

### REVISION HISTORY

DATE	AMENDMENT	DESCRIPTION OF AMENDMENT

## **SERVICE DESCRIPTION 3-4: INTERNATIONAL OPERATOR ASSISTED CALL SERVICE**

### **1 THE SERVICE**

The **International Operator Assisted International Call Service** is a service provided by Batelco enabling the End Users directly connected to the Access Seeker's Network to place an International Operator Assisted Call through a Batelco International Operator.

**Available to:** Public telecommunications operator with an individual NFL or MNO licence and one or more interconnection links with Batelco.

**Traffic:** Telephone Calls which originate in Bahrain only.

**Reciprocal Service:** Not required.

### **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 Seeker** means the Licensed operator of the PSTN or GSM Network directly connecting the Mobile Number or PSTN Number from which the International Operator Assisted Call is made.

**Called International Number** means a telephone number connected to an overseas public network to which the Batelco international network is connected to which the Calling Local Party wishes to place an International Operator Assisted Call.

**Calling Local Party** means the Access Seeker Customer who places an International Operator Assisted Call.

**International Operator Assistance** means assistance by an operator at the National Collect Call Centre to facilitate a Calling Party to complete an International Operator Assisted Call.

**International Operator Assisted Call** means a Telephone Call that is initiated by a Calling Party dialling 151 to contact the International Operator Centre and requesting connection to a Called International Number and includes a collect charge call.

**International Operator Centre** means a call centre operated by Batelco for the purpose of setting up International Operator Assisted Calls.

### **3 TERMS**

#### **3.1 Access Provider**

Batelco is the Access Provider.

#### **3.2 Prerequisites**

Batelco shall not be obliged to supply the Outbound Operator Assisted International Call Service unless and until:

- (a) either the In-Span Interconnect Link Service or the CSI Link Service is provisioned;
- (b) the parties have established a Point of Interconnection at which parties agree International Operator Assisted Calls will be handed over by the Access Seeker to Batelco;
- (c) the parties have successfully completed any pre-commissioning testing requirements of such interconnect link service set out in the Joint Working Manual; and
- (d) the Access Seeker has requested the Inbound International Collect Call Access Service.

### **3.3 Conveyance**

Subject to the Forecasting Procedures, Batelco shall:

- (a) convey the International Operator Assisted Call from the relevant Point of Interconnection to the Batelco International Operator Centre; and
- (b) provide the International Operator Assistance to the Calling Local Party;
- (c) subject to sub-clause (d), if the Called International Party answers the call, convey the call from the International Operator Centre to the Called International Party; and
- (d) if the Calling Local Party is seeking to place a collect International Operator Assisted Call and the Called International Party accepts the call charges, convey the call from the International Operator Centre to the Called International Party.

### **3.4 Customer Billing**

- (a) Subject to sub-clause (b), the Access Seeker shall be responsible for billing the Calling Local Party for the end-to-end International Operator Assisted Call;
- (b) Batelco shall be responsible for arranging the billing of the Called International Party if that Party agrees to accept the call charges.
- (c) Batelco will provide the Access Seeker with relevant call CDR in accordance with the timetable in Schedule 4 for the exchange of call data to enable the Access Seeker to charge the Calling Local Party

### **3.5 Echo Control**

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

### **3.6 Provision of tones and Network announcements**

- (a) If an International Operator Assisted Call from a Calling Party is unsuccessful within the Access Provider's Network, the Access Provider may connect the Telephone Call

to information tones or network announcements. The Access Seeker shall pay the Charge specified in Schedule 3.

- (b) Details of the requirements for information tones and network announcements will be set out in the Joint Working Manual.

### **3.7 Signalling interconnection**

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

### **3.8 Associated information signals**

- (a) The International Operator Assisted Calls will be handed over to the Access Provider 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.

### **3.9 Provision of CLI**

- (a) The SS7 signalling provided by the Access Seeker must include the provision of CLI information in a format which allows the Access Provider 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 Seeker 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).

### **3.10 Nature of Switchports**

- (a) International Operator Assisted Calls will be delivered to the Access Provider 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.

### **3.11 Send and receive speech levels**

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

### **3.12 Calling number display**

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

### **3.13 Charges**

The Access Seeker shall pay to the Access Provider the relevant Charges determined in accordance with Schedule 3 of this Reference Offer.