

## FGO

### OUTLINE OF SERVICES DESCRIPTION

*This is a preliminary draft of the Services Description document. It is still being developed and is being circulated in the interests of making it available for the forthcoming meeting on 21 September. It is still under review by the GTs and Xoserve, so is subject to their further comment and input.*

## 1 Introduction

1.1.1 [Usual introduction]

1.1.2 ...

1.1.3 This Document sets out:

- (a) in paragraph 2, the categories of Service provided by the CDSP;
- (b) in paragraph 3, [/]
- (c) [etc];
- (d) in Annex A, the Service Description Table;
- (e) in Annex B, arrangements for ordering Specific Services [and terms of Specific Services not contained in the Services Description Table];
- (f) in Annex C, arrangements for requesting Additional Services.

## 2 Categories of Services

### 2.1 Introduction

2.1.1 The Services provided by the CDSP comprise:

- (a) General Services in accordance with paragraph [/];
- (b) Specific Services in accordance with paragraph [/];
- (c) Additional Services in accordance with paragraph [/]; and
- (d) Third Party Services in accordance with paragraph [/].

### 2.2 General Services

2.2.1 **General Services** are Services provided under the DSC to Customers or Customers of a Customer Class on a uniform basis.

2.2.2 General Services are specified in the Service Description Table.

### 2.3 Specific Services

2.3.1 **Specific Services** are Services (other than Additional Services) available under the DSC to all Customer or Customers of a Customer Class but provided to a particular Customer only upon the order of the Customer

2.3.2 Specific Services are specified in the Service Description Table.

## 2.4 Additional Services

2.4.1 **Additional Services** are Services provided under the DSC to a particular Customer upon the request of and to the specification of that Customer.

2.4.2 Additional Services are not specified in the Service Description Table but will be specified in an Additional Services Offer in accordance with paragraph [7].

## 2.5 Third Party Services

2.5.1 **Third Party Services** are Services provided to a Third Party, or to a Customer on terms other than the DSC.

2.5.2 Third Party Services are provided subject to the Third Party and Additional Services Policy and will be specified in the relevant Third Party Services Contract.

## 3 Services Description Table

### 3.1 General

3.1.1 The Services Description Table is the spreadsheet in Annex A.

3.1.2 The Services Description Table provides a specification for each General Service and each Specific Service.

3.1.3 Each individual Service in the Services Description Table is a **Service Line**.

3.1.4 Service Lines are grouped into areas (**Service Areas**) as set out in the Services Description Table.

3.1.5 All Specific Services comprise a single Service Area.

### 3.2 Organisation of Service Description Table

3.2.1 The Service Description Table sets out Service Lines (in Service Areas) in respect of General Services separately in the following categories:

Part A - Direct Services - Code Services

Part B - Direct Services - Non-Code Services

Part C - Agency Services for Transporters - Code Services

Part D - Agency Services for Transporters - Non-Code Services

Part E - Agency Services for IGTs - Code Services

Part F - Agency Services for IGTs - Non-Code Services

- 3.2.2 However certain Service Lines for Agency Services are the same for Transporters and IGTs; they are specified in the Service Description Table and constitute the same Service Line even though they are specified in two parts of the table.
- 3.2.3 The Service Description Table sets out Service Lines in respect of Specific Services separately in a single Service Area as a single category (Part G).

### **3.3 Explanation of Service Description Table**

3.3.1 For each Service Line, the Service Description Table sets out (in separate columns) the following:

- (a) *[narrative explanation plus any language to bind parties - eg to state that a Party not entitled to a Service if it fails to meet a precondition; bind customers by the effect of volume limits, etc].*
- (b) [/].

3.3.2 [etc]

## **4 Specific Services**

### **4.1 Details in Annex B**

4.1.1 Annex B sets out, for [each] [certain] Specific Service:

- (a) details of the procedure for a Customer to order the Service;
- (b) additional details to be specified by the Customer when ordering the Service;
- (c) [Charging Measure – if not in table].

## **5 Additional Services**

### **5.1 Details in Annex C**

5.1.1 Annex C sets out:

- (a) the form in which a Customer may request an Additional Service;
- (b) the form in which any offer (**Additional Services Offer**) by the CDSP to provide a requested Additional Service will be made;
- (c) the form in which an Additional Services Offer may be accepted by the Customer.

5.1.2 The Third Party and Additional Services Policy sets on the terms and conditions upon and subject to which the CDSP may offer to provide an Additional Service requested by a Customer.

### **5.2 Terms of Additional Services**

5.3 The terms on which an Additional Service is provided to a Customer are the terms of the DSC together with the terms of the Additional Services Offer.

- 5.3.1 The commitment of the CDSP to provide and of the Customer to receive and pay for an Additional Service pursuant to the DSC arises when the Customer accepts the Additional Services Offer.

## **6 Further terms**

*[Add any general terms we want to include which aren't elsewhere, for example if we need any general provision about CDSP not being obliged to provide services where a customer is in breach of a provision which is a pre-condition to service.]*

*[Consider inclusion of general duty of CDSP to provide support (within its competence) to a Customer under investigation for breach of licence condition or other legal obligation, or clarify that this would be an Additional Service that the CDSP should offer.]*