

UMP Specific Information Service Description

SERVICE DESCRIPTION 2-15.4: UMP SPECIFIC INFORMATION SERVICE

1. THE SERVICE

The UMP Specific Information Service is a wholesale service for providing information solely for use in relation to the UMP Service.

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

2. DEFINITIONS

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

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

CLTQS means Batelco's centralized line testing and pre-qualification solution.

HDF means Batelco provided handover frame for the connection of a Tie Cable.

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.

SNFM Service means the Service Node Facilities Management Service used in conjunction with this service description as specified in service description 2-15.2 of the Reference Offer.

Specific Information means the information to be provided by Batelco to the OLO as specified in paragraph 3.1 (b) below.

Specific Information Delivery Rebate Cap means 20% of the Specific Information Charge.

Specific Information Service Credit means, in relation to a single Service Credit, that amount represented by 5% of the Specific Information Charge.

Specific Information Validation Rebate Cap means 20% of the Specific Information Charge.

Tie Cable means a cable connecting the UMP from the MDF to the HDF provided by Batelco.

UMP means an existing two wire metallic path connection between the HDF and the Network Boundary comprising a UMPL, jumper cable connecting the UMPL and the Tie Cable, and Tie Cable connecting the MDF with the HDF.

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

3. TERMS

3.1 Nature of Service

- (a) The Service comprises the provision by Batelco to the OLO of information detailed under (b) below:
 - i. where that information is reasonably available;
 - ii. on an Order request basis; and
- (b) Subject to 3.1 (a), the Specific Information comprises at the BSN level:
 - i. The number of active lines;
 - ii. The number of non-active lines;
 - iii. The geographical location, a boundary map and list of contiguous address blocks and a free helpdesk line to answer questions regarding contiguous addresses;
 - iv. The average length of the UMPLs (in meters);
 - v. Power availability at each BSN for the SNFM Service;
 - vi. BSN space availability for the SNFM Service;
 - vii. UMPL entry points (being the first joint box nearest to the BSN) and Duct capacity availability;
 - viii. UMPL characteristics (being diameter, results from any quality tests solely on the UMPL itself, technical interference, control and, where not comprised in the ANFP, spectral management plan information); and
 - ix. Results of any xDSL tests performed by Batelco not comprising Batelco's centralised line testing qualification system or CLTQS information.
- (c) The parties acknowledge and agree that the Specific Information shall be treated as Confidential Information under these Supply Terms.
- (d) Each party acknowledges and agrees that the helpdesk service under b (iii) above is intended as a supporting service only to the provision of boundary maps and contiguous address lists. The OLO should consult this information first before calling the helpdesk.

3.2 Ordering

The OLO shall submit a correctly completed Order to Batelco to request supply of the UMP Specific Information Service in accordance with this Service Description and the Supply Terms. The Order shall be submitted in the form specified by Batelco from time to time.

3.3 Validation and Delivery Times

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

Specific Information Service component	Validation time between receipt of Order and acceptance or rejection of that Order	Delivery time from Batelco acceptance per BSN
Specific information - all categories	5 Working Days	N/A
Specific information - categories 3.1 (b) (i)-(viii)	See "all categories" above	15 Working Days
Specific information category 3.1 (b) (ix)	See "all categories" above	5 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
Specific Information validation time	1 Specific Information Service Credit subject to the Specific Information Validation Rebate Cap
Specific Information delivery time	1 Specific Information Service Credit subject to the Specific Information Delivery Rebate Cap

3.4 OLO Obligations

- a) The OLO acknowledges that clauses 18 ("Intellectual Property") and 21 ("confidentiality") in Schedule 9 of Batelco's Supply Agreement shall apply.
- b) On termination of the UMP Service, the OLO shall return the Specific Information in accordance with clause 21.17 of Schedule 9 of Batelco's Supply Agreement.
- c) 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.

4. CHARGES

The OLO shall pay to Batelco the relevant Charges determined in accordance with Schedule 3 of Batelco's Reference Offer.