

SERVICE DESCRIPTION 3-1: NATIONAL COLLECT CALL SERVICE

1 THE SERVICE

The **National Collect Call Access Service** is a service provided by Batelco enabling the termination of a national call to a Called Party who agrees to accept and pay the charges for the call, as further defined by the terms of this Service Description.

Available to: Public telecommunications operator with a licence and one or more interconnection links with Batelco.

Traffic: Telephone Calls which originate in Bahrain only and are to be charged to a directly connected number in Bahrain to which the call is to be billed.

Reciprocal Service: Not applicable.

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 Network or Mobile Network within Bahrain directly connecting the PSTN Number or Mobile Number from which the National Collect Call is made.

Called Party means the person who, being directly connected to:

- (a) Batelco PSTN or GSM Network;
- (b) another PSTN or Mobile Network whose operator has agreed with Batelco to accept and bill National Collect Calls to its customers,

agrees to accept and to pay the charges for a National Collect Call.

Calling Party means, for the purposes of this Service Description, the person who initiates a National Collect Call.

Collect Call Assistance means assistance by an operator at the Batelco's National Collect Call Centre to facilitate a Calling Party to complete a National Collect Call.

National Collect Call means a Telephone Call, originating within Bahrain, that is initiated by a Calling Party dialling the number 100 to contact Batelco's National Collect Call Centre and requesting connection to the Called Party.

National Collect Call Centre means a call centre operated by Batelco for the purpose of setting up National Collect Calls.

3 TERMS

3.1 Access Provider

Batelco is the Access Provider.

3.2 Prerequisites

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

- (a) either the In-Span Interconnection Service or the CSI Service has been provisioned;
- (b) the parties have established a Point of Interconnection at which the parties agree the Access Seeker shall handover National Collect Calls to the Access Provider; 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 National Collect Calls to Batelco:

- (a) at an agreed Point of Interconnection which is agreed in writing by Batelco and the Access Seeker; and
- (b) in accordance with all applicable terms of this Schedule, the Reference Interconnection Offer and relevant specifications notified by Batelco to the Access Seeker from time to time.

3.4 Conveyance

Subject to the Forecasting Procedures, Batelco shall in respect of a National Collect Call that is handed over by the Access Seeker to Batelco in accordance with paragraph 3.1 of this Services Description:

- (a) convey the call from the relevant Point of Interconnection to the National Collect Call Centre;
- (b) provide the Collect Call Assistance to the Calling Party; and

- (c) if the Called Party agrees to accept and to pay the charges for the National Collect Call, convey the call from the National Collect Call Centre to the Called Party.

3.5 Declined Calls

If either:

- (a) the National Call Centre is unable to contact the Called Party; or
- (b) the Called Party declines to accept and to pay the charges for the National Collect Call,

then, Batelco shall not be obliged to provide any further carriage in respect of that call attempt.

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) If a National Collect 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.

3.8 Signalling interconnection

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

3.9 Associated information signals

- (a) The National Collect 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.

3.10 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).

3.11 Nature of switchports

- (a) Telephone 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.

3.12 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

If the Called Party accepts the National Collect Call, Batelco shall be responsible for billing:

- (a) the Called Party or
- (b) the relevant operator where the Called Party is directly connected to a Network or a Mobile Network other than a Batelco Network

for the end-to-end National Collect 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.