

INDEX

- PRELIMINARY DOCUMENTATION

- CONFIDENTIALITY AGREEMENT

- SERVICE DESCRIPTION

- 1-1 In Span Interconnect Link Service
- 1-2 Customer Sited Interconnection Service
- 1-3 PSTN Terminating Access Service
- 1-4 Mobile Terminating Access Service
- 1-5 SMS Terminating Access Service
- 1-6 Emergency Call Access Service
- 1-7 Freephone Originating Access Service
- 1-8 MMS Delivery Service
- 2.1 International Inbound Calls to Batelco Fixed Telephones
- 2-2 International Inbound Calls to Batelco Mobile Telephones
- 2-3 Inter-Operator Transit Access Service
- 2-4 International Private Leased Circuit Service (IPLC).
- 2-5 Wholesale DSL Service
- 2-6 Carrier Preselection Access Service.
- 2-7 International Cable Landing Station Access
- 3-1 National Collect Call Service
- 3-2 Inbound International Collect Call Access Service

- SCHEDULES

Notification & Acceptance of Service Request & forms for Request of New Service

- 2
 - Service Request (New Service)
 - Service Request (Offered Service)

- 3 Charges
- 4 Billing & Collection
- 5 Ordering & Provisioning
- 6 Fault Management
- 7 Facilities Access Service
- 8 Dictionary & Rules of Interpretation & Construction
- 9 Supply Terms
 1. Definitions, Interpretation & Structure
 2. Commencement, Duration & Review
 3. Duty to Provide Services & Provisioning
 4. Charges
 5. Billing & Payment
 6. Network Protection & Safety
 7. CLI
 8. Network Alterations & Changes
 9. Equipment Responsibilities
 10. Quality of Service
 11. New Services
 12. Resupply
 13. Suspension
 14. Termination
 15. Consequences of Termination
 16. Force Majeure & Regulatory Events
 17. Liability & Indemnity
 18. Intellectual Property
 19. Forecasting Procedures
 20. Credit Management & Security
 21. Confidentiality
 22. Customer Relationships
 23. Artificially Inflated Traffic & Disguised Traffic
 24. Dispute Resolution
 25. General