

Document Ref: STCP 4-5 Operational Telephony

STC Procedure Document Authorisation

Company	Name of Representative	Signed off (date)
Ofgem		
NGT		
SP		
SSE		

STC Procedure Change Control History

1. Issue 001 – 14/03/05

Outstanding issues to be resolved pre company sign-off

Outstanding issues to be resolved post company sign-off

1. Dispute resolution process
2. Resolving the method of referring to Grid Code i.e. removal of [].
3. Definitions may form a separate 'STCP'

1 Introduction

1.1 Scope

1.1.1 The provision of a resilient operational telephony infrastructure is essential for the secure operation of the GB Transmission System. This document details the responsibilities and obligations on NGC and each TO with regard to the management and support of this infrastructure.

1.1.2 For the purposes of this STCP, TO means:

- SPT; and
- SHETL.

1.2 Objectives

1.2.1 This process specifies responsibilities and obligations on NGC and the TOs in relation to the operational telephony infrastructure, including:

- telephony infrastructure between NGC and TOs;
- the use of the TO's telephony infrastructure by NGC for NGC to communicate with Users in the TO's licensed area; and
- arrangements for access to telephony infrastructure owned by NGC at TO Control Centres and remote locations.

1.3 Background

1.3.1 The telephony infrastructure is designed to provide resiliency to maximise the availability of voice communication services in line with Good Industry Practice.

1.3.2 The specific services and facilities provided to support the operation of the operational telephony infrastructure under the ownership of each TO are specified within the TO's Services Capability Specification. Service levels associated with the maintenance and restoration of those services and facilities will be specified in the standing TO Service Restoration Proposals where appropriate.

2 Key Definitions

2.1 For the purposes of STCP 4-5, the following definitions apply:

2.1.1 none

3 Procedure

3.1 New Telephony Systems.

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3.1.1 The telephony facilities to be provided at new User sites is described in STCP18-5 Interface Specification.

3.1.2 At new or existing TO Control Centres, where new telephony systems are required the relevant TO will ensure that the design of the new telephony meets the requirements of STCP 18-5 Interface Specification. .

3.2 Management of Telephony Equipment

- 3.2.1 NGC shall provide a resilient telephony infrastructure between the NGC telephony system and an agreed connection point on the TO telephony system. This system shall have the following features:
- the ability to withstand the loss of any single element of the configuration in line with Good Industry Practice;
 - mains supply independence in line with Good Industry Practice;
 - two way emergency calling facilities; and
 - NGC priority calling over existing call connections.
- 3.2.2 The TO shall provide access to TO owned telephony infrastructure at the agreed connection point on the TO telephony system with:
- the ability to withstand the loss of any single element of the configuration in line with Good Industry Practice. Excepting the final handset;
 - mains supply independence in line with Good Industry Practice;
 - two way emergency calling facilities; and
 - priority calling over existing call connections.
- 3.2.3 When a TO is in receipt of an alarm indicating a fault, or is otherwise made aware of a fault that may affect telephony equipment under NGC ownership at a TO location, then that TO shall notify NGC of the alarm or fault, in accordance with STCP 2-1 Alarm, Event and Fault management.
- 3.2.4 When a TO is in receipt of an alarm indicating a fault or is otherwise made aware of a fault that may affect telephony equipment under TO ownership and the fault has significant implications for NGC or a significant reduction in resilience, then the relevant TO shall notify NGC of the alarm or fault.
- 3.2.5 The TO shall arrange for resolution of faults or alarms on TO owned telephony infrastructure in line with the standing Service Restoration Proposal where appropriate.
- 3.2.6 Where NGC is in receipt of an alarm indicating a fault or is otherwise made aware of a fault, that may affect telephony equipment under TO ownership then NGC shall notify the relevant TO of the alarm or fault.
- 3.2.7 Where NGC is in receipt of an alarm indicating a fault or is otherwise made aware of a fault that may affect telephony equipment, at a Transmission site, under NGC ownership, NGC shall notify the relevant TO, agree access in line with agreed support arrangements, and arrange for resolution of the fault.
- 3.2.8 Where TO telephony equipment installed on a User site has failed, NGC shall ensure that the User shall advise the relevant TO, and that User shall provide the TO service provider with appropriate access.

3.3 Change Management

- 3.3.1 NGC or the relevant TO will provide the other Party with notification of proposed changes that the proposing Party deems may have a significant impact on it's ability to provide a telephony infrastructure as outlined in 3.2.1 or 3.2.2 as appropriate.

3.4 Outage Coordination

- 3.4.1 NGC or the relevant TO will provide the other Party with notification of a significant outage on it's telephony infrastructure that the notifying Party deems to have a significant impact on it's ability to provide a telephony infrastructure as outlined in 3.2.1 or 3.2.2 as appropriate.

3.5 *Site Access and Support Arrangements*

- 3.5.1 Site access and support arrangements between NGC and the relevant TO will allow the NGC service provider reasonable access to NGC owned telephony infrastructure at TO sites.
- 3.5.2 Support arrangements with associated levels of service as part of the standing TO Service Restoration Proposals will be in place between NGC and the relevant TO to enable restoration or maintenance of the TO telephony infrastructure as required.
- 3.5.3 Where Generator or User consent for access to non-TO sites is required NGC shall procure all necessary consents.

3.6 *Telephony Infrastructure Reporting*

- 3.6.1 Widespread failure of the telephony infrastructure may be assessed and reported in line with STCP 3-1 Post Event Analysis and Reporting.

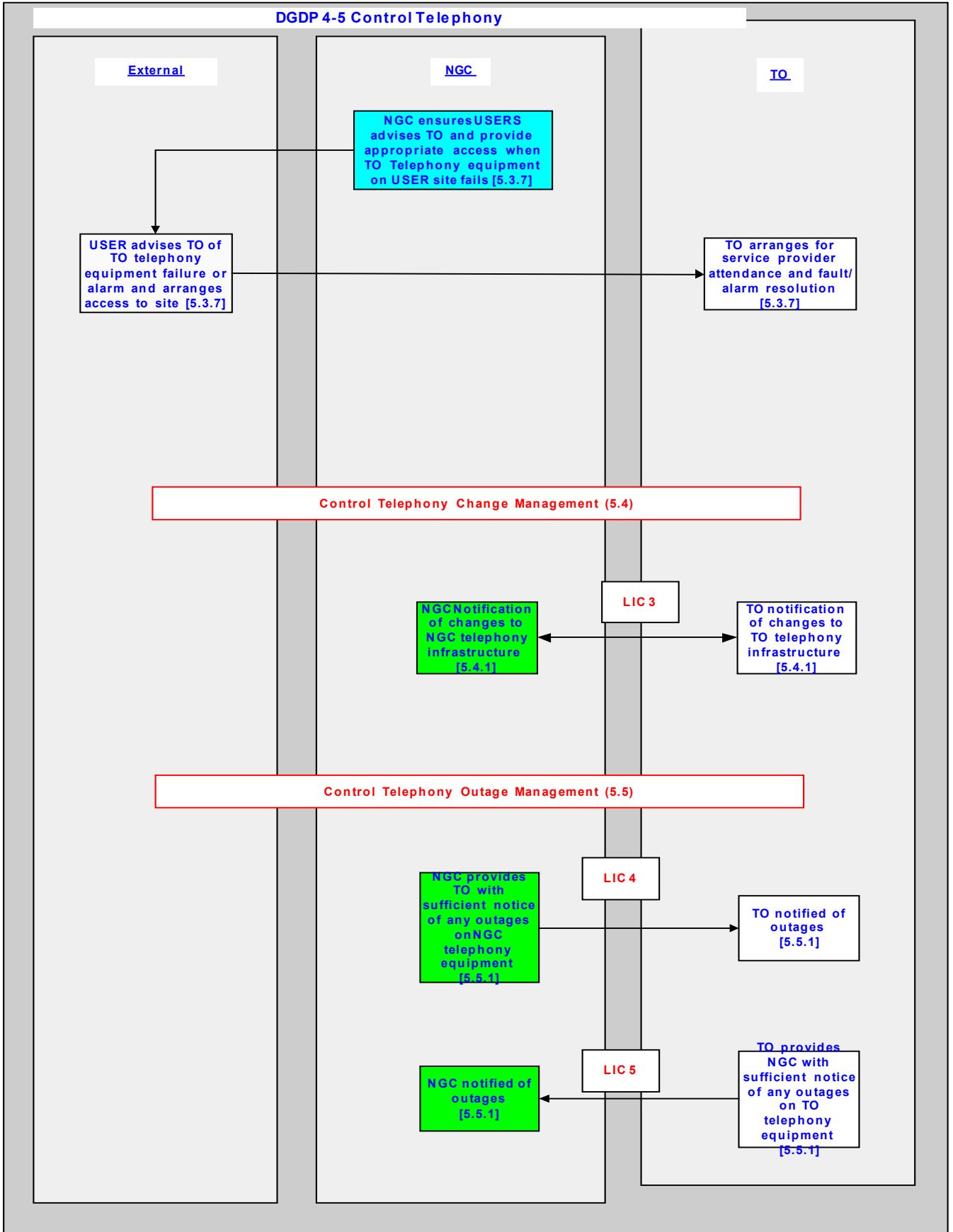
4 Dispute Resolution

- 4.1.1 [Dispute resolution procedure inline with STC XXXXXX]

5 Appendices

Appendix A: Standard Forms/Certificates

Appendix B: Flow Diagram



Appendix C: Definitions

Abbreviations

All defined in STC:

- TO Transmission Owner
- NGC National Grid Company plc
- SPT Scottish Power Transmission
- SHETL Scottish and Southern Electric Transmission Ltd

Definitions (other than those listed in Key Definitions)

Licence definitions used:

- GB Transmission System

CUSC definitions used

- User

STC definitions used:

Transmission

Good Industry Practice

Service Capability Specification

Service Restoration Proposals

Grid Code definitions used:

Control Centres