

SERVICE DESCRIPTION 1-8: FREEPHONE ORIGINATING ACCESS SERVICE

1 THE SERVICE

The **Freephone Originating Access Service** is a service for the delivery of Freephone Calls from a Calling Party to an agreed Point of Interconnection, as further defined by the terms of this Service Description.

Available to: Public telecommunications operators with an individual ISL, NFL or MNO licence and one or more interconnection links with Batelco.

Traffic: Telephone Calls which both originate and terminate in Bahrain or which originate in Bahrain and are delivered to a network outside Bahrain.

Reciprocal Service: A reciprocal service must be offered by any operator which provides an equivalent service to any directly connected customers.

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.

Access Provider means the operator of the PSTN or Mobile Network directly connecting the PSTN Number or Mobile Number from which the Freephone Call using the Freephone Originating Access Service is made.

Access Seeker means the Licensed Operator of the Network within Bahrain.

Called Freephone Customer means a person to whom a Freephone Call is made.

Calling Party means an End User directly connected to the Access Provider's Network who initiates a Freephone Call.

Freephone Call means a Telephone Call, made by a Calling Party dialling a number in the range 800X XXXX or a Mobile number range approved publicly in writing by the Regulator for use for Freephone Calls, which call is free of charge to the Calling Party up to the point of handover by the Access provider to the Access Seeker.

ISL means an international services License granted by the Regulator to a provider of international telecommunications services.

MNO means a mobile telecommunications License granted by the Regulator to a Mobile Network operator.

NFL means a national fixed telecommunications License granted by the Regulator to operators of Networks which are not Mobile Networks.

3 TERMS

3.1 Prerequisites

A party (the first party) shall not be obliged to supply the Freephone Originating Access Service unless and until:

- (a) either the In-Span Interconnect Link Service or the CSI Link Service is provided;
- (b) the parties have established a Point of Interconnection of which the parties agree the Access Provider will handover Freephone Calls to the Access Seeker; and
- (c) the parties have successfully completed any pre-commissioning testing requirements set out in the Joint Working Manual;
- (d) the other party can provide the first party, if the other party operates a PSTN or a Mobile Network, the Freephone Originating Access Service on the other party's PSTN or Mobile Network on a reciprocal basis.

3.2 Handover

The Access Provider must hand over Freephone Calls to the Access Seeker:

- (a) at a Point of Interconnection which is as close as is reasonably practicable to the geographic location from which the Freephone Call was initiated, or which otherwise is agreed in writing by the Access Provider and Access Seeker; and
- (b) in accordance with all applicable terms of this Service Description, the Supply Terms and relevant specifications notified by the Access Provider to the Access Seeker from time to time.

3.3 Conveyance

Subject to the Forecasting Procedures, the Access Provider shall convey Freephone Calls from the Calling Party to the agreed Point of Interconnection.

3.4 Number Conditioning

In accordance with the Joint Working Manual, the Access Seeker will notify the Access Provider of each Freephone number which the Access Seeker wishes to be conditioned in the Access Provider's Network and the Access Provider shall perform the required numbering conditioning in accordance with the procedures in the Joint Working Manual. The Access Seeker shall pay the Charge specified in Schedule 3.

3.5 B-End Location

The Freephone Originating Access Service may be used for Freephone Calls to a Called Freephone Customer location:

- (a) within Bahrain; or

- (b) outside Bahrain.

3.6 Echo Control

Echo control will be provided in accordance with the Joint Working Manual.

3.7 Provision of Tones and Network Announcements

- (a) In a manner and timetable agreed between the parties, each party as Access Provider will support signalling (the delivery of which is free of charge) to terminate the relevant call at the signalling level. The content of the release signal should wherever possible indicate the accurate reason for the termination.
- (b) If, notwithstanding the availability of signalling to terminate the relevant call, the Access Seeker may still request the Access Provider to divert the call to tones or announcements and the Access Provider may agree if it chooses and is able to do so;
- (c) An Access Provider:
 - (i) may not charge at all for tones and announcements until it has implemented the timetable in paragraph (a);
 - (ii) may charge the Access Seeker for the delivery to tones and announcements under paragraph (b);
 - (iii) may charge the Access Seeker for the delivery to tones and announcements if the signalling is not supported by a third party network; and
 - (iv) may not charge the Access Seeker for the delivery to tones and announcements if the signalling is available to the Access Provider, but the Access Provider does not terminate the call through signalling (other than at the request of the Access Seeker under paragraph (b)).
- (d) Details of the requirements for information tones and network announcements will be set out in the Joint Working Manual.

3.8 Signalling Interconnection

The transfer of signals to support the establishment, maintenance and clear down of the Freephone Calls will be via the signalling interconnection specified in the Joint Working Manual.

3.9 Associated Information Signals

- (a) The Freephone Calls will be handed over to the Access Seeker at the relevant Point of Interconnection with information signals provided in the associated signalling system.

- (b) The format of information in the signals referred to in paragraph (a) will be in accordance with ISUP specification set out in the Joint Working Manual.

3.10 Provision of CLI

- (a) The SS7 signalling provided by the Access Provider must include the provision of CLI information in a format which allows the Access Seeker to unambiguously derive the full Mobile Number or PSTN Number of the Calling Party to the full extent that the provision of such CLI information is capable of being supported by SS7 signalling.
- (b) The Access Provider must obtain from the Regulator any approvals or licences necessary for exchange of CLI information (none is required as at the date of first publication).

3.11 Nature of Switchports

- (a) Freephone Calls will be delivered to the Access Seeker at 2.048 Mbit/s Switchports via a Point of Interconnection.
- (b) The Switchports will operate at 2.048 Mbit/s in accordance with the Joint Working Manual.

3.12 Send and Receive Speech Levels

The send and receive levels for speech will be in accordance with the Joint Working Manual.

3.13 Calling Number Display

The parties will comply with the provisions relating to calling number display where set out in the Joint Working Manual.

3.14 Customer Billing

- (a) The Access Seeker is responsible for billing the Freephone Called Party for the end-to-end Telephone Call provided by the Access Seeker utilising the Freephone Originating Access Service.
- (b) If a Freephone Call originates on a Mobile Network, the Access Provider may charge (to its own benefit) the Calling Party a retail charge for the airtime used in making the Freephone Call (not exceeding the retail rate charged by the Access Provider for a local call from a mobile handset). The Access Provider shall not discriminate in its retail airtime charges between Freephone Calls to freephone numbers of different Access Seekers (and including its own freephone services).

3.15 Charges

The Access Seeker shall pay to the Access Provider the relevant Charges for the conveyance of each Freephone Call by the Access Provider from the Calling Party to the

Point of Interconnection, determined in accordance with this Service Description or Schedule 3, and for charging purposes only:

Answer Message means the message set in a backward direction when a Freephone Called Party answers and when the destination exchange connects through the transmission path.

Chargeable Call means a Successful Call which was answered by the Freephone Called Party or a party to whom the Call is forwarded (including a voicemail or other automated answer system) and generated Conversation Time that starts with Answer Message and ends with a Release Message.

Conversation Time means, based on SS7, is the interval that elapses between the moment when the Answer Message is detected or received and the Release Message is detected or received.

IAM means the first message of the call set-up procedure which contains all the information to route the Call to the destination exchange and connect the Call to the Freephone Called Party.

Release Message means the message that initiates the release of the circuit switched connection or equivalent message in any other protocol.

Successful Call means a Freephone Call that starts with an IAM and is supported by the respective resources (signalling and traffic) of the interconnected networks and is delivered successfully as follows:

- (a) the Freephone Called Party answers the Call and an IAM is received by the Calling Party (whether or not combined with a call-forwarding service to another telephone number or a voicemail or any other automated answer system);
- (b) the Freephone Called Party is busy and the Call is terminated by a Release Message;
- (c) the Freephone Called Party does not answer the call and the call is terminated by a Release Message;
- (d) the Calling Party dials a telephone number that is not in service and receives a network announcement accordingly; or
- (e) the Network of the Freephone Called Party delivers any network announcement.

Charges

Item	Chargeable Activity	Effective Date	Charge	Charge Basis
1-8.1	Origination of Calls as set out in Service	1 October 2009	8.060 fils	Per minute, based on the then current rate for Batelco Mobile

	Description from a Mobile Telephone			termination rate in item 1-4.1, calculated per second.
1-8.2	Origination of Calls as set out in Service Description from a fixed PSTN Telephone	1 July 2008	2.71 fils	Per minute, based on the then current Batelco PSTN termination rates in item 1-3.1, and 1-3.2, calculated per second.