**SERVICE SCHEDULES**

**General Conditions**

1. The Parties shall agree in advance all necessary technical requirements, including Call set-up and cleardown sequences, for the conveyance of Calls pursuant to this Schedule.
2. The Parties shall convey Calls in accordance with the agreed technical requirements, and shall not make any changes thereto unless otherwise agreed by the Parties.
3. Each Party shall convey Calls at the same standard and quality of service as it conveys similar Calls originating or terminating on its System.
4. Each Party shall correct faults which occur in its System which affect the conveyance of Calls in accordance with such Party’s normal engineering practices. For the avoidance of doubt, neither Party warrants that its System is, or will be, free from faults.
5. If there are abnormally high volumes of any type of Call that a Party’s System cannot convey, that Party may apply network management controls in their System.
6. The conveyance of Calls shall be in accordance with the routing principles specified in Annex A.

**SERVICE SCHEDULE 1**

**Connectivity Schedule - IP Interconnect & Port Capacity**

1. **Definitions**

In this Schedule, a reference to a paragraph or Appendix, unless stated otherwise, is to a paragraph or Appendix of this Schedule. Words and expressions have the meaning given in Annex D.

1. **Description of Service**

This Schedule applies to the joint provision by the Parties of IP Interconnect and Port Capacity for the conveyance of Calls.

1. **General**

3.1 The Parties shall consult together on a timely basis relating to the practical implementation of this Agreement and to agree an IP Interconnect design for the logical connection and Initial Port volumes. They shall apply their reasonable endeavours to resolve any technical and operational problems encountered in relation to this Agreement.

3.2 Procedures for the installation of the IP Interconnect are described in the Product Handbook and the Technical Description.

3.3 The Parties acknowledge that it is technically impracticable to provide a fault free Service and each Party does not undertake to do so.

1. **Point of Connection**

4.1 The Operator can establish a Point of Connection (POC) with the BT System using the

 following methods:

 (a) via the Internet;

(b) via direct access through a BT NAP (Neutral Access Point);

(c) via direct connectivity to an IP Exchange PoP site.

4.2 BT will publish the locations of the NAP and IP Exchange PoP sites in the BT Technical Description.

4.3 Provision of the Internet does not form part of this contract; Parties will ensure they have appropriate arrangements in place when using this method.

4.4 Each Party will be responsible for installing and maintaining, at its own cost and expense, any equipment on that Party’s side of the Point of Connection.

1. **Interconnect Links**

5.1 The Operator is responsible for providing the in-building cable through to the BT room in the NAP.

5.2 BT is responsible for providing the in-building cable at an IP Exchange PoP site to the Operator’s NTE located within the MUA room.

5.3 The Points of Connection and Interconnect Links must be established before Initial Port Capacity provision can commence.

1. **POC & Interconnect Link Rearrangements**
	1. If the Operator wishes to move rack location within a POP, the Operator will order an additional Interconnect Link to establish a new connection at the same POP site.
	2. The Operator will need to issue a planned engineering works (PEW) to busy out that current direct POP connection to facilitate change over to a new connection.
2. **Port Capacity Requirements**

7.1 The Initial Ports shall have a minimum period of 12 months from the Service Start Date.

* 1. At all times there must be a minimum of 30 Ports provisioned at each POC type ordered and at each IP Exchange PoP site.
	2. The Port Capacity of a Port will be a maximum of 100 k/bits bandwidth.
	3. The Parties will, subject to forecasts, use all reasonable endeavours to ensure that sufficient Port capacity is supplied at each Point of Connection and at their respective Switches in such a way as conveniently to meet all reasonable demands for the provision of the Services.

7.5 The Operator will provide upon BT’s reasonable request, a forecast of anticipated Port Capacity volume requirements and Call traffic patterns as defined in Annex A.

1. **Resilience / Diverse Routing**

BT offers the following types of resilience / diverse routing that the Operator may choose to apply:

(a) Platform Resilience – a logical connection to a resilient pair of session border controllers deployed at the same location; or

(b) Geographic Diverse Routing – (load sharing) a logical connection to a minimum of two resilient pairs of session border controllers deployed in separate geographic locations where the Initial Port provision is planned to be 200 Ports or above.

1. **Port Capacity Provisions and Amendments**

9.1 BT will use reasonable endeavours to provide the initial and subsequent changes to Port Capacity within 30 working days, where the Operator does not require additional POC and Interconnect Links and are within forecast.

9.2 The Operator will raise a CRF document with BT. The Parties will work together to agree the Port Capacity order requirements.

9.3 BT will advise the Operator by email either:

(a) that BT will supply the Ports and the Service Start Date; or

(b) reason for rejection of the CRF, which may be one of the following non-exhaustive list:

1. if any information submitted on a CRF is illegible, inaccurate, incomplete, or incorrect;
2. the Port volumes requested cannot be supported by the POC and /or Interconnect Link capacity; or
3. if in BT’s reasonable opinion, the Port volume requested is unjustified for Call traffic volumes.

9.4 Where an increase to the Port volumes is requested that are outside of Port Capacity Forecast the standard lead-time will not apply, and the Parties will agree a Service Start Date.

9.5 A Party may request the cessation of a Port by providing a minimum of 30 working days’ notice on submission of a CRF. The process for the completion and submission of a CRF is set out in the Product Handbook.

9.6 Neither Party will be liable for failing to supply any Service to the extent that it falls outside or beyond any Port Capacity Forecast provided as per Annex A.

1. **Charging**

10.1 Service Establishment charges shall be due after the KCI for Ready for Service Date. If the Initial Port Capacity order is cancelled by the Operator before completion, BT reserves the right to charge the Service Establishment charge and the minimum Initial Port charges for each POC type as per clause above Clause 7.2.

10.2 Port Rental charges shall be payable to BT in accordance with the periodicity specified from time to time in the Carrier Price List.

**SERVICE SCHEDULE 2**

**Termination Services**

"Termination Call" means a Call to a Termination Number Range, comprising the minimum service features necessary to support a speech path through a System, destined for a telephone number of a Network Termination Point, being a Call available for the conveyance of Signals.

“Termination Number Range” means a Number Range commencing with 01, 02, 03, 05, 07.

1. Each Party will convey Termination Calls handed over from the other Party's System to the appropriate Network Termination Point, or if appropriate, terminal apparatus nominated by a service provider.
2. For the conveyance of each Termination Call, the originating Party shall pay the terminating Party a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List.
3. For the conveyance of each Termination Call, which is also a Transfer Charge Call, the terminating Party shall pay the originating Party a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List, and the originating Party shall pay no charge to BT pursuant to this Schedule.
4. For the conveyance of each Termination Call by the Operator, which is also a Transfer Charge Call, made by a Calling Party from a BT Public Pay Telephone (as defined in the Definitions section of the General Conditions), the Operator shall pay BT for each such Call, in addition to any other charges, the BT Payphone Access Levy specified from time to time in the Carrier Price List.

**SERVICE SCHEDULE 3**

**Freephone Services**

"Freephone Call" means a Call made by a Calling Party dialling 0800 or 0808 (or the international freephone service 00800) followed by a freephone service provider’s number.

1. Each Party shall convey Freephone Calls handed over from the other Party’s System to the appropriate terminal apparatus, or, in the case of BT, to the Operator System or a Third Party Operator’s system if the terminal apparatus is connected to that System or systems.
2. Each Party shall ensure that its promotional material will not undermine the public perception that Freephone Calls are free to Customers of the other Party.
3. For the conveyance of each Freephone Call, the terminating Party shall pay the originating Party a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List.
4. If a Freephone Call originates on a BT Public Pay Telephone (as defined in the Definitions section of the General Conditions), or an equivalent payphone on the BT System being a payphone operated by a payphone operator other than BT, and is handed over to the Operator, the Operator shall in addition to any other charges pay BT for each such Call, the BT Payphone Access Levy specified from time to time in the Carrier Price List.

**SERVICE SCHEDULE 4**

**Other NGCS Services**

"Other NGCS Call" means a Call made by a Calling Party dialling 0843, 08442 through 08449, 0845, 0870, 08712 - 08719, 0872, 0873, or 09, (or any other Number Range defined by Ofcom for similar purposes) followed by the remainder of an NGCS Service Provider’s number.

1. Each Party shall take all reasonable steps to ensure that a person applying to be an NGCS Service Provider is adequately vetted prior to being accepted to minimise the risk of fraud, and to ensure compliance with any requirements of Phone-paid Services Authority (where appropriate). Each Party shall take all reasonable steps to ensure that a person applying to be an NGCS Service Provider will offer the NGCS in good faith.
2. Each Party shall convey Other NGCS Calls handed over from the other Party’s System to the appropriate terminal apparatus, or, in the case of BT, to the Operator System or a Third Party Operator’s system if the terminal apparatus is connected to that System or systems.
3. Neither Party shall have any obligation to convey Other NGCS Calls handed over from the other Party’s System intended for an NGCS Service Provider if that service provider has been suspended or terminated.
4. Subject to the provisions of this Schedule, for the conveyance of each Other NGCS Call, the originating Party shall pay the terminating Party a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List.

**SERVICE SCHEDULE 5**

**Transit Services**

1. BT shall convey a BT Transit Call handed over either:
	1. from the Operator System, to a Third Party Operator’s system, or
	2. from a Third Party Operator’s system, to the Operator System, or
	3. from the Operator System, to the Operator System,

to the extent that a similar Call is available to BT Customers.

1. For the conveyance of each BT Transit Call by BT, the Operator shall pay BT a charge calculated in accordance with the rate for such a Call, if any, specified from time to time in the Carrier Price List. If at the time when a BT Transit Call is conveyed by BT no rate for such a Call is specified in the Carrier Price List, the Operator agrees to pay for such a Call at the rate which is subsequently specified in the Carrier Price List.
2. It is expressly agreed that BT may from time to time vary the charge for a BT Transit Call by publication in the Carrier Price List and such charge shall take effect on the Effective Date, being a date not less than 28 calendar days after the date of such publication for an increase to such charge or not less than one calendar day after the date of such publication for a decrease to such charge.
3. For the conveyance of each BT Transit Call by BT, which is also a Transfer Charge Call, BT shall pay the Operator a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List, provided always that BT shall not be obliged to pay for such a Call, if BT has not received payment from a Third Party Operator, and the Operator shall pay no charge to BT pursuant to this Schedule.

**SERVICE SCHEDULE 6**

**Number Portability**

**1. Definitions**

|  |  |
| --- | --- |
| **“APCC”** | Average Porting Conveyance Charge, as set out in the Carrier Price List; |
| **“BT Imported Geographic Call”** | a call to a Geographic Number ported from the Operator to BT, handed over by the Operator System to the BT System; |
| **“BT Imported NGN Call”** | a call to an NGN ported from the Operator to BT, handed over by the Operator System to the BT System; |
| **“CLI Guidelines”** | the guidance on the provision of Calling Line Identification facilities and other related services as published by Ofcom; |
| **“Donor CP”** | the Party from whose System the Number has been ported; |
| **“Gaining CP” or “Recipient CP”** | the Party to whose System the Number has been ported; |
| **“Gaining CP System”** | the System to which the Number has been ported; |
| **“Geographic Number” or “GN”** | a telephone number beginning 01 or 02 as defined in Ofcom’s National Telephone Numbering Plan; |
| **“Geographic Number Portability” or “GNP”** | a service whereby an End User receiving service on an Geographic Number from the Range Holder of that GN, may opt for the GN to be made available to it by another telecommunications operator, for an equivalent category of service; |
| **“General Conditions of Entitlement”** | the conditions applicable to all communications providers in the UK as published by Ofcom; |
| **“NGN Call”** | A Call to an Non-Geographic Number; |
| **“NGN Service Provider”** | an entity who has contracted with one of the Parties for delivery of NGN Calls; |
| **”Non-Geographic Number” or “NGN”** | A Number within a number range listed in Table A to this Schedule; |
| **“Non-Geographic Number Portability” or “NGNP”** | a service whereby an End User receiving service on an NGN from the Range Holder of that NGN, may opt for the NGN to be made available to it by another telecommunications operator, for an equivalent category of service;  |
| **“Number”** | a telephone number in accordance with the National Telephone Numbering Plan used by a Calling Party to call a Called Party; |
| **“Operator Imported Geographic Call”** | a call to a Geographic Number ported from BT to the Operator, handed over by the BT System to the Operator System ; |
| **“Operator Imported NGN Call”** | a call to an NGN ported from BT to the Operator, handed over by the BT System to the Operator System ; |
| **“Operator Originated Ported Geographic Transit Call”** | a Call to a Geographic Number, prefixed by the Operator with a Ported Geographic Transit Network Prefix Code before being handed over from the Operator System to the BT System initially and handed over from the BT System to the recipient Third Party Operator’s system; |
| **“Operator Originated Ported NGN Transit Call”** | a Call to a NGN prefixed by the Operator with a Ported NGN Transit Prefix Code and handed over from the Operator System to the BT System then handed over from the BT System to the recipient Third Party Operator’s system; |
| **“Ported Geographic Transit Prefix Code”** | the network address code in the format 5xxxxx allocated by OFCOM which identifies the recipient Third Party Operator’s system; |
| **“Ported NGN Service Transit Prefix Code”** | the network address code in the format 505xxx allocated by OFCOM which identifies the recipient Third Party Operator’s system; |
| **“Phone-paid Services Authority”** | the Independent Committee for the Supervision of Standards of Telephone Information Services; |
| **“Process Manuals”** | the Geographic Number Portability End-to-End process Manual and the Non-Geographic Number Portability End-to-End Process Manual as agreed by the industry porting groups; |
| **“Range Holder”** | the Party to whom the Number is currently allocated to by OFCOM and from whose System the Number has been ported from; |
| **“Range Holder System”** | the System from which the Number has been ported; |
| **“Subsequent Portability”** | an arrangement whereby a Number that has already been exported from the Range Holders network can be exported to another Operator’s network (who has an agreement with the other Party for the provision of GNP or NGNP); |
| **“Third Party Originated Ported Geographic Transit Call”** | a Call to a Geographic Number handed to BT by a third party Operator prefixed by a Ported Geographic Transit Prefix Code for transit conveyance by BT to the Operator System; |
| **“Third Party Originated Ported NGN Transit Call”** | a Call to a NGN handed to BT by a third party Operator prefixed by a Ported NGN Transit Prefix Code for transit conveyance by BT to the Operator System. |

**2. Description of Service**

**Geographic Number Portability (GNP)**

2.1 Subject to the provisions of this Schedule:

2.1.1 The Parties shall co-operate to operate GNP between their respective Systems

2.1.1.1 Each Party’s Geographic Numbers shall be portable anywhere in the United Kingdom

2.1.1.2 BT shall convey BT Imported Geographic Calls handed over from the Operator System to the Ported Number destination.

2.1.1.3 The Operator shall convey Operator Imported Geographic Calls handed over from the BT System to the ported Number destination.

**GNP Transit**

2.1.1.4 BT shall convey Operator Originated Ported Geographic Transit Calls handed over from the Operator System to a recipient Third Party Operator’s system provided that:

2.1.1.4.1 The total number of dialled digits and associated Ported Geographic Transit Prefix Address Code required to be stored in the BT System does not exceed the maximum capability of the BT System (Note: this capability applies to each Call); and

2.1.1.4.2 The recipient Third Party Operator hascompleted service establishment with BT pursuant to the Process Manuals and implemented the relevant Ported Geographic Transit Network Prefix Code databuild work; and

2.1.1.4.3 The Operator has completed service establishment with BT pursuant to the Process Manuals; and

2.1.1.4.4 BT has implemented the relevant Ported Telephony Transit Network Prefix Code databuild work in the BT System; and

2.1.1.4.5 The Operator has applied the correct Ported Geographic Transit Network Prefix Code to each call.

2.1.1.5 The Operator shall convey Third Party Originated Ported Geographic Transit Calls, handed over to the BT System by a Third Party Operator and handed over from the BT System to the Operator System, to the ported Number destination.

**Non-Geographic Number Portability (NGNP)**

2.2 The Parties shall co-operate to operate NGNP between their respective Systems for the Numbers specified at Table A below.

2.2.1 BT shall convey BT Imported NGN Calls handed over from the Operator System to the appropriate terminal apparatus;

2.2.2 The Operator shall convey Operator Imported NGN Calls handed over from the BT System to the appropriate terminal apparatus;

**NGNP Transit**

2.2.3 BT shall convey Operator Originated Ported NGN Transit Calls handed over from the Operator System to the recipient Third Party Operator’s system provided that:

2.2.3.1 The total number of dialled digits and associated Ported NGN Transit Prefix Code required to be stored in the BT System does not exceed the maximum capability of the BT System (Note: this capability applies to each Call); and

2.2.3.2 The recipient Third Party Operator hasimplemented the relevant Ported NGN Service Transit Prefix Code databuild work; and

2.2.3.3 The Operator has ordered, and BT has implemented the relevant Ported NGN Service Transit Prefix Code databuild work; and

2.2.3.4 The Operator has applied the correct Ported NGN Service Transit Prefix Code to each Call.

2.2.4. The Operator shall convey Third Party Originated Ported NGN Transit Calls received by BT from a Third Party Operator and handed over from the BT System to the Operator System, to the appropriate terminal apparatus;

**General**

2.3 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear down sequences, for the conveyance of Calls pursuant to this Schedule. The Parties shall convey such Calls in accordance with the agreed technical requirements, as specified in the Process Manuals, and shall not make any changes thereto unless otherwise agreed in writing by the Parties.

2.4 Each Party shall ensure that CLI data is conveyed in accordance with the CLI Guidelines.

2.5 Except as provided in paragraph 3, or as otherwise agreed in writing by the Parties, if a Geographic Number provider or an NGN Service Provider who has ported its Number from the Range Holder System to the Gaining CP System, subsequently ceases service with the Gaining CP System, the ported Number shall revert to the Range Holder for use in the Range Holder System.

2.6 Each Party shall correct faults which occur in its System which affect the conveyance of Calls to ported Numbers in accordance with such Party’s normal engineering practices. For the avoidance of doubt, neither Party warrants that its System is, or will be, free from faults.

2.7 The Parties agree, for the purposes of the provision of this service (including ported number order handling), to operate in general accordance with the Process Manuals.

2.8 Both BT and the Operator are responsible for applying the Gaining CP’s Porting Prefix when numbers are exported from their respective number ranges.

2.9 If:

2.9.1 a failure to port shall occur, and

2.9.2 the Gaining CP as agent for the porting End-User requests the provision of emergency restoration to a porting End-User,

the Gaining CP shall indemnify the Range Holder, for Call charges and rental, if appropriate, incurred by the End User to the Range Holder, in accordance with the Range Holder’s standard conditions for provision of service to such End User, provided always that the Gaining CP shall have no liability to the Range Holder if the failure to port shall have occurred because of an act or omission by the Range Holder.

2.10 If any such charges to an End User are outstanding 30 days after the due date, being charges in respect of the period during which emergency restoration shall have been provided by the Range Holder, the Range Holder shall invoice the Gaining CP under this Agreement.

2.11 For the avoidance of doubt, the provisions of paragraphs 2.9 and 2.10 also apply to the emergency restoration process on “Return to Range Holder” and paragraphs 2.9 and 2.10 shall be construed accordingly.

2.12 Each Party shall take all reasonable steps to ensure that a person applying to be its NGN Service Provider pursuant to NGNP is adequately vetted prior to being accepted to minimise the risk of PRS Fraud and the Artificial Inflation of Traffic and to ensure compliance with the requirements of the Phone-paid Services Authority. Each Party shall take all reasonable steps to ensure that such person applying to be its NGN Service Provider will offer such service in good faith.

2.13 Each Party shall take all reasonable endeavours to agree adequate safeguards to prevent and detect PRS Fraud and the Artificial Inflation of Traffic in connection with Calls made pursuant to this Schedule. Where appropriate the Parties shall co-operate with Third Party Operators to prevent and detect PRS Fraud and the Artificial Inflation of Traffic.

**3. Subsequent Portability**

3.1 For Subsequent Portability the Parties shall co-operate to facilitate such transfer in general accordance with the provisions of the Process Manuals, including without exception, the process for ordering/cancelling service and the provision of emergency restoration activity, where appropriate.

3.2 If one of the Parties becomes the Gaining CP as a result of Subsequent Portability:

3.2.1 the Parties shall co-operate to facilitate such transfer of service in accordance with the general provisions of the Process Manuals; and

3.2.2 the Gaining CP shall:

1. ensure the provision of the appropriate ordering and cancellation documentation in accordance with the Process Manuals;
2. co-ordinate the timing of the porting activity by such Third Party Operator and the other Party as Range Holder;
3. assume responsibility for the initiation and co-ordination of any necessary emergency restoration activity by the other Party as Range Holder and such Third Party Operator; and
4. indemnify the other Party and keep it indemnified from all claims relating to loss of service pursuant to such Subsequent Portability, other than any loss as a consequence of any failure of the Range Holder to port or undertake emergency restoration in accordance with the provisions of the Process Manuals.

**4. Charging**

4.1 For the conveyance of each Call Type listed in the table in Table B of this Schedule, the settlement for such Call will be in accordance with the Settlement column in the table in Table B, at rates specified from time to time in the Carrier Price List.

*GNP & NGNP – Porting between BT and Operator*

* 1. Other than in the cases described in clauses 4.3 to 4.5, for conveyance of a ported Call to a Gaining CP, the charges for such a Call shall be ascertained and paid for as if such Call were an equivalent service Call between the Parties for delivery to a Number on the Gaining CP System under this Agreement.

*GNP Transit & NGNP Transit – Operator as Donor CP*

4.3 The Operator as Range Holder shall be responsible for settlement with the specified recipient Third Party Operator for the origination/termination elements of Operator Originated Ported Geographic Transit Calls in accordance with the Carrier Price List.

4.4 The Operator as Range Holder shall be responsible for settlement with the specified recipient Third Party Operator for the origination/termination elements of Operator Originated Ported NGN Transit. BT shall charge the Operator for transit by BT of Operator Originated Ported NGN Transit Calls, in accordance with the Carrier Price List.

*GNP Transit & NGNP Transit – Operator as Recipient CP*

4.5 The Operator as recipient of the Third Party Originated Ported NGN Transit Calls and Third Party Originated Ported Geographic Transit Calls shall be responsible for settlement with the originating Third Party Operator for the origination/termination elements of such Calls. The Operator shall pay BT a charge calculated in accordance with the rate specified from time to time in the Carrier Price List for the transit conveyance by BT of Third Party Originated Ported Geographic Transit Calls.

*PAC charges*

4.6 If the Operator has paid to BT a charge for Payphone Access Charge (PAC) in respect of an 080 Free Phone NGN Call which originated from a Calling Party from a BT Public Call Box (as defined in the General Conditions of Entitlement) or a temporary BT Public Call Box or an equivalent payphone on the BT System being a payphone which is operated by a payphone operator other than BT, has been handed over by the BT System to the Operator System as Range Holder System, and then handed over by the Operator System to the BT System as the recipient System, then BT shall repay such charge in respect of such Call.

4.7 If an Operator Imported NGN Call to an Operator 080 Free Phone Service Provider originates from a Calling Party from a BT Public Call Box (as defined in the General Conditions of Entitlement) or BT temporary Public Call Box, or an equivalent payphone on the BT System being a payphone operated by a payphone operator other than BT, the Operator shall pay to BT in respect of such a Call in addition to the charge at paragraph 4.1, a Payphone Access Charge (PAC) at the rate specified from time to time in the Carrier Price List.

*DMA charges*

4.8 If either party subsequently requires additional Data Management Amendments (DMAs) to add or remove a prefix in respect of GNP or NGNP beyond those established as part of the original service establishment work under the Process Manuals, the party requiring the DMA shall pay to the other party a charge in accordance with the rates as specified in the Carrier Price List.

*Order Handling charges*

4.9 Number portability order handling charges are set out in Carrier Price List.

**TABLE A**

**Ported NGNP Calls**

1. Non-Geographic Number Portability pursuant to this Schedule shall apply to the following Non-Geographic Code service categories allocated to BT and the Operator:

|  |  |  |
| --- | --- | --- |
| **CATEGORY** | **BT RANGE HOLDER NUMBER RANGES** | **OPERATOR RANGE HOLDER NUMBER RANGES** |
| Free to caller | 0800, 0808 | 0800, 0808 |
| Special Service (lower rate) | 0843, 0844 and 0845 | 0843, 0844 and 0845 |
| Special Services (higher rate) | 0870, 0871, 0872 and 0873 | 0870, 0871, 0872 and 0873 |
| Premium Rate Services | 090, 091, 098 | 090, 091, 098 |
| 03 UK-wide Number Call | 03 | 03 |

**TABLE B**

**Scenarios**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Donor CP** | **Transit** | **Gaining CP** | **Call Type** | **Settlement** |
| GNP | BT | N/A | Operator | Operator Imported Geographic Calls | Gaining CP charges Donor CP for termination under the relevant Schedule; Donor CP charges Gaining CP APCC |
| NGNP | BT | N/A | Operator | Operator Imported NGN Calls |
| GNP | Operator | N/A | BT | BT Imported Geographic Calls |
| NGNP | Operator | N/A | BT | BT Imported NGN Calls |
| GNP transit | Operator | BT | 3rd Party | Operator Originated Ported Geographic Transit Calls | Gaining CP pays BT transit fee; Direct Accounting between Donor CP and Gaining CP  |
| GNP transit | 3rd Party | BT | Operator | Third party Originated Ported Geographic Transit Calls |
| NGNP transit | Operator | BT | 3rd Party | Operator Originated Ported NGN Transit Calls | Donor CP pays BT transit fee; Direct Accounting between Donor and Gaining CP  |
| NGNP transit | 3rd Party | BT | Operator | Third party Originated Ported NGN Transit Calls |

**SERVICE SCHEDULE 7**

**International Outgoing Calls**

1. Subject to the provisions of this Schedule, BT shall convey a BT International Outgoing Call handed over from the Operator System to an Authorised Overseas System, if a rate for such a Call is specified from time to time in the Carrier Price List.
2. It is expressly agreed that BT may from time to time vary the charge for a BT International Outgoing Call by publication in the Carrier Price List and such charge shall take effect on the Effective Date, being a date not less than 7 calendar days after the date of such publication for an increase to such charge or not less than one calendar day after the date of such publication for a decrease to such charge.
3. For the conveyance of each BT International Outgoing Call by BT, the Operator shall pay BT a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List, or as otherwise agreed by the Parties.
4. For the conveyance of each BT International Outgoing Call by BT which is also a Transfer Charge Call, BT shall pay the Operator a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List, provided always that BT shall not be obliged to pay for Transfer Charge Calls where BT has not received payment for such Call from the Authorised Overseas System, and the Operator shall pay no charge to BT pursuant to this Schedule.

**SERVICE SCHEDULE 8**

**Special Services**

***BT Special Services:***

1. For the conveyance of each Call in the table below, unless otherwise specifically noted below, the Operator shall pay BT a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List, or as otherwise agreed by the Parties.

1. It is expressly agreed that BT may from time to time vary the charge for any Calls listed in the table below by publication in the Carrier Price List and such charge shall take effect on the Effective Date, being a date not less than 56 calendar days after the date of such publication.

|  |  |
| --- | --- |
| **Number range/service** | **Special Terms applying to the service** |
| 118xxx (National Directory Enquiry) |  |
| BT 116 European Helpline Calls | BT shall pay the Operator a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List. |
| Directory Enquiry Service for Blind or Disabled Customers (195) | BT shall register as a Blind or Disabled Customer, those Operator Customers who apply to a BT registration point for consideration by BT to be registered, subject to that Customer fulfilling the same criteria as BT Customers qualifying for such registration. The Blind or Disabled DQ Service shall only be available to be accessed by Blind or Disabled Customers having a telephone number conforming to the UK national numbering scheme. |
| National Operator Assistance Service (100) | BT shall give to the Operator not less than six months’ written notice of any material changes to the Service.Where the Operator permits access to the Service from payphones connected to or forming part of the Operator System, the Operator shall ensure the payphone sends a tone, of a form to be agreed between the Parties, to indicate to the BT Operator that the Calling Party is using a payphone.The following are payable:1. For the onward connection of Calls the Operator or BT, as appropriate shall pay, for each successful Call, the charges in accordance with the charge as specified from time to time in the Carrier Price List for the appropriate Call.
2. For the provision of Transfer Charge Calls by the service, BT shall pay the Operator for each successful Call, the appropriate charge specified from time to time in the Carrier Price List.
 |
| International Operator Assistance Service (155) | BT shall give to the Operator not less than six months’ written notice of any material changes to the Service.Where the Operator permits access to the Service from payphones connected to or forming part of the Operator System, the Operator shall ensure the payphone sends a tone, of a form to be agreed between the Parties, to indicate to the BT Operator that the Calling Party is using a payphone.The following are payable:1. Except for international Transfer Charge Calls, the Operator shall pay BT for each Call the charges specified from time to time in the Carrier Price List.
2. For each international Transfer Charge Calls set up by the BT operator, BT shall pay the Operator for each successful Call the appropriate rate specified from time to time in the Carrier Price List.

Either Party may terminate access to the Service by giving not less than 2 months’ advance written notice to the other Party. |
| 123 (Timeline) |  |
| 159 (Bank fraud line)  |  |
| Transfer of Number Blocks | *Description of Service*The Parties agree that they will co-operate in the transfer of Number Blocks between their respective Systems.If a Party to whom a Number Block has been allocated by Ofcom (“Number Block Owner) has used the Number Block exclusively for a Customer (including use in part for a Customer with the remainder not having been used for another Customer), and such Customer wishes to receive telephony service from the other Party, the Number Block Owner shall transfer the Number Block to the other Party on a date to be agreed in writing by the Parties.The Number Block Owner will inform OFCOM of the Number Block transfer.On completion of the transfer of the Number Block the transferee agrees that the Number Block shall continue to be used exclusively for the same Customer, and therefore remain available for subsequent transfer.*Implementation*The Party to whom the Number Block is to be transferred shall provide a draft project plan to the Number Block Owner.The Number Block Owner shall respond to the draft project plan and shall provide a quotation for the transfer of the Number Block.The Parties shall agree a project plan including the agreed transfer date and the charges applicable to the transfer of the Number Block, as soon as reasonably possible.The Parties shall implement such transfer of Number Blocks in accordance with the project plan.The Parties shall record the relevant Number Block in the Technical Master Plan.*Charges*The Party to whom the Number Block has been transferred shall pay the Number Block Owner the charge agreed between the Parties, on completion of the transfer. If the Operator has an agreement with BT providing for entries on BT’s Operator Services Information System database, and Geographic Numbers or Non-Geographic Numbers are transferred under this Schedule, the Parties shall follow the processes and, where appropriate pay the charges, in accordance with that agreement.The Party to whom the Number Block is transferred shall pay any other relevant charges for the provision of capacity set out in this Agreement. |
| **BT Relay Services** |  |
| * *BT Relay UK Dial-Through Service*
 | BT Relay Services are governed by the Service Description at <https://www.bt.com/about/sinet/sins/downloads>.BT shall give to the Operator not less than six months prior written notice of any material change to the Service. If the Operator hands over Calls to the BT System from payphones connected to or forming part of the Operator System, the Operator shall ensure the payphones send a tone, of a form to be agreed between the Parties, indicating to the BT Operator that the Calling Party is using a payphone. |
| * *BT Relay UK Operator Assistance Service*
 |
| * *BT Relay UK International Operator Assistance Service*
 |
| * *BT Timeline Service*
 |
| * *BT Relay Residential Customer Service*
 |
| * *BT Relay Residential Fault Reporting Service*
 |
| * *BT Relay UK Directory Enquiry Service for Blind and Disabled Customers*
 |
| * *BT Relay UK Emergency Service*
 |

***Operator Special Services:***

1. For the conveyance of each Call in the table below, BT shall pay the Operator a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List, or as otherwise agreed by the Parties.
2. If the Operator wishes to vary the charge for any Calls listed in the table below, the standard charge change process (set out in clause 14 of the main body of the agreement) will apply.

|  |  |  |
| --- | --- | --- |
| **Number range/service** | **Special Terms applying to the service** |  |
| 118xxx (National Directory Enquiry) |  |  |