

Operational Policies and Procedures

Serekunda Internet Exchange Point (SIXP)

Version 0.2

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<http://www.sixp.gm>

Annex A **Operational policy and procedures**

1. **Service responsibilities of the SIXP**

- 1.1. The SIXP is responsible for maintaining the service level target on the provision of ports and their availability in line with the Service Level described in Clause 3.
- 1.2. The SIXP has a duty to monitor the members in the conduct of their operations within SIXP in line with the monitoring and reporting duties described in Clause 4. As such, the SIXP is responsible to ensure that the members:
 - 1.2.1. Abide by the policies and procedures;
 - 1.2.2. Refer any problems, issues and concerns in a timely and appropriate manner so as to manage quick resolution and reduction of the risk to the operations of the SIXP;
 - 1.2.3. Use of SIXP is not detrimental to the use of SIXP by other Members. The term "detrimental" refers to usage which, in the reasonable opinion of the SIXP board either:
 - 1.2.3.1. Does not conform to the Technical requirements
 - 1.2.3.2. Causes undesirable load and/or traffic patterns
 - 1.2.3.3. Adversely affects other members and/or the SIXP.
 - 1.2.4. Do not carry out any illegal activities through the SIXP.
- 1.3. The SIXP has the ability to monitor traffic based on any lawful request as well as to determine whether there is any violation of its policies and procedures.
 - 1.3.1. Should there be any such violation, the SIXP is entitled to assess penalties as described in Clause 6, with dispute resolution procedures to allow any necessary arbitration of disputes in accordance with Clause 7.
- 1.4. Members will be advised immediately (by the SIXP or other members), should a service-affecting fault or unscheduled maintenance by the SIXP occur, in accordance with Clause 4.5.

2. **Service responsibilities of the SIXP members**

- 2.1. Members are responsible for assisting in the development of the SIXP and Association and complying with policies and procedures designed to allow a proper functioning of the SIXP. In particular, Members are expected to:
 - 2.1.1. Provide volunteers as needed in the early implementation and running stages of the SIXP to help deploy and maintain the SIXP. The SIXP agrees to communicate its

precise needs (details of the tasks required and assessment of the corresponding expected efforts) to the relevant members in advance.

2.1.2. Make reasonable efforts to provide assistance when needed on an on-going basis.

2.1.3. Make available contact details of their technical staff for quick fault resolution. In particular, members shall ensure that these details are correct and up-to-date at all times, and that the contact persons are knowledgeable as regards the SIXP operations.

2.1.4. Subscribe to the mailing list of the SIXP, which will be used for important communications such as maintenance announcements, notifications of changes in the rules and procedures of the SIXP. The SIXP and all other members are entitled to assume, and to act, as if each member reads messages sent to this mailing list and take the appropriate actions.

2.1.5. Comply with physical interfaces (e.g. speed, duplex mode) and allowable traffic types (e.g. international, local), in accordance with the SIXP policies

2.1.6. Comply with relevant equipment standards, in accordance with the SIXP.

2.2. In case of technical issues:

2.2.1. Members should inform the SIXP and any other members who could be affected in advance of any scheduled maintenance, and strive to ensure the minimal disruption.

2.2.2. Members should also be responsible for informing the SIXP about any fault that affects, or could affect, the exchange or other members immediately by email.

2.3. Members shall only connect equipment to the SIXP that is owned and operated by that Member, and shall not connect equipment to the SIXP on behalf of third parties.

3. **Service level**

3.1. The SIXP will ensure that port availability will be maintained with a service level of 99%, on a monthly basis.

3.2. Ports and trunk configuration changes shall be provisioned within 5 working days following a request from a Member (and following payment)

3.2.1. This provision requires the availability of physical capability at the SIXP location. Where physical capability is not available, the SIXP shall propose a reasonable fulfilment timescale, in consultation with the Member.

3.3. The SIXP responsibility is limited to the SIXP rack equipment, while members' equipment is under the responsibility of the Members.

3.4. Members will be given notice of any scheduled maintenance which could affect service, in accordance with Clause 4.4.

4. Monitoring and reporting

4.1. The SIXP shall monitor the Members in the conduct of their operations within SIXP for maintaining the service level target on the provision of ports and their availability in line with the Service Level described in Clause 3.

4.2. The SIXP agrees to report measures including port availability (expressed as a percentage and aggregated across all ports) and overall usage on a monthly basis.

4.2.1. These measures shall be published on the SIXP's website.

4.2.2. The availability of these measures shall be adjusted, if caused by circumstances beyond the SIXP's control.

4.2.3. The nature and impact of any such circumstances shall be reported on the SIXP's website.

4.3. The SIXP will investigate individually any outage in any port exceeding a certain duration should be individually investigated and an incident report prepared for the affected Member.

4.3.1. Members shall to provide any information requested for production of the incident report, with a view to avoiding recurrence.

4.4. Scheduled maintenance by the SIXP will be notified at least two weeks in advance on the SIXP web site, and by email to Members via a dedicated email group to which all Members shall subscribe (see Clause 2.1.4).

4.5. Service-affecting faults and unscheduled maintenance shall be reported by email and/or telephone to Members (see Clauses 2.1.3 and 2.1.4).

5. Security access

5.1. Security measures for access to the SIXP room shall be in line with the current policies applied to the Serekunda exchange and enforced by Gamtel Serekunda Exchange.

5.2. Specific access rights shall be granted to selected employees of the different Members for operations and maintenance purposes. These personnel will have access to the SIXP room within the Serekunda exchange.

6. Penalties

6.1. In case of non-compliance by a Member with any procedures, the SIXP reserves the right to investigate suspected violations. Non-compliance issues include :

6.1.1. Service level issues affecting other Members, or the exchange itself, due to inappropriate content or routing of traffic.

6.1.2. Non-compliance in respect of, or lack of security measures in order to prevent, malicious attacks (e.g. viral attacks, prefix hijacks).

6.1.3. Failure to pay the fees charged by the SIXP.

6.2. If the SIXP, at the sole discretion of the Executive Committee, decides that a violation has occurred, it may choose to take proportionate measures to maintain overall SIXP availability on a case-by-case basis. Such action may include, but is not limited to, the disconnection of Members' ports and removal of non-compliant equipment until such time as compliance is restored, or termination of the membership.

6.3. The SIXP will inform the Member of its intentions to investigate and of the actions to be taken in response to the non-compliance.

6.4. Members who have been disconnected will be required to get approval from the Executive Committee before they can re-connect to the SIXP.

7. Dispute resolution

7.1. In case of a dispute between the SIXP and a Member (for instance in relation to a penalty that has been imposed) or between Members regarding an SIXP-related activity, the SIXP Association will propose a dispute resolution mechanism.

7.2. The dispute resolution mechanism, to be agreed upon by the SIXP Executive Committee, will provide for simple and low-cost resolution, and will be binding.