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CH Standard Terms  
Schedule 3.3 (Service Request Procedure)

# Crown Hosting Standard Terms

## Schedule 3.3

### Service Request Procedure

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**1. Introduction**

- 1.1 This Schedule sets out the procedure to be followed by both Parties for the Customer to:
- (a) commission the provision of Services from the Supplier during the Term of the Call-Off Agreement for a Commissioned Facility; or
  - (b) decommission any of the Services it has purchased for a Commissioned Facility.

**2. Service Requests**

- 2.1 Where a Customer wishes to commission or decommission Services it shall submit a Service Request Form to the Supplier using the template attached to this schedule at Annex 1. Prior to its formal submission to the Supplier, the Supplier and Customer shall work together (as may be required by the Customer) in good faith and in a timely manner, with a view to completing the Service Request Form based on the template set out in this Schedule 3.3 consistent with the following working principles:
- (a) the Service Request Form should include appropriately completed content for each section of the template Service Request Form; and
  - (b) the content for each section of the Service Request Form should be consistent with the guidance notes set out in the template order form and any related operative provisions and schedules in the Framework Agreement, Standard Terms and Call-Off Agreement.
- 2.2 The Service Request Form shall detail the date for the delivery, performance, outline implementation activities and other details of the Services to be commissioned or decommissioned including the Committed Service Period and an indicative list of equipment to be commissioned or decommissioned. The Service Request Form shall be issued to the Supplier consistent with the minimum Commissioning Lead Times and Decommissioning Lead Times set out in Annex 2.
- 2.3 Subject to paragraphs 2.5 and 2.6, within three (3) Working Days of receipt of the Service Request Form formally submitted by the Customer and provided all relevant sections have been completed by the Customer, the Supplier shall acknowledge receipt of the Service Request Form and send to the Customer a confirmed copy of the Service Request Form, at which point the Service Request Form shall be deemed accepted by the Parties and constitute an agreed Service Request.
- 2.4 The Customer may require, for business continuity reasons, the provision of a Commissioned Facility in a particular Data Centre Hall or Data Centre.
- 2.5 If the Supplier is unable to implement the Service Request due to demand exceeding the Available Capacity Level, the Supplier shall immediately notify the Customer and the Framework Authority and liaise in good faith with the Framework Authority to resolve the issue in accordance with the principles set out in paragraph 3.4 of Schedule 6.8 (Capacity Management Procedure) of the Framework Agreement. The obligations set out in paragraph 2.3 shall be suspended pending the outcome of any such discussions with the Framework Authority.
- 2.6 If the Service Request Form submitted to the Supplier in accordance with paragraph 2.1 has not been completed or the Supplier (acting reasonably) requires additional information in order to fulfil the request, the Supplier shall notify the Customer in writing within three (3) Working Days

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of receipt, returning the relevant Service Request Form for correction and re-submission by the Customer.

2.7 If the Customer requires Services to be commissioned or decommissioned within a time period that is less than the Commissioning Lead Times or Decommissioning Lead Times set out in Annex 2, the Customer may issue an Accelerated Service Request. The Supplier shall use all reasonable endeavours (but shall not be required) to accept an Accelerated Service Request. If the Supplier accepts an Accelerated Service Request, the Supplier shall then implement that request and deliver the Services in accordance with the shortened Commissioning Lead Times or Decommissioning Lead Times. Fulfilment of Accelerated Service Requests shall be subject to the payment by the Customer of the one-off charge specified in paragraph 3.6 of Schedule 3.2 (Pricing) of the Framework Agreement.

2.8 In relation to each Service Request accepted in accordance with paragraph 2.3:

- (a) the Parties shall work together in good faith to agree a Detailed Implementation Plan in respect of the implementation activities set out in the Service Request Form;
- (b) the Supplier shall achieve the date for delivery, performance or implementation (as appropriate) of the relevant Services specified in the Service Request Form (as further defined in accordance with paragraph 2.8(a) provided that such date is consistent with the Commissioning Lead Times/Decommissioning Lead Times set out in Service Request Form (which shall be no longer than the relevant Commissioning Lead Times/Decommissioning Lead Times set in Annex 2 unless expressly agreed with the Customer. If the Supplier agrees to a shortened Lead Time, it shall be bound by that Lead Time);
- (c) the Charges applicable to the Services set out in the Service Request shall be payable in accordance with Schedule 3.1 (Charges and Invoicing) of the Standard Terms; and
- (d) the Committed Service Period may not exceed the Term.

### 3. Service Request Reporting

3.1 The Supplier shall maintain an accurate and up to date matrix of all Service Requests agreed with and / or undertaken for the Customer ("**Service Request Matrix**") and shall provide a monthly list of all active Service Requests to the Customer for the purpose of tracking, managing and closing Service Requests. The Service Request Matrix shall include reference to equipment commissioned for use in relation to each Service Request in accordance with the Infrastructure Management Procedure referred to in paragraph 1.2.6 of Schedule 3.1 (Service Description) of the Framework Agreement and the respective Committed Service Periods.

3.2 The Service Request Matrix shall be used to:

- 3.2.1 determine the Charges due to the Supplier (including the Rental Charge, Power Charges and any one-off charges (including cancellation, commissioning or decommissioning charges) in accordance with Schedule 3.2 (Pricing) of the Framework Agreement;
- 3.2.2 monitor current and forecast demand from the Customer (including, without limitation, in accordance with the requirements set out in Schedule 6.8 (Capacity Management Procedure) of the Framework Agreement);

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3.2.3 calculate the Volume Rebate discounts, in accordance with paragraph 6 of Schedule 3.2 (Pricing) of the Framework Agreement; and

3.2.4 provide the Customer with advance notice of Committed Service Periods which are due to expire within the next month.

**4. Renewals**

4.1 If, on or following expiry of a Committed Service Period, a Customer wishes to extend or renew the Services provided in relation to a Commissioned Facility for subsequent Committed Service Period(s), it may submit a Service Request Form to the Supplier requesting such extension or renewal at least ten (10) Working Days prior to expiry of the then current Commissioned Service Period.

4.2 Subject to paragraphs 2.5 and 2.6, the Supplier shall within three (3) Working Days of receipt of the Service Request Form submitted pursuant to paragraph 4.1 and provided all relevant sections have been completed by the Customer, acknowledge receipt of the Service Request Form and send to the Customer a confirmed copy, at which point the Service Request Form shall be deemed accepted by the Parties and constitute an agreed extension to the Committed Service Period. Provided that at least ten (10) Working Days have elapsed between acceptance of the Service Request and the start of the following month, the new Committed Service Period shall commence on the first day of the month following the date of acceptance (which shall comprise the new "Service Commission Date") unless otherwise agreed by the Parties. Where ten (10) Working Days has not elapsed since the date of acceptance and the first day of the following month, the Service Commission Date shall be the first day of the subsequent month (for example if the Service Request is accepted on the 30th May the Service Commission Date will be the 1st July).

4.3 For the avoidance of doubt but subject to clause 2.8 of Schedule 3.2 (Pricing) of the Framework Agreement, unless the Supplier issues a Service Request to decommission a Commissioned Facility, or renew the Committed Service Period in accordance with paragraph 4.1, the relevant Services will automatically continue on the basis of the minimum Committed Service Period applicable to the relevant Commissioned Facility.

**5. Cancellation**

5.1 The Customer may prior to the relevant Service Commission Date cancel a Service Request for the commission of new Commissioned Facilities on written notice to the Supplier.

5.2 Where the Customer cancels a Service Request pursuant to paragraph 5.1, the Customer shall pay the Supplier any one-off cancellation charges specified in paragraph 3.4 of Schedule 3.2 (Pricing) of the Framework Agreement. Payment of the one-off cancellation charge shall be the Supplier's sole and exclusive remedy for cancellation of a Service Request.

5.3 The Customer shall not have the right to postpone a Service Request. In accordance with paragraph 3.2 of Schedule 3.2 (Pricing) of the Framework Agreement, if the Customer wishes to postpone the date specified in a Service Request as the Service Commission Date or Service Renewal Date it must cancel the relevant Service Request and issue a new Service Request, or leave the Service Request in place and pay the Charges with effect from the stated Service Commission Date / Service Renewal Date.

5.4 The Customer may not cancel or postpone the date specified in a Service Request to decommission a Commissioned Facility. Customers wishing to cancel or postpone a Service

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Request to decommission facilities should issue a new Service Request to require new space to be commissioned.

- 5.5 In the event that, pursuant to Schedule 3.8 (Data Centre Onboarding) of the Framework Agreement, an Assurance Report has not been issued by the relevant Long Stop Date, the Customer may cancel any related Service Request on notice to the Supplier and shall not incur any cancellation charges in respect of such cancellation.

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**Annex 1**

**Template Service Request Form**

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**SERVICE REQUEST FORM**

**[       ] Call-Off Agreement**

**Service Request No. [       ]**

- A. On [date] the Customer entered into a Call-Off Agreement with the Supplier for the provision of the Services in accordance with and subject to the terms and conditions of the Standard Terms as amended and supplemented by the Call-Off Order Form No.[       ].
- B. The Customer wishes to commission and/or decommission Services as specified in this Service Request.
- C. This Service Request incorporates the terms of and is governed by the Call Off-Agreement and sets out the specific terms and conditions whereby the Supplier will provide the Customer with, or decommission, the Services set out in this Service Request.
- D. In this Service Request Form, unless the context otherwise requires, capitalised words shall have the meanings set out in Schedule 1 (Definitions) to the Framework Agreement.

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**Section 1: Customer**

This Service Request is issued by the following Customer:

<b>1.</b>	<b>Customer name and contact details</b>	
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**Section 2: Services**

The Services are set out in Appendix 1 (Services) to this Service Request.

**Section 3: Outline Implementation Activities**

<b>2.</b>	<b>Implementation Activities</b>	<i>[Guidance Note: any specific activities required to be undertaken by both parties to support commissioning of the Commissioned Facilities to be specified here (to be developed into a Detailed Implementation Plan in accordance with Paragraph 2.8(a) of Schedule 3.3]</i>
<b>3.</b>	<b>Delay Payments</b>	<i>[Guidance Note: Text below to be included if Delay Payments are to be paid by the Supplier]</i> If the Supplier does not achieve the target Service Commission Date [specified in the Implementation Plan] it shall pay to the Customer, by way of liquidated damages, £◆ per day of Delay (or part thereof) until the Service Commission Date has been achieved.

**Section 4: Indicative list of equipment to be commissioned / decommissioned**

<b>4.</b>	<b>List of assets</b>	<i>[Guidance Note: set out indicative list of assets to be commissioned / decommissioned under this Service Request]</i>
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**Section 5: Customer Responsibilities**

<b>5.</b>	<b>Customer Responsibilities</b>	<i>[Guidance Note: any customer responsibilities in addition to those specified in Appendix 2 to the Call Off Order Form.]</i>
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**Section 6: Staff Transfer**

<b>6.</b>	<b>Staff Transfer</b>	The Part(s) of Schedule 5.1 (Staff Transfers) set out in the Call Off-Order Form shall apply to this Service Request (unless alternative arrangements are specified in the Special Conditions).
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**Section 7: Special Conditions**

<b>7.</b>	<b>Special Conditions</b>	<i>[Guidance Note: Reference to the specific conditions contained within the Call Off Order Form to be added here or any location specific conditions in</i>
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		<i>accordance with paragraph 2.4 of Schedule 3.3.]</i>  <i>[Guidance Note: If a Customer wishes to specify a minimum number of cabinets to support their commissioned Cabinet Space, please use the following words: "In relation to this Service Request, the Customer requires that the Supplier installs [ ] Cabinets in respect of the Commissioned Facilities at the rate specified in Schedule 3.2 (Pricing) to the Framework Agreement.]</i>
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**Section 8: Signature**

SIGNED for and on behalf of the Customer:

<b>Signature</b>	
<b>Print Name</b>	
<b>Title</b>	
<b>Date</b>	

SIGNED for and on behalf of the Supplier:

<b>Signature</b>	
<b>Print Name</b>	
<b>Title</b>	
<b>Date</b>	

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**Appendix 1 (Services)**

**Part 1: Data Centre Services are required to be provided for the following Commissioned Facilities.**

Type of Commissioned Facility	Tick if required	Capacity to be commissioned	Committed Service Period	Security classification	Service Commission Date
Floor Space		[ ] <sup>1</sup> kW	<input type="checkbox"/> 1 month <input type="checkbox"/> 6 months <input type="checkbox"/> 12 months <input type="checkbox"/> 24 months <input type="checkbox"/> 36 months <input type="checkbox"/> 48 months <input type="checkbox"/> 60 months	<input checked="" type="checkbox"/> Official	
Cabinet Space		[ ] <sup>2</sup> kW	<input type="checkbox"/> 1 month <input type="checkbox"/> 6 months <input type="checkbox"/> 12 months <input type="checkbox"/> 24 months <input type="checkbox"/> 36 months <input type="checkbox"/> 48 months <input type="checkbox"/> 60 months	<input checked="" type="checkbox"/> Official	
Dedicated Data Hall Space		[ ] kW	<input type="checkbox"/> 12 months <input type="checkbox"/> 24 months	<input type="checkbox"/> Official <sup>3</sup>	

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<sup>1</sup> Floor Space to be specified in increments of 0.1kW for any given Committed Service Period

<sup>2</sup> Cabinet Space to be specified in increments of 0.1kW for any given Committed Service Period (charges based on minimum Cabinet Space of 2 kW across all Service Requests / Committed Service Periods)

<sup>3</sup> For Official level services, Dedicated Data Hall Space to be specified in increments of 0.1kW for any given Committed Service Period (charges based on minimum Dedicated Data Hall Space of 500 kW across all Service Requests / Committed Service Periods)

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			<input type="checkbox"/> 36 months <input type="checkbox"/> 48 months <input type="checkbox"/> 60 months		
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			<input type="checkbox"/> 24 months <input type="checkbox"/> 36 months <input type="checkbox"/> 48 months <input type="checkbox"/> 60 months	<input type="checkbox"/> Secret <input type="checkbox"/> Top Secret <sup>4</sup>	
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<sup>4</sup> For Secret and Top Secret, Dedicated Data Hall Space to be specified in increments of 0.1kW for any given Committed Service Period (charges based on minimum Dedicated Data Hall Space of 200kW across all Service Requests / Committed Service Periods)

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**Part 2: Data Centre Services are required to be decommissioned for the following Commissioned Facilities<sup>1</sup>**

Type of Commissioned Facility	Tick if required	Capacity to be decommissioned	Service Decommission Date
Floor Space		[ ] <sup>2</sup> kW	
Cabinet Space		[ ] <sup>3</sup> kW	
Dedicated Data Hall Space		[ ] <sup>4</sup> kW	

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<sup>1</sup> Where decommissioning of capacity causes commissioned capacity to fall below stated minimum thresholds, the Rental Charge for the minimum threshold continues to apply

<sup>2</sup> Floor Space to be decommissioned to be specified in increments of 0.1kW

<sup>3</sup> Cabinet Space to be decommissioned to be specified in increments of 0.1kW

<sup>4</sup> For Official level services, Dedicated Data Hall Space to be decommissioned to be specified in increments of 0.1kW. For Secret and Top Secret, Dedicated Data Hall Space to be decommissioned to be specified in increments of 0.1kW.

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**Part 3: The following Additional Services are required to be provided**

Additional Service	Requirements	Date Additional Service is Required																																				
<p>Structured Cabling Service - Backbone Cabling (with each termination being a Lucent Connector or equivalent in accordance with Schedule 3.1)</p> <p>Please specify the category and quantity of the structured cabling required.</p> <p>Cables must be purchased in groups of either 6 or 12 pairs.</p>	<table> <tr> <th data-bbox="983 507 1283 646">Specification</th><th data-bbox="1283 507 1440 646">Quantity</th><th data-bbox="1440 507 1594 646">No. of pairs (6 or 12)</th></tr> <tr> <td colspan="3" data-bbox="983 646 1594 715"><b>Cat 5e</b></td></tr> <tr> <td data-bbox="983 715 1283 783">Length of cable in metres</td><td data-bbox="1283 715 1440 783"></td><td data-bbox="1440 715 1594 783"></td></tr> <tr> <td colspan="3" data-bbox="983 783 1594 852"><b>Cat 5e (shielded cable)</b></td></tr> <tr> <td data-bbox="983 852 1283 920">Length of cable in metres</td><td data-bbox="1283 852 1440 920"></td><td data-bbox="1440 852 1594 920"></td></tr> <tr> <td colspan="3" data-bbox="983 920 1594 989"><b>Cat 6</b></td></tr> <tr> <td data-bbox="983 989 1283 1058">Length of cable in metres</td><td data-bbox="1283 989 1440 1058"></td><td data-bbox="1440 989 1594 1058"></td></tr> <tr> <td colspan="3" data-bbox="983 1058 1594 1126"><b>Cat 6 (shielded cable)</b></td></tr> <tr> <td data-bbox="983 1126 1283 1195">Length of cable in metres</td><td data-bbox="1283 1126 1440 1195"></td><td data-bbox="1440 1126 1594 1195"></td></tr> <tr> <td colspan="3" data-bbox="983 1195 1594 1264"><b>Multimode Fibre (50/125 OM4)</b></td></tr> <tr> <td data-bbox="983 1264 1283 1332">Length of cable in metres</td><td data-bbox="1283 1264 1440 1332"></td><td data-bbox="1440 1264 1594 1332"></td></tr> <tr> <td colspan="3" data-bbox="983 1332 1594 1396"><b>Singlemode Fibre (9/125 OS1)</b></td></tr> </table>	Specification	Quantity	No. of pairs (6 or 12)	<b>Cat 5e</b>			Length of cable in metres			<b>Cat 5e (shielded cable)</b>			Length of cable in metres			<b>Cat 6</b>			Length of cable in metres			<b>Cat 6 (shielded cable)</b>			Length of cable in metres			<b>Multimode Fibre (50/125 OM4)</b>			Length of cable in metres			<b>Singlemode Fibre (9/125 OS1)</b>			
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		Length of cable in metres																																											
<p>Structured Cabling Service - Horizontal Cabling (with each termination being a Lucent Connector or equivalent in accordance with Schedule 3.1)</p> <p>Please specify the category and quantity of the structured cabling required.</p> <p>Cables must be purchased in groups of either 6 or 12 pairs.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 35%;">Specification and volume band</th> <th style="width: 15%;">Quantity</th> <th style="width: 15%;">No. of pairs (6 or 12)</th> </tr> <tr> <td colspan="3"><b>Cat 5e</b></td> </tr> <tr> <td>Length of cable in metres</td> <td></td> <td></td> </tr> <tr> <td colspan="3"><b>Cat 5e (shielded cable)</b></td> </tr> <tr> <td>Length of cable in metres</td> <td></td> <td></td> </tr> <tr> <td colspan="3"><b>Cat 6</b></td> </tr> <tr> <td>Length of cable in metres</td> <td></td> <td></td> </tr> <tr> <td colspan="3"><b>Cat 6 (shielded cable)</b></td> </tr> <tr> <td>Length of cable in metres</td> <td></td> <td></td> </tr> <tr> <td colspan="3"><b>Multimode Fibre (50/125 OM4)</b></td> </tr> <tr> <td>Length of cable in metres</td> <td></td> <td></td> </tr> <tr> <td colspan="3"><b>Singlemode Fibre (9/125 OS1)</b></td> </tr> <tr> <td>Length of cable in metres</td> <td></td> <td></td> </tr> </table>						Specification and volume band	Quantity	No. of pairs (6 or 12)	<b>Cat 5e</b>			Length of cable in metres			<b>Cat 5e (shielded cable)</b>			Length of cable in metres			<b>Cat 6</b>			Length of cable in metres			<b>Cat 6 (shielded cable)</b>			Length of cable in metres			<b>Multimode Fibre (50/125 OM4)</b>			Length of cable in metres			<b>Singlemode Fibre (9/125 OS1)</b>			Length of cable in metres		
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Static Transfer Switches (rack mountable) Please specify the category and quantity of the static switches required.		<b>Specification</b>	<b>Quantity</b>		
		12 way - 2 x IEC C13 in, 12 x IEC C13 out			
		12 way - 2 x IEC C13 in, 12 x IEC C19 out			
		6 way - 2 x IEC C13 in, 6 x UK 3 pin plug out			
Additional Power Cables Please specify the category and quantity of additional power cables required.		<b>Specification</b>	<b>Quantity (no. of terminations)</b>		
		16A Single Phase with Commando Connection (IEC 60309)			
		32A Single Phase with Commando Connection (IEC 60309)			
		32A Three Phase with Commando Connection (IEC 60309)			
Power Strips Please specify the category and quantity of additional power strips required.		<b>Specification</b>	<b>Quantity</b>		
		Single phase 24 way			
		Three phase 24 way			

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Intelligent Hands Please specify whether intelligent hands are required.		<b>Intelligent Hands Required</b>	<b>Intelligent Hands Not Required</b>		
Floor Strengthening Please specify the area of additional floor strength required.		<b>Specification</b>	<b>Quantity (m²)</b>		
Inter Data Centre WAN Usage - Single route services using shortest route  Please specify the circuit and port type and number of months of WAN usage required.  Usage should be specified in increments of either: <ul style="list-style-type: none"> <li>• 1 month</li> <li>• 6 months</li> <li>• 12 months</li> <li>• 24 months</li> <li>• 36 months</li> <li>• 48 months</li> <li>• 60 months</li> </ul>		<b>Circuit Type</b>	<b>Single or Dual port presentation</b>	<b>Committed Service Period (month(s))</b>	
		500 Mbps ethernet private line/MPLS	Single		
		1 Gbps ethernet private line/MPLS	Single		
		1 Gbps optical managed wavelength for ethernet	Single		



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		10 Gbps optical managed wavelength for ethernet	Single								
		2 Gbps optical managed wavelength for fibre channel	Single								
		4 Gbps optical managed wavelength for fibre channel	Single								
		8 Gbps optical managed wavelength for fibre channel	Single								
<p>Inter Data Centre WAN Usage - Diverse services using geographically diverse separate fibre routes, data centre entry diversity and equipment diversity</p> <p>Please specify the circuit and port type and number of months of WAN usage required.</p> <p>Usage should be specified in increments of either:</p> <ul style="list-style-type: none"><li>1 month</li><li>6 months</li></ul>	<table><tr><th>Circuit Type</th><th>Single or Dual port presentation</th><th>Committed Service Period (month(s))</th></tr><tr><td>1 Gbps optical managed wavelength</td><td>Dual</td><td></td></tr></table>			Circuit Type	Single or Dual port presentation	Committed Service Period (month(s))	1 Gbps optical managed wavelength	Dual			
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1 Gbps optical managed wavelength	Dual										

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<ul style="list-style-type: none"> <li>• 12 months</li> <li>• 24 months</li> <li>• 36 months</li> <li>• 48 months</li> <li>• 60 months</li> </ul>		for ethernet				
		10 Gbps optical managed wavelength for ethernet	Dual			
		2 Gbps optical managed wavelength for fibre channel	Dual			
		4 Gbps optical managed wavelength for fibre channel	Dual			
		8 Gbps optical managed wavelength for fibre channel	Dual			

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**Annex 2: Lead Times**

Type of Commissioned Facility	Capacity / Additional Service to be commissioned / decommissioned	Commissioning Lead Time	Decommissioning Lead Time
Floor Space	≤ 109 kW	REDACT	REDACT
	>109kW but ≤545kW per Relevant Data Centre	REDACT	REDACT
	>545 kW per Relevant Data Centre	REDACT	REDACT
Cabinet Space	≤109 kW	REDACT	REDACT
	>109kW but ≤545kW per Relevant Data Centre	REDACT	REDACT
	>545 kW per Relevant Data Centre	REDACT	REDACT
Dedicated Data Hall	< 200 kW per Relevant Data Centre at SECRET & TOP SECRET	REDACT	REDACT
	500 kW per Relevant Data Centre and above at OFFICIAL	REDACT	REDACT
Structured Cabling Service - Backbone Cabling	As set out in Part 3 of Annex 1	REDACT	REDACT
Structured Cabling Service - Horizontal Cabling	As set out in Part 3 of Annex 1	REDACT	REDACT
Static Transfer Switches	As set out in Part 3 of Annex 1	REDACT	REDACT
Additional Power Cables	As set out in Part 3 of Annex 1	REDACT	REDACT

Type of Commissioned Facility	Capacity / Additional Service to be commissioned / decommissioned	Commissioning Lead Time	Decommissioning Lead Time
Power Strips	As set out in Part 3 of Annex 1	REDACT	REDACT
Intelligent Hands	As set out in Part 3 of Annex 1	REDACT	REDACT
Floor Strengthening (NOTE: In association with a Dedicated Data Room for SECRET and TOP SECRET)	As set out in Part 3 of Annex 1	REDACT	REDACT
Inter Data Centre WAN Usage - Single route ethernet services	As set out in Part 3 of Annex 1	REDACT	REDACT
Inter Data Centre WAN Usage - Single route fibre channel services	As set out in Part 3 of Annex 1	REDACT	REDACT
Inter Data Centre WAN Usage - Diverse ethernet services	As set out in Part 3 of Annex 1	REDACT	REDACT
Inter Data Centre WAN Usage - Diverse fibre channel services	As set out in Part 3 of Annex 1	REDACT	REDACT