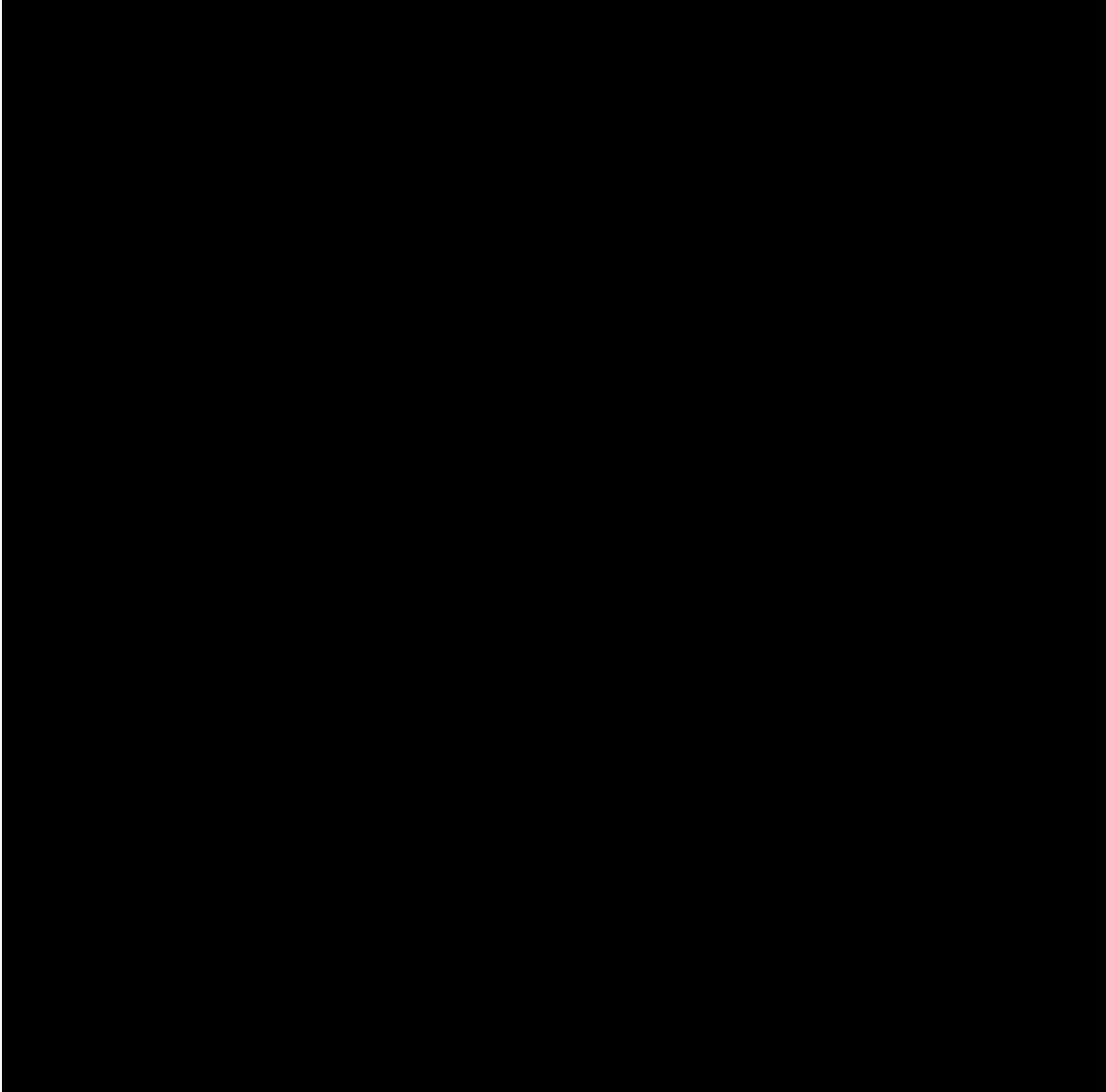




Confidential draft working document – to be used for internal purposes only

Version 15/08/2018

## Table of Contents



<b>Notice</b>	This document is part of the operational manual of XBID and is governed by change control. Any change to this document shall follow the NEMO Change Control procedure, following ANIDOA contract. The content of this document might have evolved by the time you read or use this document. Please contact the NEMO Change Control Administrator to check that this is the latest version before using this document.
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## 1 Introduction

### 1.1 Purpose

The central network architecture of the SIDC is based on the MPLS network provided by the MPLS Network Service Provider (i.e. at date of entry into force of the Agreement [REDACTED] and the MPLS network service provider of the TSOs (i.e. at date of entry into force of the Agreement: Orange).

The process for handling of incidents related to the MPLS communication network is different from the incident management process for incidents related to the XBID System.

[REDACTED]

Therefore, this document provides for a specific incident management procedure for the MPLS communication network.

Capitalized terms used in this document shall have the meaning set forth in Annex 1, unless if defined differently in this document.

This procedure applies for Operational NEMOs and any reference herein to NEMO should be understood as a reference to Operational NEMO.

### 1.2 Governed / Regulated by

- All NEMO Intraday Operations Agreement (ANIDOA)

### 1.3 Associated procedures

Normal procedures:

- NEMOs market rules

Other associated procedures:

- XBID\_JOINT\_FAL\_01: Incident Management Procedure (as included in exhibit 6 to the IDOA (Joint XBID Procedures))
- XBID\_NEMO\_OTH\_02: Internal and External Communication
- XBID\_NEMO\_OTH\_06: XBID Coordinator Calendar

### 1.4 Agreed terms and abbreviations used in this procedure

[REDACTED]

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[REDACTED]

## 2 Terms under which the IC SPOC shall provide the [REDACTED] SPOC services

[REDACTED]

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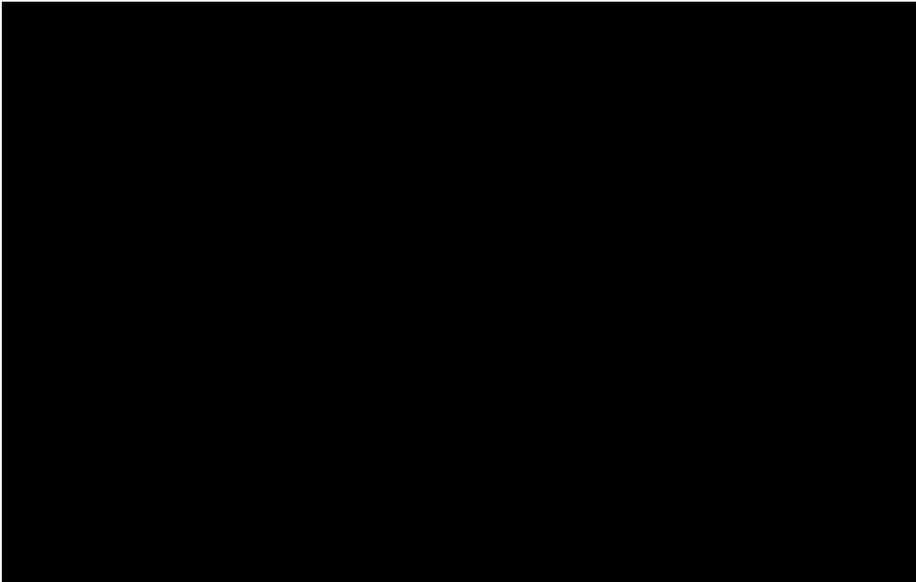
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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<sup>1</sup> As explained by Colt DC helpdesk: this field will be removed in future versions of the Colt DC Portal

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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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## Attachments

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