



Memorandum of Understanding
Document Version 0.6 (2014-10-16)

The undersigned confirms the participation of the below mentioned network in the Uganda Internet Exchange Point (UIXP) and that the Technical, Organizational, and Commercial requirements listed within this document are accepted and shall be adhered to.

Company Name: _____

Company Address: _____

Administrative Contact Name: _____

E-mail: _____

Telephone: _____

Technical Contact Name: _____

E-mail: _____

Telephone: _____

Authorized Representative Name: _____

Position: _____

Signature: _____

Date (YYYY / MM / DD): _____ / _____ / _____



A. Technical requirements

1. Participants shall be provided with 2U rack space. Participants who wish to utilize additional rack-space must acquire written consent from the UIXP Management Team.
2. All participant equipment must be rack-mountable and installed within the participant's designated rack-space. Any equipment that is not rack-mountable must be specifically approved in writing by the UIXP management team prior to installation. All other equipment shall be removed without warning.
3. UIXP provides all participants with a layer-2 switch fabric, a designated switch port, and BGP route servers.
4. Participants may only connect equipment which they own and operate themselves to the UIXP. They may not connect equipment on behalf of third parties.
5. Peers may only utilize a single layer-2 MAC address to connect a single layer-3 router to the UIXP switch fabric.
6. UIXP participants are encouraged to advertise their IP address prefix(es) to the UIXP route servers. Peers shall not advertise IP address prefix(es) other than their own without the prior written permission of the assigned holder of the address space. A copy of this written permission must be submitted to the UIXP.
7. Peers shall not use any UIXP switch port other than the one allocated to them. Participants who wish to use additional ports must first acquire the written consent of the UIXP Management Team.
8. Peers shall not advertise a next-hop other than their own.
9. Peering between routers across UIXP shall be via BGP-4.
10. Peers shall not generate unnecessary route flap.
11. Peers are strongly encouraged to make consistent routing announcements to UIXP neighbors, upstream neighbors, and all other IP peering interconnects.
12. Peers shall not point their default route to the UIXP or any peer.
13. Participants must, on all interfaces connected to the UIXP switch fabric, disable Proxy ARP, ICMP redirect, CDP, IRDP, directed broadcasts, IEEE802 Spanning Tree, any interior routing protocol broadcasts, and any MAC layer broadcasts other than ARP or inverse-ARP.
14. Peers must, on all interfaces connected to the UIXP switch fabric, disable any duplex, speed, or other link parameter auto-sensing.
15. Peers must set netmasks on all interfaces connected to the UIXP to include the entire UIXP peering LAN (currently 196.223.25.0/25 and 2001:43f8:0130::/112).



16. Peers shall avoid congestion on their interfaces or transmission links at or into UIXP so as to not cause unwanted latency or packet loss for traffic at the UIXP.
17. Participants shall not announce ("leak") prefixes including some or all of the UIXP peering LAN to other networks without explicit permission of UIXP.
18. Participants must clearly label all equipment that resides at the UIXP facility with ownership and contact information.
19. Participants must not touch any equipment and/or cabling owned by other UIXP participants without the explicit permission of the UIXP or the participant who owns the equipment.
20. Participants shall not install traffic monitoring software to monitor traffic passing through UIXP, except through their own router ports. UIXP may monitor any port, however any information gathered shall be kept strictly confidential except where required by law or where a violation of this Memorandum of Understanding has been determined by the UIXP Management Team. The UIXP Management Team shall notify all participants of any monitoring system implementations or changes.
21. Participants shall endeavor to provide advance notice via email to each of their BGP peers, in the event that a service disruption or discontinuity of BGP peering can be foreseen.
22. The UIXP shall publicly publish per-port and aggregate statistics of traffic flowing over the exchange switch.
23. Participants shall not intentionally provide transit services across the UIXP switch fabric.
24. Failure to comply with any of the above requirements may result in temporary or permanent disconnection.

B. Organizational Requirements

1. Participants have a duty of confidentiality to the other UIXP participants in UIXP affairs.
2. Peers must provide 24x7 contact details for use by UIXP staff.
3. In matters of the UIXP, the primary means of communication shall be via email.
4. Peers must not refer customers or customers' agents to UIXP staff. All queries must be directed through the peer's support staff.
5. Peers must not carry out any illegal activities through UIXP. All participants are to obey the laws of the country. Failure to comply may result in temporary or permanent disconnection.
6. Participants are required to pay all fees (according to Section C of this document) in advance. Failure to do so shall result in immediate disconnection.



7. Participants are responsible for ensuring that all contact information held by the UIXP in connection with their participation is correct and up to date.
8. Participants are responsible for ensuring that their employees register for secure access to the UIXP facility.
9. All applications to join the UIXP must follow the correct joining procedure as follows:
 - a. A formal request letter is submitted to the UIXP Management Team, signed by an authorized representative of the requesting company/participant
 - b. Applications shall be accepted provided that this MoU is accepted and signed by an authorized representative of the requesting company/participant
 - c. Applications must be accompanied by any fees required according to Section C of this document.
10. Any complaints must be made in writing to the UIXP Management Team. All decisions made by the UIXP Management Team shall be final.
11. The UIXP shall not provide rebates of any sort for down time. The UIXP does not warrant or assume any liability or responsibility for services provided or not provided.
12. Participants of the UIXP are requested to give 3 months notice in writing to the UIXP Management Team if they intend to stop using the IXP. There shall be no refund on charges under any circumstances.

C. Miscellaneous

1. All exchange participants shall be given a minimum 21 days notice prior to the implementation of any changes to this policy.
2. Following the notice period, all exchange participants shall be required to sign an updated copy of this document in order to continue receiving services from the UIXP.