



memo

TO	Service and Content Partners
CC	
FROM	REANNZ
DATE	15 August 2007
SUBJECT	KAREN Service and Content Partner Policy

Purpose

In order to broaden and enrich the experience for members who are connected to KAREN, REANNZ wishes to allow the connection of Service and Content Partners (Partners) to the network. This policy describes the objectives we have in connecting service providers, and outlines the key principles that should be followed to ensure resulting services and content are consistent with KAREN's architecture and principles.

Objectives

In connecting Service and Content Partners, we have the following objectives:

- allow service and content providers to more effectively and efficiently serve our member community
- deliver choice, innovation and pricing benefits to members
- make content and services available over KAREN that would not be possible to deliver over a commodity network
- ensure members continue to enjoy a high-quality KAREN experience
- ensure the provision of services and content by the Partner does not negatively impact on KAREN.

Principles

REANNZ will be guided by any matter it considers relevant in accepting Partner requests for connection to KAREN. Such matters may include the following principles.

- A potential Partner must be formally introduced to REANNZ by one or more members.
- Service Partner preference and success will be driven by the members and associates
- No restrictions will be placed on the number of providers able to connect to KAREN, either in total or within specific markets

- REANNZ may act on behalf of members or groups of members, if requested, to aggregate demand for particular services, or members and associates may do so themselves
- REANNZ may subsequently, on behalf of its members and associates, provide a similar or identical service to members as that provided by a Partner. In this event, Partners offering a similar or identical service may choose to terminate their Agreement and pay no further charges
- REANNZ will levy an annual charge to the Partner for its KAREN connection
- the commercial relationship for service delivery will be between a Partner and the member or associate (or group thereof)
- a Partner must follow KAREN's principles as evidenced in its architecture, objectives and operations, including that the service cannot be bound to other service offerings from that Partner, ie there must be no commercial or technical 'lock-in'
- members must not be restricted access to any other service or routes available on KAREN (unless provided for by law)
- we encourage differentiation between service providers based on service and product excellence, rather than commercial and technical lock-in.

Extent of services

This Policy applies to all services consistent with section 3a of the NAP, including, but not limited to:

- commodity internet connectivity
- remote application hosting
- data backup and recovery
- electronic media and content distribution
- user authentication and federated identity management
- domain name services
- internet safety, user and content management

Network Access

KAREN's Network Access Policy (NAP) explicitly allows for the provision of services to Members over 004BAREN. Section 3(c) states that a Partner Member can be:

Any supplier organisation providing services to Members or Associate Members or REANNZ.

Section 4 states:

Use of the Advanced Network by Partners is limited to the purposes stated in 3(a) except that any Partner-to-Partner traffic must be solely or principally related to

those purposes. Use by Members and Associates is unlimited. Use by all Members, Associates and Partners is also subject to the terms of their Access Agreements which will include an Acceptable Use Policy.

Advanced Network Members, Associates and Partners are not permitted to re-sell Advanced Network services.

The Advanced Network is not to be used to support transit traffic between commercial networks or Content and Service Partners.

The full Network Access Policy is available at <http://www.karen.net.nz/assets/Uploads/Documents/Network-Access-Policy.pdf>

Pricing

Pricing for individual Partners will vary depending on the nature of the services provided, and the impact these have on the network.

Our preferred pricing model is for an annual 'access fee' plus a charge for a particular size of bandwidth access over KAREN, in steps of 10Mb/s, 100Mb/s, 500Mb/s and 1,000 Mb/s.

Minimum contract periods will be 12 months, with discounts available for 24 and 36 month commitments.

Billing by REANNZ will occur quarterly, in advance.

We intend that the Partner's annual charges will cover all services and content offered by that Partner.