



REFERENCE INTERCONNECT OFFER 6

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PART 3. SPECIAL ACCESS SERVICES**1 119 Emergency Services Access Service****1.1 Description**

- 1.1.1 The 119 Emergency Services Access Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2 The 119 Emergency Services Access Service will provide conveyance of Calls addressed to the valid 119 emergency services access number from Service Taker PSTN Subscriber Connection, the Service Taker ISDN Subscriber Connection or the Service Taker Mobile Subscriber Connection from the Point of Connection through the Service Supplier PSTN or ISDN as the case may be to the specific regional Emergency Centre indicated by the called number.
- 1.1.3 The valid numbers for the 119 Emergency Services Access Service are stated in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.4 The 119 Emergency Services Access Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.5 The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.

1.2 Specific Responsibilities

- 1.2.1 Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 2.1 of this Service Description.
- 1.2.2 Service Supplier will be responsible for the metering and billing necessary to charge Service Taker for all Calls passed by Service Taker to the Emergency Centre via the Service Supplier PSTN or ISDN as the case may be using the 119 Emergency Services Access Service in accordance with the Joint Working Manual.
- 1.2.3 Service Supplier will be responsible for monitoring the service quality and managing and providing management information about the 119 Emergency Services Access Service from the Point of Connection to the Emergency Centre and Service Taker will be responsible for monitoring the service quality and managing and providing management information about the 119 Emergency Services Access Service from the Service Taker PSTN Subscriber Connection, the Service Taker ISDN Subscriber Connection or the Service Taker Mobile Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's and Service Taker's management systems will not be provided.
- 1.2.4 Service Taker will be responsible for forecasting usage of the 119 Emergency Services Access Service in accordance with the Joint Working Manual.

- 1.2.5 Service Taker will be responsible for validating the called number against the valid 119 emergency service numbers. In accordance with Clause 8.2, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not addressed to numbers listed in the Service Schedule as valid numbers for the 119 Emergency Services Access Service.
- 1.2.6 Service Taker will be responsible for communicating the valid numbers for access to the emergency services to their Subscribers and for keeping their Subscribers informed of any changes.
- 1.2.7 Service Taker will be responsible for handling all enquiries and complaints from an Emergency Centre about Calls conveyed via through the 119 Emergency Services Access Service.
- 1.2.8 Each Emergency Centre shall take a responsibility for the management of and action taken as a consequence of a Call when the Call has been handed over by Service Supplier. The Service Supplier is not responsible under this Agreement for any acts or omissions of the Emergency Centre in dealing with the Call.
- 1.2.9 The Parties will co-operate to comply with any directions from appropriate Ministerial departments that may affect this service.

1.3 Quality of service

- 1.3.1 In accordance with Clause 15 of the Legal Framework the Service Supplier will provide the 119 Emergency Services Access Service 24 hours/day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2 Quality of Service levels and Fault Restoration Times for the 119 Emergency Services Access Service will be measured and reported in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

1.4 Configuration

- 1.4.1 The 119 Emergency Services Access Service will be available at the Service Supplier ISLs specified in the Service Schedule.
- 1.4.2 Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the 119 Emergency Services Access Service is offered in accordance with the principles described in the Joint Working Manual and the Parameter Schedule.
- 1.4.3 Service Supplier will undertake the necessary routing and translation for all codes that require routing or translation across its System.

1.5 Charges

- 1.5.1 The tariffs for Charges for the 119 Emergency Services Terminating Access Service are specified in the Tariffs Schedule.
- 1.5.2 The Charges for the 119 Emergency Services Access Service are payable in accordance with Clause 9 of the Legal Framework and can be varied in accordance with Clause 10 of the Legal Framework and are in addition to any other Charges

payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.

- 1.5.3 Usage charges include
- Call Setup Charges,
 - Interconnect Specific Charges depending on duration; and
 - Call Duration Charges depending on distance, duration and Tariff Period.
- 1.5.4 The National Rate tariff for usage charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL which is in a different Interconnect Access Area from the Emergency Centre.
- 1.5.5 The Regional Rate tariff for usage charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL that is in a same Interconnect Access Area as the Emergency Centre.
- 1.5.6 For each Answered Call, the Call Setup Charge will be applicable when Call Start occurs.
- 1.5.7 The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by Service Supplier and the number of Time Units that shall apply will be calculated by Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.
- 1.5.8 The start and end times of the peak, off-peak and weekend periods are defined in the Tariffs Schedule. Answered Calls passing the peak / off-peak / weekend borders will be calculated according to the corresponding tariffs by splitting the duration's in relevant periods.
- 1.5.9 If the provision of Signalling Links is consistent with the dimensioning rule specified in Joint Working Manual the tariffs will include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.
- 1.5.10 For the avoidance of doubt, the Tariffs Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the Emergency Services Access Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums that may be payable pursuant to Clause 8.2 of the Legal Framework.

- End of Service Description -

1 110 Emergency Services Access Service

1.1 Description

- 1.1.1 The 110 Emergency Services Access Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2 The 110 Emergency Services Access Service will provide conveyance of Calls addressed to the valid 110 Emergency Services Access Service numbers from Service Taker PSTN Subscriber Connections, Service Taker ISDN Subscriber Connections or Service Taker Mobile Subscriber Connections from the Point of Connection through the Service Supplier PSTN or ISDN as the case may be to the Service Supplier 110 Call Centre and from there to the specific regional Emergency Centre indicated by the called number and will include assistance from a Service Supplier 110 Call Centre Operator.
- 1.1.3 The valid numbers for the 110 Emergency Services Access Service are stated in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.4 The 110 Emergency Services Access Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.5 The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.

1.2 Specific Responsibilities

- 1.2.1 Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.
- 1.2.2 Service Supplier will be responsible for the metering and billing necessary to charge Service Taker for all Calls passed by Service Taker to the Emergency Centre via the Service Supplier PSTN or ISDN as the case may be and the Service Supplier 110 Call Centre using the Emergency Services Access Service in accordance with the Joint Working Manual.
- 1.2.3 Service Supplier will be responsible for managing, operating and maintaining the ACD System and associated computer system and for providing training for the Service Supplier 110 Call Centre Operators and the necessary working environment.
- 1.2.4 Service Supplier will be responsible for monitoring the service quality and managing and providing management information about the 110 Emergency Services Access Service from the Point of Connection to the Emergency Centre and Service Taker will be responsible for monitoring the service quality and managing and providing management information about the 110 Emergency Services Access Service from the Service Taker PSTN Subscriber Connection, the Service Taker ISDN Subscriber Connection or the Service Taker Mobile Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of

doubt, access to the Service Supplier's and Service Taker's management systems will not be provided.

- 1.2.5 Service Taker will be responsible for forecasting usage of the 110 Emergency Services Access Service in accordance with the Joint Working Manual.
- 1.2.6 Service Taker will be responsible for validating the called number against the valid 110 emergency service access numbers. In accordance with Clause 8.2 of the Legal Framework, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are addressed to numbers not listed in the Service Schedule as valid numbers for the 110 Emergency Services Access Service.
- 1.2.7 Service Taker will be responsible for communicating the valid numbers of the various emergency services to their Subscribers and for keeping their Subscribers informed of any changes.
- 1.2.8 Service Taker will be responsible for handling all enquiries and complaints from an Emergency Centre about Calls from Service Taker Mobile Subscriber Connections conveyed via through the 110 Emergency Services Access Service.
- 1.2.9 Each Emergency Centre shall take a responsibility for the management of and action taken as a consequence of a Call when the Call has been handed over by Service Supplier. The Service Supplier is not responsible under this Agreement for any acts or omissions of the Emergency Centre in dealing with the Call.
- 1.2.10 The Parties will co-operate to comply with any directions from appropriate ministerial departments that may affect this Service.

1.3 Quality of service

- 1.3.1 In accordance with Clause 15 of the Legal Framework, Service Supplier will provide the 110 Emergency Services Access Service 24 hours/day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2 Quality of Service levels and Fault Restoration Times for the 110 Emergency Services Access Service will be measured and reported in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

1.4 Configuration

- 1.4.1 The 110 Emergency Services Access Service will be available at the Service Supplier ISLs specified in the Service Schedule.
- 1.4.2 Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the 110 Emergency Services Access Service is offered and required in accordance with the principles described in the Joint Working Manual and the Parameter Schedule.
- 1.4.3 Service Supplier will route the Call from the Point of Connection to the Emergency Centre nearest to the location described by the calling party.
- 1.4.4 Service Supplier will undertake the necessary routing and translation for all codes that require routing or translation across its System.

1.5 Charges

- 1.5.1 The tariffs for Charges for the 110 Emergency Services Terminating Access Service are specified in the Tariffs Schedule.
- 1.5.2 The Charges for the 110 Emergency Services Access Service are payable in accordance with Clause 9 of the Legal Framework and can be varied in accordance with Clause 10 of the Legal Framework and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.
- 1.5.3 Usage Charges include
- Call Setup;
 - Interconnect Specific depending on duration;
 - Call Duration depending on distance, duration and Tariff Period; and
- 1.5.4 The National Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL that is in a different Interconnect Access Area from the Emergency Centre.
- 1.5.5 The Regional Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL that is in a same Interconnect Access Area as the Emergency Centre.
- 1.5.6 For each Answered Call, the Call Setup charge and Interconnect Specific Charge will be applicable when Call Start occurs.
- 1.5.7 The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by Service Supplier and the number of Time Units that shall apply will be calculated by Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.
- 1.5.8 The start and end times of the peak, off-peak and weekend periods are defined in the Tariffs Schedule. Answered Calls passing the peak / off-peak / weekend borders will be calculated according to the corresponding tariffs by splitting the duration's in relevant periods.
- 1.5.9 If the provision of Signalling Links is consistent with the dimensioning rule specified in Joint Working Manual, the tariffs will include charges for the handling of signalling messages required based on the specification of the Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.
- 1.5.10 For the avoidance of doubt, the Tariffs Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the 110 Emergency Services Access Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums payable pursuant to Clause 8.2 of the Legal Framework.

- End of Service Description -

2 Weather Warning Service

2.1 Description

- 2.1.1 The Weather Warning Service will be provided by Service Supplier to Service Taker, in accordance with the terms and conditions of this Agreement.
- 2.1.2 The Weather Warning Service will provide conveyance of Calls from Service Taker Subscriber Connections from the Point of Connection to the Service Supplier Weather Warning platform via the Service Supplier PSTN and will include the provision of information by the Service Supplier Weather Warning platform.
- 2.1.3 The valid number for the Weather Warning Service is stated in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 2.1.4 The Weather Warning Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 2.1.5 The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.

2.2 Specific Responsibilities

- 2.2.1 Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out below.
- 2.2.2 Service Supplier will be responsible for the metering and billing to charge Service Taker for all Calls passed from Service Taker to the Service Supplier Weather Warning platform using the Weather Warning Service in accordance with the Joint Working Manual.
- 2.2.3 Service Supplier will be responsible for managing, operating and maintaining the Service Supplier Weather Warning platform and associated computer systems.
- 2.2.4 Service Supplier will be responsible for monitoring the quality, managing and providing management information about the Weather Warning Service from the Point of Connection to the Service Supplier Weather Warning platform and Service Taker will be responsible for monitoring the quality, managing and providing management information about the Weather Warning Service from the Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's and Service Taker's management systems will not be provided.
- 2.2.5 Service Taker will be responsible for forecasting usage of the Weather Warning Service in accordance with the Joint Working Manual
- 2.2.6 Service Taker will be responsible for validating the called number against the valid weather warning service number. In accordance with Clause 8.2 of the Legal Framework, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not addressed to numbers listed in the Service

Schedule as valid numbers for the Weather Warning Service.

2.3 Quality of service

2.3.1 In accordance with Clause 15 of the Legal Framework, Service Supplier will provide the Weather Warning Service 24 hours/day, every day, to the Quality of Service level set out in the Joint Working Manual and Parameter Schedule.

2.3.2 Quality of Service levels and Fault Restoration Times for the Weather Warning Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual. In the event that service standards are not met, then the Joint Working Manual specifies the necessary actions to be taken.

2.4 Configuration

2.4.1 The Weather Warning Service will be available at Service Supplier ISLs specified in the Service Schedule.

2.4.2 Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the Weather Warning Service is offered and required in accordance with the principles described in the Joint Working Manual.

2.4.3 Service Supplier will undertake the necessary routing and translation for all codes that require routing or translation across its System.

2.5 Tariffs

2.5.1 The tariffs for Charges for the Weather Warning Service are specified in the Tariffs Schedule.

2.5.2 The Charges for the Weather Warning Service are payable in accordance with Clause 9 of the Legal Framework and can be varied in accordance with Clause 10 of the Legal Framework and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.

2.5.3 Usage Charges include

- Call Setup Charges,
- Interconnect Specific Charges depending on duration; *and*
- Call Duration depending on distance, duration and Tariff Period; and

2.5.4 The National Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL in an Interconnect Access Area other than where the Weather Warning platform is located.

2.5.5 The Regional Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL in an Interconnect Access Area where the Weather Warning platform is located.

2.5.6 For each Answered Call, the Call Setup charge and Interconnect Specific Charges will be applicable when Call Start occurs.

2.5.7 The duration of an Answered Call will be measured from Call Start to Call End. The

duration of an Answered Call will be logged by Service Supplier and the number of Time Units that shall apply shall be calculated by the Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.

- 2.5.8 The start and end times of peak, off-peak and weekend periods are defined in the Tariffs Schedule. Answered Calls passing the peak / off-peak / weekend borders will be calculated according to the corresponding tariffs by splitting the duration into the relevant periods.
- 2.5.9 If the provision of Signalling Links is consistent with the dimensioning rule specified in Joint Working Manual, the tariffs will include all charges for the handling of signalling messages as required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Message and SMS messages.
- 2.5.10 For the avoidance of doubt, the Tariffs Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the Weather Warning Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums payable pursuant to Clause 8.2 of the Legal Framework.

- **End of Service Description** -

1 National DQ Service

1.1 Description

- 1.1.1 The National DQ Service will be provided by Service Supplier to Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2 The National DQ Service will provide conveyance of Calls addressed to the valid national DQ numbers from Service Taker PSTN Subscriber Connections, Service Taker ISDN Subscriber Connections and Service Taker Mobile Subscriber Connections from the Point of Connection to a Service Supplier National DQ Call Centre via the Service Supplier PSTN or ISDN as the case may be and includes the provision of number information by Service Supplier DQ Call Centre from the Service Supplier National Directory Database.
- 1.1.3 The valid national DQ number is listed in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.4 The National DQ Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.5 The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.
- 1.1.6 The call greeting will be specified in the Parameter Schedule.
- 1.1.7 Calls will be handled by an ACD system located at a Service Supplier DQ Call Centre and Calls will be queued. If a queue place is not available, the Service Taker Subscriber Connection will receive busy tone.
- 1.1.8 One telephone number per Call may be requested. The minimum information needed from the Service Taker Subscriber is name and (partial) address.
- 1.1.9 If a listing is found, the applicable telephone number will be read back through an Interactive Voice Response (IVR) system or by the agent. Where more than one listing is found, telephone numbers relating to the primary two listings only will be given out. If the listing that is found is ex-directory, the IVR or agent will state that the requested number is unlisted, or that the requested telephone numbers cannot be disclosed. Where no listings are found, the IVR or agent dialogue will state that the requested number is unlisted or cannot be found.
- 1.1.10 The information available in the Service Supplier National Directory Database will depend on agreements with the Third Party Telecom Providers (and the Service Taker) for inclusion of applicable Subscriber information and Service Supplier is not responsible for any omissions or inaccuracies. Such information is not provided or included pursuant to this Service Schedule.

1.2 Specific Responsibilities

- 1.2.1 Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service

Description.

- 1.2.2 Service Supplier will be responsible for the metering and billing to charge Service Taker for all Calls passed by Service Taker to the Service Supplier DQ call centre via the Service Supplier PSTN or ISDN as the case may be using the National DQ Service in accordance with the Joint Working Manual.
- 1.2.3 Service Supplier will be responsible for managing, operating and maintaining the Service Supplier Standard National Directory Database and associated computer systems and providing training for the DQ Operators and the necessary working environment.
- 1.2.4 Service Supplier will be responsible for monitoring the quality, managing and providing management information about the National DQ Service from the Point of Connection to the Service Supplier DQ call centre and Service Taker will be responsible for monitoring the quality, managing and providing management information about the National DQ Service from the Service Taker PSTN Subscriber Connection, the Service Taker ISDN Subscriber Connection or the Service Taker Mobile Subscriber Connection in accordance with the Joint Working Manual. For the avoidance of doubt, no access to the Service Supplier's or Service Taker's management systems will be provided.
- 1.2.5 Service Taker will be responsible for forecasting usage of the National DQ Service in accordance with the Joint Working Manual
- 1.2.6 Service Taker will be responsible for validating the called number against the valid national DQ number. In accordance with Clause 8.2 of the Legal Framework, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not addressed to a number listed in the Service Schedule as valid numbers for the National DQ Service.
- 1.2.7 Service Taker will be responsible for managing any end-to-end Services provided by Service Taker to Service Taker Subscribers that use the National DQ Service.

1.3 Quality of service

- 1.3.1 In accordance with Clause 15, Service Supplier will provide the National DQ Service 24 hours/day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2 Quality of Service levels and Fault Restoration Times for the National DQ Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

1.4 Configuration

- 1.4.1 The National DQ Service will be available at the Service Supplier ISLs specified in the Service Schedule.
- 1.4.2 Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the National DQ Service is offered and required in accordance with the principles

described in the Joint Working Manual and the Parameter Schedule.

- 1.4.3 Service Supplier will undertake the necessary routing and translation for all codes that require routing or translation across its System.

1.5 Charges

- 1.5.1 The tariffs for Charges for the National DQ Service are specified in the Tariffs Schedule.
- 1.5.2 The Charges for the National DQ Service are payable in accordance with Clause 9 of the Legal Framework and can be varied in accordance with Clause 10 of the Legal Framework and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.
- 1.5.3 Usage Charges will include
- Call Setup Charges;
 - Interconnect Specific Charges depending on duration; and
 - Call Duration Charges depending on distance, duration and Tariff Period.
- 1.5.4 The National Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL in an Interconnect Access Area other than where the Service Supplier DQ Call Centre is situated.
- 1.5.5 The Regional Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL in the Interconnect Access Area where the Service Supplier DQ Call Centre is situated.
- 1.5.6 For each Answered Call, the Call Setup Charges will be applicable when Call Start occurs.
- 1.5.7 The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by Service Supplier and the number of Time Units that shall apply will be calculated by Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.
- 1.5.8 The start and end times of the peak, off-peak and weekend periods are defined in the Tariffs Schedule. Answered Calls passing the peak / off-peak / weekend borders will be calculated according to the corresponding tariffs by splitting the duration in to the relevant periods.
- 1.5.9 If the provision of Signalling Links is consistent with the dimensioning rule specified in Joint Working Manual, the tariffs will include all charges for the handling of signalling messages as required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.
- 1.5.10 For the avoidance of doubt, the Tariffs Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the International DQ Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums payable pursuant to Clause 8.2 of the Legal Framework.

- End of Service Description -

1 International DQ Service

1.1 Description

- 1.1.1 The International DQ Service will be provided by Service Supplier to Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2 The International DQ Service will provide conveyance of Calls from Service Taker PSTN Subscriber Connections, Service Taker ISDN Subscriber Connections and Service Taker Mobile Subscriber Connections from the Point of Connection to a Service Supplier International DQ Call Centre via the Service Supplier PSTN or ISDN as the case may be and includes the provision of number information by the Service Supplier International DQ Call Centre from the Service Supplier International Directory Database.
- 1.1.3 The valid international DQ number is stated in the Services Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.4 The International DQ Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.5 The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.
- 1.1.6 The call greeting will be specified in the Parameter Schedule.
- 1.1.7 Calls will be handled by an ACD system located at a Service Supplier International DQ Call Centre and Calls will be queued. If a queue place is not available, the Service Taker Subscriber will receive busy tone.
- 1.1.8 A search for one telephone number per Call may be requested. The minimum information needed from the Service Taker Subscriber is country, name and (partial) address.
- 1.1.9 If a listing is found, the applicable telephone number will be read back through an Interactive Voice Response (IVR) system or by the agent. Where more than one listing is found, telephone numbers relating to the primary two listings only will be read back through an IVR system or by the agent. If the listing that is found is ex-directory, the IVR or agent will state that the requested number is unlisted, or that the requested number cannot be disclosed. Where no listings are found, the IVR or agent will state that the number is unlisted or cannot be found.
- 1.1.10 The information available in the Service Supplier International DQ Database will depend on agreements with International DQ Database Providers outside of Jamaica and Service Supplier is not responsible for any omissions or inaccuracies.

1.2 Specific Responsibilities

- 1.2.1 Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.

- 1.2.2 Service Supplier will be responsible for the metering and billing to charge Service Taker for all Calls passed by Service Taker to the Service Supplier International DQ Call Centre via the Service Supplier PSTN or ISDN as the case may be using the International DQ Service in accordance with the Joint Working Manual.
- 1.2.3 Service Supplier will be responsible for managing, operating and maintaining the Service Supplier International DQ Database and associated computer systems and providing training for the International DQ Operators and the necessary working environment.
- 1.2.4 Service Supplier will be responsible for monitoring the quality, managing and providing management information about the International DQ Service from the Point of Connection to the Service Supplier International DQ Call Centre and Service Taker will be responsible for monitoring the quality, managing and providing management information about the International DQ Service from the Service Taker PSTN Subscriber Connection, the Service Taker ISDN Subscriber Connection or the Service Taker Mobile Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's or Service Taker's management systems will not be provided.
- 1.2.5 Service Taker will be responsible for forecasting usage of the International DQ Service in accordance with the Joint Working Manual.
- 1.2.6 Service Taker will be responsible for validating the called number against the valid international DQ number. In accordance with Clause 8.2 of the Legal Framework, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not addressed to a number listed in the Service Schedule as valid numbers for the International DQ Service.
- 1.2.7 Service Taker will be responsible for managing any end-to-end Services provided by Service Taker to Service Taker Subscribers that use the International DQ Service.

1.3 Quality of service

- 1.3.1 In accordance with 15 of the Legal Framework, Service Supplier will provide the International DQ Service 24 hours/day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2 Quality of Service levels and Fault Restoration Times for the International DQ Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

1.4 Configuration

- 1.4.1 The International DQ Service will be available at Service Supplier ISLs specified in the Service Schedule.
- 1.4.2 Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the International DQ Service is offered and required in accordance with the principles described in the Joint Working Manual and the Parameter Schedule.
- 1.4.3 Service Supplier will undertake the necessary routing and translation for all codes that

require routing or translation across its System.

1.5 Charges

- 1.5.1 The tariffs for Charges for the International DQ Service are specified in the Tariffs Schedule.
- 1.5.2 The Charges for the International DQ Service are payable in accordance with Clause 9 of the Legal Framework and can be varied in accordance with Clause 10 of the Legal Framework and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.
- 1.5.3 Usage Charges will include
- Call Setup Charges,
 - Interconnect Specific Charges depending on duration;
 - Call Duration Charges depending on distance, duration and Tariff Period; and
- 1.5.4 The National Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL in an Interconnect Access Area other than where the Service Supplier International DQ Call Centre is located.
- 1.5.5 The Regional Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL in the Interconnect Access Area where the Service Supplier International DQ Call Centre is located.
- 1.5.6 For each Answered Call, the Call Setup Charge will be applicable when Call Start occurs.
- 1.5.7 The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by Service Supplier and the number of Time Units that shall apply will be calculated by Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.
- 1.5.8 The start and end times of the peak, off-peak and weekend periods are defined in the Tariffs Schedule. Answered Calls passing the peak / off-peak / weekend borders will be calculated according to the corresponding tariff by splitting the duration into the relevant periods.
- 1.5.9 If the provision of Signalling Links is consistent with the dimensioning rule specified in Joint Working Manual, the tariffs will include all charges for the handling of signalling messages required based on the specification of the Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.
- 1.5.10 For the avoidance of doubt, the Tariffs Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the International DQ Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums that may be payable pursuant to Clause 8.2 of the Legal Framework.

- End of Service Description -

1 1-888 Call CWJ Access Service

1.1 Description

- 1.1.1 The 1-888 Call CWJ Access Service will be provided by Service Supplier to Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2 The 1-888 Call CWJ Access Service will provide conveyance of Calls addressed to the valid 1-888 Call CWJ number from Service Taker PSTN Subscriber Connections, Service Taker ISDN Subscriber Connections and Service Taker Mobile Subscriber Connections from the Point of Connection to a Service Supplier 1-888 Call CWJ Call Centre via the Service Supplier PSTN or ISDN as the case may be and includes the provision of assistance by a Service Supplier 1-888 Call CWJ Operator. The valid 1-888 Call CWJ access number is stated in the Services Schedule.
- 1.1.3 The 1-888 Call CWJ Access Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.4 The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.
- 1.1.5 Calls will be handled by an ACD system located at a Service Supplier 1-888 Call CWJ Call Centre and Calls will be queued. If a queue place is not available, the Service Taker Subscriber will receive busy tone.

1.2 Specific Responsibilities

- 1.2.1 Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.
- 1.2.2 Service Supplier will be responsible for the metering and billing to charge Service Taker for all Calls passed by Service Taker to the Service Supplier 1-888 Call CWJ Call Centre via the Service Supplier PSTN or ISDN as the case may be using the 1-888 Call CWJ Access Service in accordance with the Joint Working Manual.
- 1.2.3 Service Supplier will be responsible for managing, operating and maintaining the Service Supplier 1-888 Call CWJ ACD System and associated computer systems and providing training for the 1-888 Call CWJ Operators and the necessary working environment.
- 1.2.4 Service Supplier will be responsible for monitoring the quality, managing and providing management information about the 1-888 Call CWJ Access Service from the Point of Connection to the Service Supplier 1-888 Call Centre and Service Taker will be responsible for monitoring the quality, managing and providing management information about the 1-888 Call CWJ Access Service from the Service Taker PSTN Subscriber Connection, the Service Taker ISDN Subscriber Connection or the Service Taker Mobile Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's or Service Taker's management systems will not be provided.
- 1.2.5 Service Taker will be responsible for forecasting usage of the International DQ Service in accordance with the Joint Working Manual.

- 1.2.6 Service Taker will be responsible for validating the called number against the valid 1-888 Call CWJ number. In accordance with Clause 8.2 of the Legal Framework, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not addressed to numbers listed in the Service Schedule as valid numbers for the 1-888 Call CWJ Access Service.
- 1.2.7 Service Taker will be responsible for managing any end-to-end Services provided by Service Taker to Service Taker Subscribers that use the 1-888 Call CWJ Access Service.
- 1.2.8 Service Taker is responsible for communicating to its Subscribers that the 1-888 Call CWJ Access Service cannot be used by Service Taker's Subscribers to make enquiries about the Service Taker's services.
- 1.2.9 The Service Supplier has no responsibility under this Agreement for any acts or omissions of the 1-888 Call CWJ Call Centre in dealing with requests made during the Call.

1.3 Quality of service

- 1.3.1 In accordance with Clause 15 of the Legal Framework, Service Supplier will provide the 1-888 Call CWJ Access Service 24 hours/day, every day, to the Quality of Service level set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2 Quality of Service levels and Fault Restoration Times for the 1-888 Call CWJ Access Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

1.4 Configuration

- 1.4.1 The 1-888 Call CWJ Access Service will be available at Service Supplier ISLs specified in the Service Schedule.
- 1.4.2 Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the 1-888 Call CWJ Access Service is offered and required in accordance with the principles described in the Joint Working Manual and the Parameter Schedule.
- 1.4.3 Service Supplier will undertake the necessary routing and translation for all codes that require routing or translation across its System.

1.5 Charges

- 1.5.1 The tariffs for Charges for the 1-888 Call CWJ Access Service are specified in the Tariffs Schedule.
- 1.5.2 The Charges for the 1-888 Call CWJ Access Service are payable in accordance with Clause 9 of the Legal Framework and can be varied in accordance with Clause 10 of the Legal Framework and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.
- 1.5.3 Usage Charges will include

- Call Setup Charges,
 - Interconnect Specific Charges depending on duration;
 - Call Duration Charges depending on distance, duration and Tariff Period; and
- 1.5.4 The National Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL in an Interconnect Access Area other than where the Service Supplier 1-888 Call CWJ Call Centre is located.
- 1.5.5 The Regional Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL in the Interconnect Access Area where the Service Supplier 1-888 Call CWJ Call Centre is located.
- 1.5.6 For each Answered Call, the Call Setup Charge will be applicable when Call Start occurs.
- 1.5.7 The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by Service Supplier and the number of Time Units that shall apply will be calculated by Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.
- 1.5.8 The start and end times of the peak, off-peak and weekend periods are defined in the Tariffs Schedule. Answered Calls passing the peak / off-peak / weekend borders will be calculated according to the corresponding tariff by splitting the duration into the relevant periods.
- 1.5.9 If the provision of Signalling Links is consistent with the dimensioning rule specified in Joint Working Manual, the tariffs will include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.
- 1.5.10 For the avoidance of doubt, the Tariffs Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the 1-888 Call CWJ Access Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums that may be payable pursuant to Clause 8.2 of the Legal Framework.

- End of Service Description –

1 National Freephone Service Access Service

1.1 Description

- 1.1.1 The National Freephone Service Access Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2 The National Freephone Service Access Service will provide conveyance of Calls addressed to valid national freephone number ranges from Service Taker PSTN Subscriber Connections, Service Taker ISDN Subscriber Connections or Service Taker Mobile Subscriber Connections from the Point Of Connection defined by the Joining Service to a National Freephone Service Provider platforms, via the Service Supplier PSTN or ISDN as the case may be.
- 1.1.3 The valid national freephone number ranges are listed in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.4 The Service Taker Mobile Subscriber (if applicable) will be informed through a voice announcement if a National Freephone Service Provider does not accept calls from mobile networks.
- 1.1.5 The National Freephone Service Access Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.6 The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.

1.2 Specific Responsibilities

- 1.2.1 Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.
- 1.2.2 Service Supplier will be responsible for the metering necessary to monitor usage of all Calls passed by Service Taker to the Service Supplier PSTN or ISDN as the case may be using the National Freephone Service Access Service in accordance with the Joint Working Manual.
- 1.2.3 Service Supplier will be responsible for monitoring the quality, managing and providing management information about the National Freephone Service Access Service from the Point of Connection to the valid National Freephone Service Provider and Service Taker will be responsible for monitoring the quality, managing and providing management information about the National Freephone Service Access Service from the Service Taker PSTN Subscriber Connection, the Service Taker ISDN Subscriber Connection or the Service Taker Mobile Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's and Service Taker's management information systems will not be provided.

- 1.2.4 Service Taker will be responsible for forecasting usage of the National Freephone Service Access Service in accordance with the Joint Working Manual.
- 1.2.5 Service Taker will be responsible for validating the called number against the valid national freephone numbers. In accordance with Clause 8.2 of the Legal Framework, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are addressed to numbers not listed in the Service Schedule as valid numbers for the National Freephone Service Access Service.
- 1.2.6 Service Taker will be responsible for managing any end-to-end Services provided by Service Taker to Service Taker Subscribers that use the National Freephone Service Terminating Access Service.
- 1.2.7 The National Freephone Service Provider shall take responsibility for the content and management of a Call when the Call has been handed over by the Service Supplier. The Service Supplier is not responsible under this Agreement for any such content.

1.3 Quality of service

- 1.3.1 In accordance with Clause 15 of the Legal Framework Service Supplier will provide the National Freephone Service Access Service 24 hours/day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2 Quality of Service levels and Fault Restoration Times for National Freephone Service Access Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

1.4 Configuration

- 1.4.1 The National Freephone Service Access Service will be available at Service Supplier ISLs or Virtual ISLs specified in the Service Schedule.
- 1.4.2 Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the National Freephone Service Access Service is offered and required in accordance with the principles described in the Joint Working Manual and the Parameter Schedule
- 1.4.3 Service Supplier will undertake the necessary routing and translation for all codes that require routing or translation across its System.

1.5 Charges

- 1.5.1 The tariffs for Charges for the National Freephone Service Terminating Access Service are specified in the Tariffs Schedule.
- 1.5.2 The charges for the National Freephone Service Access Service are payable in accordance with Clause 9 of the Legal Framework and can be varied in accordance with Clause 10 of the Legal Framework and are in addition to any other Charges payable for Services provided pursuant to this Agreement.
- 1.5.3 Usage Charges will include:

- Call Setup Charges,
 - Interconnect Specific Charges depending on duration;
 - Call Duration Charges depending on distance, duration and Tariff Period; and
- 1.5.4 The National Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL in an Interconnect Access Area other than where the Service Supplier Freephone Subscriber Connection is located.
- 1.5.5 The Local Rate tariff for Usage Charges will apply to Answered Calls where the Service Taker routes the Call to a Service Supplier ISL to which the Service Supplier Freephone Subscriber Connection is directly connected.
- 1.5.6 The Regional Rate tariff for Usage Charges will apply in all other cases.
- 1.5.7 If the provision of Signalling Links is consistent with the dimensioning rule specified in Joint Working Manual, the tariffs include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.
- 1.5.8 For the avoidance of doubt, the Tariffs Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the National Freephone Service Access Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums payable pursuant to Clause 8.2 of the Legal Framework.

- **End of Service Description** -

1 International Freephone Service Access Service

1.1 Description

- 1.1.1 The International Freephone Service Access Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2 The International Freephone Service Access Service will provide conveyance of Calls addressed to valid international freephone number ranges from Service Taker PSTN Subscriber Connections, Service Taker ISDN Subscriber Connections or Service Taker Mobile Subscriber Connections from the Point Of Connection defined by the Joining Service destined for International Freephone Service Provider platforms via the Service Supplier PSTN or ISDN as the case may be and Third Party International Telecom Providers.
- 1.1.3 The valid international freephone number ranges are listed in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.4 The Service Taker Mobile Subscriber (if applicable) will be informed through a voice announcement if the International Freephone Service Provider does not accept calls from mobile networks.
- 1.1.5 The International Freephone Service Access Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.6 The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.

1.2 Specific Responsibilities

- 1.2.1 Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.
- 1.2.2 Service Supplier will be responsible for the metering necessary to monitor all Calls passed by the Service Taker to an International Freephone Service Provider platform via the Service Supplier PSTN or ISDN as the case may be and Third Party International Operators using the International Freephone Service Access Service in accordance with the Joint Working Manual.
- 1.2.3 Service Supplier will be responsible for monitoring the quality and managing and providing management information about the International Freephone Service Access Service from the Point of Connection to the Point of Handover and Service Taker will be responsible for monitoring the quality and managing and providing management information about the International Freephone Service Access Service from the Service Taker PSTN Subscriber Connection, the Service Taker ISDN Subscriber Connection or the Service Taker Mobile Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of

doubt, access to the Service Supplier's or Service Taker's management information systems will not be provided.

- 1.2.4 Service Taker will be responsible for forecasting usage of the International Freephone Service Access Service in accordance with the Joint Working Manual.
- 1.2.5 Service Taker will be responsible for validating the called number against the valid international freephone numbers. In accordance with Clause 8.2 of the Legal Framework, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are addressed to numbers not listed in the Service Schedule as valid numbers for the International Freephone Service Access Service.
- 1.2.6 Service Taker will be responsible for managing any end-to-end Services provided by Service Taker to Service Taker Subscribers that use the International Freephone Service Access Service.
- 1.2.7 The International Freephone Service Provider shall take responsibility for the content and management of a Call when the Call has been handed over by the Service Supplier. The Service Supplier is not responsible under this Agreement for any such content or management. The Service Supplier is not responsible under this Agreement for any such management.

1.3 Quality of service

- 1.3.1 In accordance with Clause 15 of the Legal Framework, Service Supplier will provide the International Freephone Service Access Service 24 hours/day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2 Quality of Service levels and Fault Restoration Times for the International Freephone Service Access Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.
- 1.3.3 Service Supplier is not responsible for the quality of the Third Party International Telecom Provider involved in conveyance of the Call nor for the service quality of other Third Party Telecom Providers involved in conveyance of the Call beyond the Point of Handover.

1.4 Configuration

- 1.4.1 The International Freephone Service Access Service will be available at the Service Supplier ISLs specified in the Service Schedule.
- 1.4.2 Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the International Freephone Service Access Service is offered and required in accordance with the principles described in the Joint Working Manual.
- 1.4.3 Service Supplier will undertake the necessary routing and translation for all codes that require routing or translation across its System.

1.5 Charges

- 1.5.1 The tariffs for Charges for the International Freephone Service Terminating Access

Service are listed in the Tariffs Schedule.

- 1.5.2 The Charges for the International Freephone Service Access Service are payable in accordance with Clause 9 of the Legal Framework and can be varied in accordance with Clause 10 of the Legal Framework and are in addition to any other Charges payable for Services provided pursuant to this Agreement.
- 1.5.3 Usage Charges will include
- Call Setup Charges,
 - Interconnect Specific Charges depending on duration; *and*,
 - Call Duration Charges (regional) depending on duration and Tariff Period and
- 1.5.4 If the provision of Signalling Links is consistent with the dimensioning rule specified in Joint Working Manual, the tariffs will include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming and SMS messages.
- 1.5.5 For the avoidance of doubt, the Tariffs Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the International Freephone Service Access Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums that may be payable pursuant to Clause 8.2 of the Legal Framework.

- **End of Service Description** -

1 Home Country Direct Collect Service

1.1 Description

- 1.1.1 The Home Country Direct collect service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2 The Home Country Direct collect service enables a Service Taker Subscriber to make a collect call to a subscriber in a country outside of Jamaica to which the Home Country Direct service is offered.
- 1.1.3 Service Supplier provides conveyance of Calls from Service Taker PSTN Subscriber Connections from the Point Of Connection defined by the Joining Service via the Service Supplier PSTN to the Home Country Direct Call Centre located in the respective Countries outside of Jamaica.
- 1.1.4 The valid Home Country Direct call centres are listed in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.5 The Home Country Direct collect service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.6 The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.

1.2 Specific Responsibilities

- 1.2.1 Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.
- 1.2.2 Service Supplier will be responsible for the metering necessary to monitor all Calls passed by the Service Taker to an Home Country Direct call centre via the Service Supplier PSTN in accordance with the Joint Working Manual.
- 1.2.3 Service Supplier will be responsible for monitoring the quality and managing and providing management information about the Home Country Direct Collect service from the Point of Connection to the Point of Handover and Service Taker will be responsible for monitoring the quality and managing and providing management information about the Home Country Direct collect service from the Service Taker PSTN Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's or Service Taker's management information systems will not be provided.
- 1.2.4 Service Taker will be responsible for forecasting usage of the Home Country Direct collect service in accordance with the Joint Working Manual.
- 1.2.5 Service Taker will be responsible for validating the called number against the valid Home Country Direct call centre numbers. In accordance with Clause 8.2 of the Legal Framework, Service Supplier will be under no obligation to convey Calls pursuant to

this Service Description that are addressed to numbers not listed in the Service Schedule as valid numbers for the Home Country Direct collect service.

- 1.2.6 Service Taker will be responsible for managing any end-to-end Services provided by Service Taker to Service Taker Subscribers that use the Home Country Direct Collect Service.

1.3 Quality of service

- 1.3.1 In accordance with Clause 15 of the Legal Framework, Service Supplier will provide the Home Country Direct collect service 24 hours/day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.

- 1.3.2 Quality of Service levels and Fault Restoration Times for the Home Country Direct collect service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

- 1.3.3 Service Supplier is not responsible for the quality of the Third Party International Telecom Provider involved in conveyance of the Call nor for the service quality of other Third Party Telecom Providers involved in conveyance of the Call beyond the Point of Handover.

1.4 Configuration

- 1.4.1 The Home Country Direct collect service will be available at the Service Supplier ISLs specified in the Service Schedule.
- 1.4.2 Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the Home Country Direct collect service is offered and required in accordance with the principles described in the Joint Working Manual.
- 1.4.3 Service Supplier will undertake the necessary routing and translation for all codes that require routing or translation across its System.

1.5 Charges

- 1.5.1 The tariffs for Charges for the Home Country Direct Collect Service are listed in the Tariffs Schedule.
- 1.5.2 The Charges for the Home Country Direct collect service are payable in accordance with Clause 9 of the Legal Framework and can be varied in accordance with Clause 10 of the Legal Framework and are in addition to any other Charges payable for Services provided pursuant to this Agreement.
- 1.5.3 Usage Charges will include
- Call Duration Charges depending on duration and Tariff Period.

- 1.5.4 The number of minutes used in the calculation of Interconnect charges will be in accordance with the number of minutes declared by the Third Telecom Provider Subscriber in relation to the HCD collect call. For the avoidance of doubt, Call hold time with the Third Telecom Provider Home Country Direct Call Centre will not be taken into account.
- 1.5.5 If the provision of Signalling Links is consistent with the dimensioning rule specified in Joint Working Manual, the tariffs will include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming and SMS messages.
- 1.5.6 For the avoidance of doubt, the Tariffs Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the Home Country Direct collect service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums that may be payable pursuant to Clause 8.2 of the Legal Framework.

- **End of Service Description** -

1 PART 4. TRANSIT SERVICES

1 PSTN Transit Service

1.1 Description

- 1.1.1 The PSTN Transit Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2 The PSTN Transit Service will provide conveyance of Calls from Service Taker PSTN Subscriber Connections or Service Taker Mobile Subscriber Connections destined for (a) a Third Party PSTN Telecom Provider Subscriber Connections, (b) a Mobile Telecom Provider Subscriber Connection or (c) a Paging Provider Subscriber Connection from the Point of Connection defined by the Joining Service via the Service Supplier PSTN to the Point of Handover for collection by (a) the Third Party PSTN Telecom Provider, (b) the Third Party Mobile Telecom Provider or (c) the Paging Provider.
- 1.1.3 Valid number ranges for the Third Party PSTN Telecom Provider Connections, Third Party Mobile Telecom Provider Subscriber Connections and Paging Provider Subscriber Connections are listed in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.4 The PSTN Transit Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.5 The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.

1.2 Specific Responsibilities

- 1.2.1 Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.
- 1.2.2 Service Supplier will be responsible for the metering and billing necessary to charge Service Taker for all Calls passed by the Service Taker to a Third Party PSTN Telecom Provider, Third Party Mobile Telecom Provider or a Paging Provider via the Service Supplier PSTN using the PSTN Transit Service in accordance with the Joint Working Manual.
- 1.2.3 Service Supplier will be responsible for monitoring the service quality, managing and providing management information about the PSTN Transit Service from the Point of Connection to the Point of Handover and Service Taker will be responsible for monitoring the service quality, managing and providing management information about the PSTN Transit Service from the Service Taker PSTN Subscriber Connection or Service Taker Mobile Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's or Service Taker's management systems will not be provided.
- 1.2.4 Service Taker will be responsible for forecasting usage of the PSTN Transit Service

in accordance with the Joint Working Manual.

- 1.2.5 Service Taker will be responsible for validating the called number against the valid Third Party PSTN Mobile Telecom Provider's numbers, the valid Third Party Mobile Telecom Provider's numbers and the valid Paging Provider numbers in accordance with the Numbering Scheme. In accordance with Clause 8.2 of the Legal Framework, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not listed in the Service Schedule as valid numbers for the PSTN Transit Service.
- 1.2.6 Service Taker will be responsible for the end-to-end management of Calls made from Service Taker Subscriber Connections using the PSTN Transit Service

1.3 Quality of service

- 1.3.1 In accordance with Clause 15 of the Legal Framework, the Service Supplier will provide the PSTN Transit Service 24 hours/day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2 Quality of Service levels and Fault Restoration Times for the PSTN Transit Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.
- 1.3.3 For the avoidance of doubt, Service Supplier is not responsible for the service quality of Call completion beyond the Point of Handover.

1.4 Configuration

- 1.4.1 The PSTN Transit Service will be available at Service Supplier ISLs specified in the Service Schedule.
- 1.4.2 Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the PSTN Transit Service is offered and required in accordance with the principles described in the Joint Working Manual and the Parameter Schedule.

1.5 Charges

- 1.5.1 The tariffs for Charges for the PSTN Transit Service are specified in the Tariffs Schedule.
- 1.5.2 The Charges for the PSTN Transit Service are payable in accordance with Clause 9 of the Legal Framework and can be varied in accordance with Clause 10 of the Legal Framework and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges and include all payments to Third Party PSTN Telecom Providers, Third Party Mobile Telecom Providers and Paging Providers for each Answered Call.
- 1.5.3 Usage Charges include:
- Call Setup Charges,
 - Interconnect Specific Charges
 - Call Duration Charges depending on distance, duration and Tariff Period; and
 - Payments to the Third Party Fixed Telecom Provider, Third Party Mobile Telecom Provider or Paging Provider for completion of the Call

- 1.5.4 The National Rate tariff for Usage Charges will apply to all Answered Calls where the Service Taker routes the Call to a Service Supplier ISL in an Interconnect Access Area other than where the Point of Handover is located.
- 1.5.5 The Regional Rate tariff for Usage Charges will apply to all Answered Calls where the Service Taker routes the Call to a Service Supplier ISL in the Interconnect Access Area where the Point of Handover is located.
- 1.5.6 For each Answered Call, the Call Setup Charge will be applicable when Call Start occurs.
- 1.5.7 The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by Service Supplier, and the number of Time Units that shall apply will be calculated by Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.
- 1.5.8 The start and end times of the peak, off-peak and weekend periods are defined in the Tariffs Schedule. Answered Calls passing the peak / off-peak / weekend borders will be calculated according to the corresponding tariffs by splitting the duration into the relevant periods.
- 1.5.9 If the provision of Signalling Links is consistent with the dimensioning rule specified in the Joint Working Manual, the tariffs will include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.
- 1.5.10 For the avoidance of doubt, the Tariffs Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the PSTN Transit Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums that may be payable pursuant to Clause 8.2 of the Legal Framework.

- End of Service Description -