Definition schedule applicable to the connection to applicant as the formal offer to provide the requested service including:
  - (i) General terms & conditions applicable to CCN service connections for ISPs & resellers;
  - (ii) A Service Definition schedule, setting out details, terms & conditions applicable to the specific connection (e.g., performance/support service level terms, etc);and,
  - (iii) Schedule of monthly recurring costs for service delivery and operational support.
- b) Applicant agrees to terms, conditions, pays any outstanding OTCs, and returns an executed copy of the MSA to CW.

### 4. Commissioning & Operation

When the connection to the CCN has been completed and tested (*Part 2 Build Agreement & Construction* above), the applicant has reimbursed the CCN Partnership for any additional OTCs associated with the applicable service connection, and the MSA has been executed & delivered by both parties (*Part a) Master Service Agreement*), CW's Inside Plant team & Network Operations Centre will work directly with the applicant's technical team to complete CCN service provisioning, testing and certification for the turn over to live operations.

**Exhibit**

*Connected Coast Network*

*Summary of ISP/reseller Process for Network Interconnection & Services*

*Template Application Form for Connection Services*

[Template Application Form to be inserted]