

SERVICE DESCRIPTION 2-2: DIRECTORY ASSISTANCE SERVICE

1 THE SERVICE

The Directory Assistance Service is a service provided by Batelco to Access Seeker Customers to provide them with access to a Batelco operator to obtain information about Listed Numbers.

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 on the Access Seeker's network and are made to the Batelco directory operators.

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 Provider means Batelco

Access Seeker means the Licensed operator of the PSTN Network or Mobile Network directly connecting the PSTN Number or Mobile Number from which the Directory Assistance Call is made.

"Automated Hours" has the meaning set out in clause 3.13 of this Service Description.

Calling Party means an Access Seeker Customer who initiates a Directory Assistance Call from the Access Seeker's Network.

Directory Assistance means:

- (a) for a call to the 181 service, assistance by an operator at the Batelco Directory Assistance Call Centre to provide a Calling Party with one requested Listed Number, verbally or using an electronic voice response and
- (b) for a call to the 188 service from a Mobile Number, assistance as in paragraph (a), together with an SMS Message consisting of the Listed Number.

Directory Assistance Call means a call to the Directory Assistance Call Centre from the Calling Party.

Directory Assistance Call Centre means the call centre operated by the Access Provider for the purpose of providing the National Directory Assistance Service.

Directory Assistance Access Number means a number publicised by Batelco as a number at which subscribers can contact Batelco for Directory Assistance, and includes the numbers 181 and 188.

Listed Number means a PSTN Number or a Mobile Number which is not identified in Batelco's Directory Assistance database as an Ex-Directory Number; or

- (c) Ex-Directory Number has the meaning given in the Service Description of the Directory Listing Service.

3 TERMS

3.1 Access Provider

Batelco is the Access Provider.

3.2 Prerequisites

Batelco shall not be obliged to supply the Directory Assistance 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 the parties agree the Access Seeker shall handover Directory Assistance Calls to Batelco; and
- (c) the parties have successfully completed any pre-commissioning testing requirements set out in the Joint Working Manual,

3.3 Handover

The Access Seeker must hand over Directory Assistance Calls to Batelco:

- (a) at an agreed Point of Interconnection; and
- (b) in accordance with all applicable terms of this Service Description, the Supply Terms and relevant technical and operational requirements notified by Batelco to the Access Seeker from time to time.

3.4 Conveyance

- (a) Subject to the Forecasting Procedures, Batelco shall in respect of a Directory Assistance Call that is handed over by the Access Seeker to the Batelco in accordance with paragraph 3.3 of this Service Description:
 - (i) convey the call from the relevant Point of Interconnection to the Directory Assistance Call Centre, by means of the Access Provider's PSTN; and
 - (ii) shall provide Directory Assistance to the Calling Party.
- (b) Batelco will handle Directory Assistance Calls on a non-discriminatory basis compared to handling of similar calls from Batelco's own customers.

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 a Directory Assistance Call from a Calling Party is unsuccessful within the Access Provider's Network, the Access Seeker may connect the Directory Assistance Call to its own information announcements, failing which 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 Directory Assistance Calls will be via the signalling interconnection specified in the Joint Working Manual.

3.8 Associated Information Signals

- (a) The Directory 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 Calling Line Identification

- (a) The SS7 signalling provided by the Access Seeker must include the provision of CLI information in a format which allows Batelco to derive unambiguously 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 delivery of CLI information to Batelco.

3.10 Nature of Switchports

- (a) Directory Assistance 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 Automated Hours

(a) Automated Hours means the hours between 2pm to 8am where the Access Provider shall activate an automated voice message directing the Calling Party to 181.bh and/or send a free SMS message to the Calling Party directing them to the following online link: <https://www.e.batelco.com/eservices/User>

(b) For the avoidance of doubt, the Directory Assistance Service will not be available to the Access Seeker during the Automated Hours.

3.14 Customer Billing

The Access Seeker shall be responsible for billing the Calling Party for the end-to-end Directory Assistance Call.

3.15 Charges

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

(b) During the Automated Hours the Access Seeker shall not be charged for any calls made by the Calling Party in accordance with Schedule 3 of this Reference Offer.