

# ***STCP 04-5 Issue 004 Operational Telephony***

## ***STC Procedure Document Authorisation***

<b>Party</b>	<b>Name of Party Representative</b>	<b>Signature</b>	<b>Date</b>
National Grid Electricity Transmission plc			
SP Transmission Ltd			
Scottish Hydro-Electric Transmission Ltd			
Offshore Transmission Owners			

## ***STC Procedure Change Control History***

Issue 001	14/03/2005	BETTA Go-Live Version
Issue 002	04/07/2005	Issue 002 incorporating PA027
Issue 003	25/10/2005	Issue 003 incorporating PA034 & PA037
Issue 004	24/06/2009	Issue 004 incorporating changes for Offshore Transmission

## **1 Introduction**

### **1.1 Scope**

1.1.1 The provision of a resilient operational telephony infrastructure is essential for the secure operation of the National Electricity Transmission System. This document details the responsibilities and obligations on NGET 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;
- SHETL; and
- All Offshore Transmission Licence holders as appointed by OFGEM

In the event that specific conditions or exceptions are made in the document relating to an Onshore TO or Offshore TO these will be prefixed appropriately

### **1.2 Objectives**

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

- telephony infrastructure between NGET and TOs;
- the use of the TO's telephony infrastructure by NGET for NGET to communicate with Users in the TO's licensed area; and
- arrangements for access to telephony infrastructure owned by NGET 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 04-5:**

2.1.1 none

## **3 Procedure**

### **3.1 New Telephony Systems**

3.1.1 The telephony facilities to be provided at new User sites is described in STCP18-1: Connection and Modification Application.

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 18-1: Connection and Modification Application.

### **3.2 Management of Telephony Equipment**

3.2.1 NGET shall provide a resilient telephony infrastructure between the NGET telephony system and an agreed connection point on the TO telephony system. The NGET telephony infrastructure 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
- 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
- NGET 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 NGET ownership at a TO location, then that TO shall notify NGET of the alarm or fault, in accordance with STCP 02-1 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 NGET or a significant reduction in resilience, then the relevant TO shall notify NGET 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 NGET 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 NGET shall notify the relevant TO of the alarm or fault.

3.2.7 Where NGET 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 NGET ownership, NGET 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, NGET 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 NGET 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 its 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 NGET or the relevant TO will provide the other Party with notification of a significant outage on its telephony infrastructure that the notifying Party deems to have a significant impact on its 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**

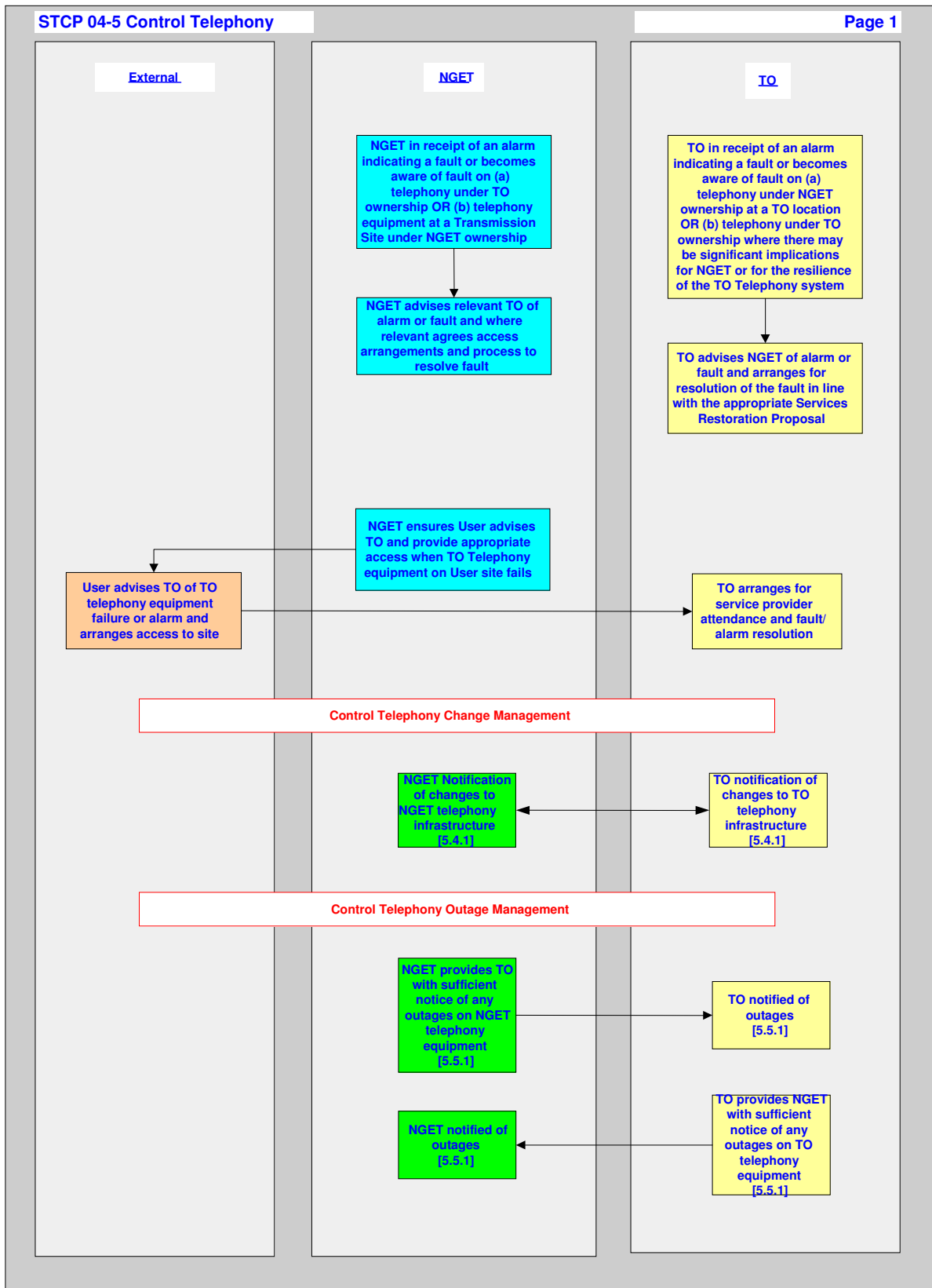
- 3.5.1 Site access and support arrangements between NGET and the relevant TO will allow the NGET service provider reasonable access to NGET owned telephony infrastructure at TO sites.
- 3.5.2 Support arrangements with associated levels of service as part of the standing TO Service Restoration Proposals will be in place between NGET 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 NGET 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 03-1 Post Event Analysis and Reporting.

**Appendix A: Flow Diagram**

Note that the Process Diagrams shown in this Appendix A are for information only. In the event of any contradiction between the process represented in this Appendix and the process described elsewhere in this STCP, then the text elsewhere in this STCP shall prevail.



## ***Appendix B: Abbreviations & Definitions***

### ***Abbreviations***

SPT	SP Transmission Limited
SHETL	Scottish Hydro-Electric Transmission Limited
TO	Transmission Owner

### ***Definitions***

#### ***STC definitions used:***

National Electricity Transmission System

Generator

Good Industry Practice

NGET

Party

Services Capability Specification

Services Restoration Proposals

Transmission

User

#### ***Grid Code definitions used:***

Control Centre