

# Service Node Facility and Management Service Description

## **SERVICE DESCRIPTION 2-15.2: SERVICE NODE FACILITIES MANAGEMENT SERVICE**

### **1. THE SERVICE**

The SNFM Service is an access service more particularly defined below which together with the UMP Service enables the **OLO** to provide the full useable spectrum of a dedicated metallic path to an end user.

**Available To:** Holders of an appropriate Individual Telecommunications or Class License granted by the Telecommunications Regulatory Authority.

**Traffic:** N/A

### **2. DEFINITIONS**

Capitalised terms not defined in this Service Description are defined in the Dictionary of the Supply Terms. Terms defined in this Service Description are specific to it.

**ANFP** means the Access Network Frequency Plan which is a spectrum management plan for controlling interference, caused by cross talk, within a metallic access network as reviewed and amended from time to time

**Batelco Service Node (BSN)** means a Batelco exchange building specified in the list issued by Batelco.

**Co-mingling** means co-location space where the OLO Equipment is installed in a BSN in an area which may also house Batelco or other Licensed Operator Equipment unpartitioned from the OLO Equipment and from each other.

**Contact Person** means Batelco's personnel who can be contacted any time by staff and contractors of the OLO who need to enter the SNFM space. Batelco guarantees that in case the Contact Person cannot be reached, another official from Batelco can be reached 24 hours a day, seven days a week.

**Dedicated OLO Space** means a room or caged area within a BSN where an OLO has a Licensed Floor Area.

**Distant OLO Space** means an area owned leased or controlled by the OLO near to a BSN containing OLO Equipment which is intended to be connected to a Batelco UMP by means of an External Tie Cable.

**Implementation Date** means the date set out in an Order for a SNFM Service which shall be determined in accordance with the timescales set out in clause 11.11 of the Supply Terms.

**Licensed Shelter Space** means a ground area or areas within the perimeters of but not inside a BSN occupied by an OLO under a license where the OLO's Equipment is

installed as more particularly shown in the plan attached to that license or any other such ground area which may be licensed if relocation takes place.

**MDF** means the Batelco owned main distribution frame in a BSN enabling provision of a UMP.

**Network Boundary** means the Batelco distribution point at customer premises contemplated by Batelco's fixed services license.

**OLO Equipment** means all Equipment compliant with the ANFP or other equivalent specification, provided by the OLO necessary to support the End User's ability to use a UMP Service.

**Point of Presence (POP)** means an aggregation or network connection point in the OLO's Network located at premises owned or shown to be leased by the OLO or at a Batelco collocation facility, but for the avoidance of doubt cannot be at an End User Premises, cable station, earth station, manhole, power room, lead-in pipe, duct, outdoor cabinet, MDF, riser room or anywhere not on the main island of Bahrain unless connected by a permanent physical connection above sea level and accessible by the Batelco.

**SNFM Delivery Rebate Cap** means 20% of the monthly License Fee for the SNFM Space.

**SNFM Space** means where applicable, Licensed Floor Space, Licensed Shelter Space, Dedicated OLO Space or Distant OLO Space.

**SNFM Delivery Rebate Cap** means 20% of the monthly License Fee for the SNFM Space.

**SNFM Service** means the Service Node Facilities Management Service.

**SNFM Service Credit** means, in relation to a single Service Credit, that amount represented by 5% of monthly charge of the License Fee.

**SNFM Validation Rebate Cap** means 20% of the monthly License Fee for the SNFM Space.

**UMPB Link** means a dedicated transmission service between an OLO's active equipment used to provide End Users with a service based on the UMP Service and the OLO's Point of Presence provided in accordance with this Service Description and the Supply Terms.

**UMPB Service Initial Point** means an optical (or Electrical) distribution frame which is the handover frame for the connection between the backhaul and the OLO's- transmission equipment established for the purposes of supporting UMP backhaul capacity in Bahrain.

**UMPL** means an existing two wire metallic path connection between a Batelco MDF and the Network Boundary

### **3. SERVICE TERMS**

3.1 The SNFM Service in each BSN comprises:

- (a) SNFM Space being Co-mingling, Dedicated OLO Space and Licensed Shelter Space.
- (b) Licensed Shelter Space – provided by the OLO – maximum 10 sq meters (subject to availability).
- (c) Riser room access.
- (d) Raised Flooring.
- (e) Power – DC power only from an electrical distribution board and handed over at the relevant rack with a lug connector or depending upon the OLO's Equipment, direct cable connection(s). DC and AC power supply/backup to the SNFM Space of 3 kW/h which can be increased in increments of 1kW/h up to a maximum of 7kW/h, subject to additional charges and which apply the same interruption and back up protection to this power supply as applies to other OLOs in the BSN.
- (f) Light to a reasonable standard.
- (g) Air conditioning – reasonable temperature and humidity control provided to OLOs Equipment complying with Batelco specifications.
- (h) Access arrangements for OLO staff and outside contractors.
- (i) Building maintenance and repair of the SNFM Space to such standards as is adequate given the age and nature of the facility.
- (j) Cleaning to a reasonable standard.
- (k) Security and caging for Dedicated OLO Space.
- (l) Earthing – standard point to multipoint.
- (m) Fire detection and suppression provided the OLO insures its own Equipment against fire risk.
- (n) Maximum loading being 300kg per square meter for a wooden raised floor and 500kg per square meter for a steel raised floor.
- (o) Lead in trays for Tie Cables and/or for UMP Backhaul.
- (p) Cage fixing (on request of OLO) in relation to Dedicated OLO Space only.

***Please note: rack fixing is not provided or used in the SNFM Space.***

- 3.2 Provision of the SNFM shall be conditional on the OLO:
- (a) entering into a SNFM License substantially in the form of Annex 1 in respect of each BSN.
  - (b) providing a statement of conformity with the ANFP.
  - (c) providing a copy of type approval certificates as described in paragraph 3.3 (c) below.
  - (d) providing of relevant and valid insurance documentation as specified under paragraph 9 of this Service Description and clause 17 of the Supply Terms.
  - (e) Completion of the relevant security requirements for OLO staff and contractors as specified and referred to under paragraph 4.4 and Annex 3 of this Service Description.
- 3.3 The OLO shall ensure that any Equipment connected to the UMPL:
- (a) meets the specifications and requirements defined by relevant international telecommunications and engineering standards;
  - (b) the ANFP; and
  - (c) is type approved equipment under article 38 of the Telecommunications Law and/or any type approval regulation issued by the Regulator.
- 3.4 If Batelco terminates this Service in whole, then each SNFM License will terminate after expiry of the relevant notice period.
- 3.5 If a regulatory obligation to support or supply any specific SNFM Service no longer applies, Batelco may cease to supply the SNFM Service to an OLO on 12 months prior written notice. Following the giving of a notice under this clause, the OLO will not request any new SNFM Services from Batelco unless commercially agreed otherwise between Batelco and the OLO. The OLO will also inform each existing End User that the SNFM Service will terminate at the end of the 12 month period.
- 3.6 For the avoidance of doubt, Batelco may continue to provide and the OLO may continue to request this service from Batelco on commercial terms agreed mutually between Batelco and the OLO.

- 3.7 Where Batelco has reasonable objective grounds to consider that the OLO is in breach of an obligation under this Service, Batelco may, subject to TRA's approval:
- (a) suspend implementation by the OLO of the SNFM Service; and/or
  - (b) take any other step contemplated by the Supply Terms to protect Batelco's network or other interests.
- 3.8 Batelco will make available to OLOs though the General Information request, the list of the BSNs available for unbundling as approved by TRA and updated from time-to-time. For the avoidance of doubt, OLOs may request Batelco to seek TRA's approval to unbundle a BSN not marked as available for unbundling provided that it submits with its request a valid reason. In all cases, it shall be TRA's sole decision to make available a BSN for unbundling subject to security and technical feasibility assessment.

#### **4. SNFM SPACE**

- 4.1 Batelco shall provide the SNFM Space using the order procedure specified in Schedule 7 ("Facilities Access Service") of the Reference Offer. In relation to Co-mingling, Dedicated OLO Space and Licensed Shelter Space, the parties shall enter into a SNFM License in the form set out in Annex 1 of this Service Description.
- 4.2 Unless the OLO specifically requests otherwise or there is no space available, the SNFM Space shall be commingled inside the secure space of the facility and the OLO acknowledges that other Batelco customers and Batelco will have co-mingled access to the SNFM and OLO Equipment.
- 4.3 Subject to paragraph 4.4 below, Batelco shall provide the OLO with access to the SNFM Space to allow the OLO's People to access the SNFM Space in order to enable the OLO to perform their obligations under this Service.
- 4.4 The OLO's People shall observe all of Batelco's instructions and procedures relating to this Service, including Batelco's security and site regulations. Nothing in any guidance, instruction or policy can be taken to mean that Batelco assumes any risk or responsibility in relation to the OLO's service, Equipment or People. An indicative summary of the current security procedures and policies is set out in Annex 3 of this Service Description. Upon completion and acceptance of the Service Request form for this SNFM Service, the OLO shall request and Batelco shall provide a copy of Batelco's summary security procedures which shall be amended from time to time in Batelco's absolute discretion. Enquiries about the details of any policy or procedure should be directed to the OLO's account manager at Batelco.
- 4.5 Batelco will provide a safe working environment for any OLO People at the SNFM Space. The OLO shall indemnify Batelco against all claims, charges, costs or expenses in any way relating to injury to or death of any OLO People at or in the environs of the SNFM Space that is not caused by Batelco, and against all loss of or damage to the OLO Equipment or any other Batelco customer's

Equipment at the SNFM Space in any way connected with the OLO's use of the SNFM Space that is not caused by Batelco.

- 4.6 The OLO understands and agrees that third parties such as the emergency services and law enforcement agencies may have a legal right of entry to SNFM Space and the surrounding area at any time.
- 4.7 OLO may enter the SNFM Space solely for the purposes of installing, inspecting, maintaining, adjusting, repairing, altering, replacing or removing OLO Equipment within the SNFM Space in accordance with the SNFM License. The OLO is not permitted to enter any other part of the BSN.
- 4.8 All OLO access shall be escorted access, which comprises the provision of Batelco staff to escort the OLO's People to and from the SNFM Space. Where Batelco's policies require supervision at the SNFM Space, this will be at the OLO's cost.

## **5. GENERAL SERVICE TERMS**

5.1 The OLO acknowledges:

- (a) The components of this Service are provided together and with the UMP Service for the relevant BSN and are not severable. If either party terminates any of the components of the SNFM Service then all elements of the SNFM and UMP Services will terminate.
- (b) The SNFM Service comprises the SNFM Space and additional support services set out in this service description;
- (c) This SNFM Services does not allow personnel of the OLO physical access to any relevant Facility unless expressly stated in this service description.

5.2 Ordering

- (a) The OLO shall submit a correctly completed Order to Batelco to request supply of the SNFM Service in accordance with this service description and the Supply Agreement. The Order shall be submitted in the form specified by Batelco from time to time.
- (b) To be valid, the Order shall be accompanied by a matching UMP and/or UMPB Link order for the relevant BSN to enable Batelco to implement the relevant SNFM Space. This applies only when the OLO requires the backhaul to be provided by Batelco.
- (c) Subject to Batelco accepting the Order, and the OLO fulfilling all of its obligations under the Supply Terms, Batelco will provide and the OLO will acquire the SNFM Service as specified in the Order accepted by Batelco.

- (d) The provision of the SNFM Service is available as set out below, subject to availability of space, capacity and related equipment.

### 5.3 Variation

Batelco may at any time on reasonable notice, which shall be in all cases not less than 3 months, to the OLO change the technical specification of the Service provided that any such change does not materially affect the substance of the performance of the Service.

### 5.4 Validation and Delivery Times

- (a) The maximum validation time and delivery lead time for the installation for an Order placed by the OLO and accepted by Batelco shall be as follows:

<b>SNFM Service component</b>	<b>Validation time between receipt of Order and acceptance or rejection of that Order</b>	<b>Delivery time from Batelco acceptance and receipt of Charges in advance</b>
Co-mingling excluding the following BSN (MAN, RIF, CEN, MHQ, JUF and ITN)	5 Working Days	65 Working Days
Co-mingling for the following six BSN (MAN, RIF, CEN, MHQ, JUF and ITN)	5 Working Days	30 Working Days
Dedicated OLO Space	5 Working Days	65 Working Days
Shelter OLO Space	5 Working Days	45 Working Days

- (b) The Service Rebates for a failure to meet the maximum validation time and delivery lead time in the preceding paragraph are as follows:

Target	Rebate for each Working Day or part of a Working Day late
SNFM validation time	One (1) SNFM Service Credit subject to the SNFM Validation Rebate Cap
SNFM delivery time	One (1) SNFM Service Credit subject to the SNFM Delivery Rebate Cap

## 6. CHARGES

- 6.1 The OLO shall pay to Batelco the relevant Charges determined in accordance with Schedule 3 of Batelco's Reference Offer.
- 6.2 The Billing Period in respect of the Service shall be 30 days. The Billing Period shall commence on the date of the first billing date of the Batelco billing cycle after installation and may include billing on a pro rata time basis for the period between the date the OLO was informed of the space being ready for it to install its equipment until the next billing cycle to ensure compatibility with the Batelco billing cycle.

## 7. FORECASTING

- 7.1 At the beginning of each calendar month, the OLO shall supply a reasonable non-binding forecast of the expected requests for the SNFM Service in each month of the twelve month period following the date of the forecast, in the form required by Batelco from time to time. The OLO shall use all reasonable endeavours to forecast accurately given Batelco is placing reliance on those forecasts to determine the number of requests expected for each month.
- 7.2 The OLO acknowledges that Batelco is not liable for not delivering any additional Orders for the SNFM Service which has not been forecasted in accordance with paragraph 7.1 above.

## 8. PRIORITY POLICY

- 8.1 The allocation of area within the BSN or within the perimeter of a BSN between OLOs shall follow:
- (a) For the initial co-location process:
    - (i) Batelco informs TRA at the end of the Initial Collocation Period whether or not the Initial Collocation process is required;
    - (ii) OLOs will specify their orders for the Server Node they intend to place an immediate order;

- (iii) Batelco will determine for each Service Node the best collocation option that will fulfil the demand within one month, based on orders received, and will send OLOs the corresponding collocation prices;
  - (iv) OLOs will have two weeks to confirm their order based on the prices provided by Batelco. Confirmation will be accompanied by a non-refundable advance payment.
- (b) For the standard co-location process. After the Initial Collocation Period has ended the following collocation rules must be followed:
- (i) First Come First Served: this rule ensures that OLOs that ask for collocation space earlier are served first. As is the case in duct and civil works, the first OLO shall bear all the associated costs and shall be reimbursed by other OLOs coming afterwards on a pro rata basis;
  - (ii) Use It or Lose It: if an OLO has been granted space but has not used this space after 3 months, the space will be released and re-allocated. This will prevent the inefficiencies created by hoarding space;
  - (iii) One single space allocated per OLO per Service Node. Where space is scarce OLOs will be initially restricted to a single space per OLO. This restriction will be reviewed on an exchange-by-exchange basis to ensure proportionality. The definition and dimensions of a “space” is an equivalent of a single rack.

## 9. INSURANCE

- 9.1 Until such time as the parties agree otherwise and after obtaining approval of the Authority for such amendment, Batelco and the OLO shall each procure and maintain for the duration of this service third party liability insurance policies with the other being named as a named beneficiary to cover personal injury and property damage claims up to BD300,000 for each BSN. The terms of such policies shall include provisions whereby, in the event of any claim or proceedings under the policy being brought or made against the other party, the insurers shall indemnify the other party against any costs, charges and expenses thereof. At all times the parties shall hold appropriate workman's insurance (General Organisation for Social Insurance (“**GOSI**”)).
- 9.2 Batelco or the OLO shall provide evidence of the insurance cover referred to in paragraph 9.1 on or before the date this service commences and thereafter at any time during the period of this service as the requesting party shall reasonably require. If the requested party is unable to demonstrate to the requesting party's reasonable satisfaction that it has insurance to the required level, with a reputable insurer, the requesting party shall be entitled to effect insurance against all claims, proceedings, losses, liabilities, costs, damages and expenses caused by the other party's negligence, other default or deliberate act arising out of or in connection with this service and to recover the reasonable cost of such insurance from the other party.

## **10. Disputes**

- 10.1 Where there is any allegation of a failure to comply with the warranties of this Service Description then the parties will apply the dispute resolution process outlined in clause 24 of the Supply Terms.

## **ANNEX 1 –SNFM License**

1. Batelco will grant to the OLO, for the periods set out in clause 2.2 of Schedule 9, a License to use a portion of space in the Batelco Floor/Ground BSN specified in the General Information list identified in an order for SNFM Service access in writing which is signed by Batelco in accordance with the terms of this license, the SNFM Service Description and the Supply Terms.
2. The license does not commence unless and until:
  - (a) an Order for Floor/Ground access is accepted and signed by Batelco;
  - (b) all Make Ready Work has been completed to Batelco's and OLO's satisfaction;
  - (c) all charges for the stages of the process occurring up to and including the completion of Make Ready Work have been paid; and
  - (d) the terms of this license have been signed by the OLO.
3. The license is a personal and non-transferable right. The license does not confer any rights on the OLO to lease, sub-lease or any right of ownership or possession in respect of any specific Floor/Ground. The OLO may not sub-license any right granted by this license.
4. Unless specified in the SNFM Service Description, the OLO does not have any general right to access to Floor/Ground and this license allows the OLO to access the Floor/Ground route only in strict compliance with Batelco's access policies and procedures which apply from time to time relating to security, protection and safety, physical access procedures, marking of equipment. Such access shall be supervised by Batelco at all times.
5. It is a condition of the license that the OLO shall:
  - (a) comply with the policies and directions of Batelco, including in relation to access, movement or relocation of a Floor/Ground route and relocation of the cable from, in, or between, sub-Floor/Grounds
  - (b) behave in a manner consistent with the action of a prudent Floor/Ground owner;
  - (c) so far as access is given, keep all cabling Equipment and all accessed Floor/Ground areas free of debris and in a safe and tidy condition;
  - (d) ensure no toxic or flammable materials are left anywhere near the Floor/Ground or Equipment;
  - (e) promptly notify, for correction or removal, any fault or defect in Equipment used in or near the Floor/Ground; and
  - (f) immediately notify Batelco of any damage to Floor/Ground or Equipment observed or occurring during or as a result of access by the OLO.

6. Batelco may require from the OLO to remove and replace any Equipment which does not comply with any municipal, Ministry or Regulator requirements or restrictions.
7. For the sake of clarification, maintenance of the OLO Space shall be carried out by Batelco and the corresponding charge is included in the License fee (as set out in Schedule 3 of Batelco's Reference Offer3).
8. If Batelco by reasonable notice to the OLO requires the movement of the OLO's Floor space for Batelco's own convenience then Batelco will cover the cost of moving the Co-mingling/Dedicated OLO Space/Licensed Shelter Space and the OLO may attend to observe at its own expense.
9. If part or all of the Co-mingling/Dedicated OLO Space/Licensed Shelter Space needs to be moved for reasons outside the control of Batelco and by order of a competent court, municipality, authority, Ministry or Regulator, the OLO must share a proportion of charges or costs related to the move of its Equipment, upon justified and reasonable methodology approved by the Regulator.
10. After obtaining written approval from the Regulator, Batelco may immediately suspend provision of the service until further notice if the OLO causes, or Batelco can justify that the OLO will cause, physical or technical harm to any telecommunications network (whether of Batelco or another operator).
11. Batelco may terminate the license granted to the OLO on 30 days written notice to the OLO, copied to the Regulator, if:
  - (a) The OLO is in breach of the UMP Service or SNFM Service description which is left unremedied for a period of 21 days after written notification by Batelco to the OLO;
  - (b) fibre is not lit along the full route of the Floor/Ground access for any consecutive period of 12 months during the term of the license;
  - (c) the OLO ceases to be a Licensed Operator; or
  - (d) the OLO installs Equipment in or near any Floor/Ground which is not reasonably related to services supplied with the UMP and/or does not meet the requirements specified in 3.3 (c) above.
12. Batelco may terminate the license granted to the OLO on 6 months written notice to the OLO, copied to TRA, if Batelco's right to use the Floor/Ground or right of way is revoked, terminates or expires.
13. Either party may terminate the license immediately if the other party is in breach of the license or of the Supply Terms as they relate to the Floor/Ground and the breach remains unremedied for a period of 10 Working Days.
14. The OLO may in any case terminate the license by giving Batelco three months written notice.

15. If the license is terminated then the OLO shall remove all Equipment from, in and around the Floor/Ground within 90 days of the notice of termination. If the OLO fails to comply with this clause then Batelco is entitled to remove the OLO's Equipment at the latter's costs.
16. The OLO will be deemed to have abandoned the OLO's Equipment if it does not access the Equipment for any period of 24 consecutive months. If the OLO's Equipment is abandoned then Batelco may exercise the same rights as for the removal of OLO Equipment as indicated in paragraph 15 above.
17. The terms of this license take precedence over any other terms which might apply to the OLO's access to Batelco's Co-mingling/Dedicated OLO Space/Licensed Shelter Space.

**SCHEDULE 1 – SNFM License**

**Licensed Floor/Shelter Area**

**BSN**

**Leased/Owned outright by Batelco**

**Designated Floor Area (sq. meter or percentage)**

**License fee (annual)**

**Plan number**

*Note: the details listed above will be provided and attached to each SNFM License granted to the OLO*

## **ANNEX 2 SNFM CHARGES**

The OLO shall pay to Batelco the relevant Charges as set out in Schedule 3 of Batelco's Reference Offer.

## ANNEX 3 SUMMARY OF SECURITY REQUIREMENTS

### 1. General Access

- 1.1 All OLO People requiring access to SNFM should have Batelco issued contractor ID Cards. ID holders should report to Security when requiring access.
- 1.2 As an exceptional alternative, OLO People requiring access to SNFM can be registered by Batelco. Registered technicians requiring access to the relevant BSN or site area shall report to Security. Security will check their central population register (“CPR”) or national identity card or other means of photographic ID against the list of OLO authorised People. If everything is correct, Security will issue an appropriate ID Card in exchange for the persons ID; details will be recorded by the security staff.
- 1.3 ID holders or registered technicians will be escorted to and from the SNFM.
- 1.4 Supervision of work whilst the person is inside the relevant BSN or site area is at the discretion of Batelco.

### 2. Emergency Event Access

- 2.1 No unregistered emergency access will be allowed unless access has been agreed by the Senior Manager Security through liaison with the OLO account manager following notification. The notification should provide relevant personal details, the OLO whose equipment is to be worked on and the date/time(s) of the access required and the circumstances of the emergency.
- 2.2 The persons requiring access shall report to security. Security will check their CPR or other means of photographic ID against the personal details provided to the Senior Manager Security.
- 2.3 If everything is verified, Security will issue an appropriate ID Card in exchange for the persons ID; details will be recorded by the security staff.
- 2.4 The person will be escorted to and from the SNFM.

### 3. Refusal of Access

- 3.1 Batelco reserves the right to refuse access to any non-registered visitor of the OLO for the reasons below:-
  - (a) Visitors without photographic ID.
  - (b) Visitor who cannot provide a valid contact name and number.

- (c) Visitors whose contact person cannot be contacted or reached.
- (d) Visitors who have disregarded rules in the past.
- (e) During times of emergency.

## **ANNEX 4 -PROCEDURE FOR REMOTE SITE ACCESS BY OTHER COMPANIES' STAFF**

1. Other companies' staff will be given co-location access rights, they will go through normal procedure of completing a contractor's work notification (CWN) whereby all applications will undergo a thorough screening process (Ministry of Interior vetting procedures which may take up to 2 working days). Once clearance is received, passes will be issued to the other companies' staff.
2. Working Hours (from 7 a.m. to 2:45 p.m. daily except Fridays, Saturdays, and public holidays):
  - (a) Other companies' staff will only be given permission to access the remote site(s) pedestrian gate during working hours.
  - (b) Other companies' staff will be escorted by Batelco staff at all times.
  - (c) Batelco's escorting staff member will be given remote access to the site's main entrance door.
  - (d) Once both other companies staff and Batelco's staff member arrive in the lobby of the building, access will be given once Batelco's staff member has called the control room via hotline phone to remotely unset the alarm.
  - (e) If work is completed Batelco's staff member will have to call the control room to reset the alarm.
3. After working hours – call out:
  - (a) Batelco staff will call the control room of the relevant site three hours in advance when it becomes necessary to attend to a fault or maintenance work.
  - (b) Other companies' staff will be escorted by Batelco staff at all times.
  - (c) Once both Other Companies Staff and Batelco's staff member are in the lobby of building, access will be given once the Batelco staff member has called the control room via hotline phone to remotely unset the alarm.
  - (d) If work is completed Batelco staff member will have to call control room to reset the alarm.

If no prior arrangement made by Batelco's staff or other company's staff to do installation work after working hours, no access will be given by Batelco's security staff. If Batelco's security staff did receive prior notice that installation work will be done after working hours, the other companies' staff will still need to be escorted by Batelco staff. Maintenance work, (call-outs for fault attending) will be treated as a separate case.