

SERVICE DESCRIPTION 1-6: EMERGENCY CALL ACCESS SERVICE

1 THE SERVICE

The Emergency Call Access Service is a service provided by Batelco to convey Emergency Calls from an agreed Point of Interconnection to the call centre of the Emergency Service, as further defined by the terms of this Service Description.

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

Traffic: Emergency Calls which both originate and terminate 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 operator of the PSTN Network or Mobile Network directly connecting the PSTN Number or Mobile Number from which the Emergency Call is made.

Calling Party means an Access Seeker Customer who initiates an Emergency Call.

Emergency Call means a Telephone Call to an Emergency Call Access Number.

Emergency Services means the police, ambulance and fire services of Bahrain.

Emergency Services Contact Centre means the centralised call centre for handling Emergency Calls, operated by the government of Bahrain.

Emergency Call Access Number means the numbers 999 or 112 or other numbers specified in the Bahrain Numbering Plan for Emergency Services.

Mobile Emergency Call means an Emergency Call which originates from the Access Seeker's Mobile Network.

Mobile Zone Identifier means the code, agreed between the parties, which enables a Batelco operator to identify the base station within the Access Seeker's Mobile Network from which the Emergency Call originates.

3 TERMS

3.1 Prerequisites

Batelco shall not be obliged to supply the Emergency Call Access Service unless and until:

- (a) either the In-Span Interconnect Link Service or the CSI Link Service is provisioned;
- (b) the parties have established the Point of Interconnection at which the parties agree the Access Seeker will handover Emergency Calls to Batelco;
- (c) the parties have successfully completed any pre-commissioning testing requirements set out in the Joint Working Manual Terms; and

the Access Seeker provides the information about Access Seeker Customers required by paragraph 3.5(b) of this Service Description.

3.2 Handover

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

- (a) at the agreed Point of Interconnection; 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

Batelco shall convey Emergency Calls that are handed over by the Access Seeker to Batelco in accordance with paragraph 3.2 of this Service Description from the relevant Point of Interconnection to the Emergency Service Contact Centre.

3.4 Mobile Emergency Calls

- (a) The Access Seeker will handover Mobile Emergency Calls in a format which, if the Emergency Services Contact Centre is capable of processing the information, includes the relevant Mobile Zone Identifier.
- (b) Batelco will forward the Mobile Emergency Call to the Emergency Service Contact Centre, including the Mobile Zone Identifier if the Emergency Service Contact Centre is capable of processing the Mobile Zone Identifier.

3.5 Access Seeker Obligations

- (a) The Access Seeker must provide its full co-operation to the Emergency Service in relation to any investigation to trace any Emergency Call and locate and identify the Calling Party.
- (b) For the purposes of Batelco identifying Calling Parties to Emergency Services, the Access Seeker must provide information about Access Seeker Customers connected to the Access Seeker's Network as required by the Directory Listing Service Description.
- (c) The Access Seeker must provide Batelco with the following information in respect of its Mobile Network:
 - (i) As soon as the Emergency Services Contact Centre is capable of processing the information, a Mobile Zone Identifier for each base station within its Mobile Network;
 - (ii) the physical location (by geographic co-ordinates and nearest street) of each of those base stations and the geographic coverage area of that base station,

in an agreed format and by the same means of electronic data exchange as applies under the Directory Listings Service. The Access Seeker must inform the Access Provider of any changes in such information as soon as practicable and by the same means as the original information was provided.

3.6 Forecasting

The Access Seeker must forecast, in accordance with the Forecasting Procedures, and order and provision sufficient Interconnect Capacity to enable all Emergency Calls to be successfully handed over at an Emergency Call POI to the Batelco's PSTN. Batelco will endeavour to, but has no liability for, delivery of Emergency Calls which exceed the relevant Forecast.

3.7 Testing

The Access Seeker must not carry out any testing of Emergency Calls or the Emergency Call Access Service except with the prior express permission of:

- (a) the relevant Emergency Service; and

- (b) the operator of the Emergency Service Contact Centre; and
- (c) Batelco.

3.8 False Emergency Calls

The Parties will from time to time monitor the occurrence of false emergency calls and if appropriate will develop a policy of charging uniformly for calls to the emergency services in respect of false calls.

3.9 Echo Control

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

3.10 Signalling interconnection

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

3.11 Associated Information Signals

- (a) The Emergency 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.

3.12 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.

3.13 Nature of Switchports

- (a) Emergency 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.

3.14 Send and Receive Speech Levels

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

3.15 Calling Number Display

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

3.16 Customer Billing

The Access Seeker is responsible for billing the Calling Party for the Emergency Call provided by the Access Seeker utilising the Emergency Call.

3.17 Charges

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