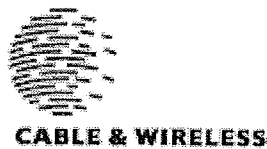
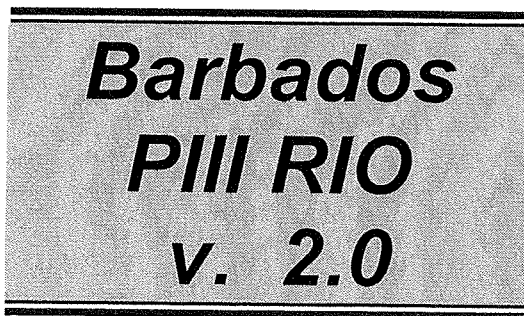


Service Descriptions



Fair Trading Commission

February 22, 2010

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PART 1. JOINING SERVICES

1. Optical In-Span Joining Service

1.1. Description

- 1.1.1. The Optical In-Span Joining Service will be provided by the Service Supplier and the Service Taker in accordance with the terms and conditions of this Agreement.
- 1.1.2. The Service will comprise a single Optical Fibre cable run from a Telco ISL to the C&W ISL.¹
- 1.1.3. A Carrier System comprises a Service Taker CTU, the matching Service Supplier CTU for the relevant route, and the point-to-point Optical Fibre.
- 1.1.4. The Service Supplier of the Optical In-Span Joining Service can be either C&W or the Telco. The Service Supplier will be responsible for providing the Joint Box.
- 1.1.5. The Carrier System more particularly described in the Joint Working Manual will provide T1, 1.544 Mbit/s, Network Links for Services contained within the Service Schedule in accordance with the configuration described in Paragraph 1.4 of this Service Description.

1.2. Responsibilities

- 1.2.1. Without prejudice to the rights and obligations described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.
- 1.2.2. In accordance with Clause 6.1, the Service Supplier will be responsible for planning, providing, operating and maintaining the Optical In-Span Joining Service from its ISL up to and including the Joint Box, and the Joint Box shall be the Point of Connection for the purposes of this Agreement. The Service Taker will be responsible for pulling the Optical Fibres from the Joint Box to the Service Taker CTU in the Service Taker ISL. Service Taker is responsible for connecting the Optical Fibres to the Service Taker CTU, and connecting the latter to the Service Taker System. The Joint Box will comply with the specification referred to in the technical specifications of the Joint Working Manual.
- 1.2.3. In accordance with Clause 16, Service Taker will ensure that all equipment connected to the Service Taker CTU meets the safety standards and other equipment approval requirements set out in the Joint Working Manual.
- 1.2.4. The CTUs shall conform to the standards set out in and other applicable

¹ C&W will consider alternatives to optical fibre as the physical means of interconnection pursuant to this Service Description provided that such alternative (i) does not compromise the overall integrity and quality of the C&W network, or the interconnection, and (ii) is supportable by C&W from a technical and staff perspective.

provisions of the Joint Working Manual.

- 1.2.5. Notwithstanding Paragraph 1.2.2 of this Service Description, the Service Supplier will be responsible for monitoring the quality of service and providing management information about the Optical In-Span Joining Service from the Service Supplier CTU up to but excluding the corresponding Service Taker CTU in accordance with the Joint Working Manual and Parameter Schedule. Service Taker will be responsible for monitoring the quality of service, managing and providing management information for the Service Taker CTU, in accordance with the Joint Working Manual and Parameter Schedule. For the avoidance of doubt, this does not include the provision of access to the Service Supplier's or Service Taker's management systems and does not extend or limit the responsibility for planning, providing, operating and maintaining the service referred to in Paragraph 1.2.2 of this Service Description.
- 1.2.6. Each Party will be responsible for agreeing an Order Plan for the T1 (1.544 Mbit/s) Network Links within the Optical In-Span Joining Service based on a Final Forecast and for provisioning and testing those Network Links in accordance with the Joint Working Manual both at the commencement of this Agreement and on an ongoing basis. For the avoidance of doubt, a new Joining Service will need to be added to the Service Schedule if an agreed Order Plan requires a new Carrier System or new Joining Service to be installed.

1.3. Quality of Service

- 1.3.1. In accordance with Clause 15, Service Supplier will provide the Optical In-Span Joining Service twenty four (24) hours per day, every day to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2. Quality of Service levels and Fault Restoration Times for the Optical In-Span Joining Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved Quality of Service levels in accordance with the Joint Working Manual.

1.4. Configuration

- 1.4.1. The Optical In-Span Joining Service will be available at the C&W ISL and the Telco ISL specified in the Service Schedule.
- 1.4.2. The Optical In-Span Joining Service comprises:
- One Service Supplier CTU;
 - One Optical Fibre cable in ducts;
 - One Service Taker CTU; and
 - Two or more Service Supplier 64kbit/s Network Signalling Links in place between the Service Supplier System and the Service Taker System.
- 1.4.3. A Carrier System is capable of supporting 84 x T1 1.544 Mbit/s Network Links.
- 1.4.4. For the avoidance of doubt, not all of the T1 Network Links in the Carrier System need to be commissioned initially and it will not be necessary to order

the full capacity. The number of T1 Network Links that are required from time to time will be dependent on the Final Forecast and resulting Order Plan for the relevant Quarter. Any minimum number of Network Links that need to be commissioned in a relevant Carrier System is specified in the Service Schedule. Where this figure is absent, the default minimum number of Network Links per Carrier System equals the Carrier System capacity.

1.5. Charges

- 1.5.1. The tariffs for the aggregate Charges for the initial implementation of the Optical In-Span Joining Service, together with amendments to it from time to time, are specified in the Tariff Schedule. The Party requesting interconnection shall be responsible for paying these Charges.
- 1.5.2. The Charges for the Optical In-Span Joining Service are payable pursuant to Clause 9, can be varied in accordance with Clause 10 and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable One-off and Monthly Recurring Charges.
- 1.5.3. One-off Charges may include applicable installation and testing charges for Services in connection with the implementation of an Order Plan from time to time.
- 1.5.4. If the provision of Signalling Links is consistent with the dimensioning rule specified in the Joint Working Manual, the tariffs will include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.
- 1.5.5. For the avoidance of doubt, the Tariff Schedule does not include any sums that may be payable by either Party as a result of inaccurate forecasts and delays to provisioning and testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual.

1.6. Billing

- 1.6.1. In accordance with Clause 11.4, the billing arrangements set out below will apply to the Optical In-Span Joining Service.
- 1.6.2. C&W shall be entitled to invoice the Telco for the Charges specified in the Tariff Schedule for the Optical In-Span Joining Service. C&W shall be entitled to invoice the Telco for monthly recurring charges following the expiration of each Billing Period.
- 1.6.3. C&W shall be entitled to invoice the Telco for One-off Charges for installation and testing of any Termination Service, Special Access Services, or Transit Service.

-- End of Service Description --

PART 2. TERMINATION SERVICES

1. PSTN Terminating Access Service

1.1. Description

- 1.1.1. The PSTN Terminating Access Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2. The PSTN Terminating Access Service will provide conveyance of Calls originating on Service Taker Subscriber Connections in Barbados via the Service Supplier PSTN from the Point Of Connection defined by the Joining Service to the applicable Service Supplier PSTN Subscriber Connections in Barbados. Such Calls must be addressed to valid number ranges associated with the Service Supplier PSTN Subscriber Connections.
- 1.1.3. The valid number ranges associated with the Service Supplier PSTN Subscriber Connections and associated ISL are listed in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.4. For the avoidance of doubt, Calls to numbers associated with Special Access Services are not conveyed pursuant to this Service Description. Calls must be presented by the Service Taker to the Point of Connection as conventional circuit switched voice traffic. Calls conveyed pursuant to this Service Description are for ultimate termination on Service Supplier's domestic network within Barbados only. Calls originating outside of Barbados are not conveyed pursuant to this Service Description.
- 1.1.5. The PSTN Terminating Access Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.6. The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.

1.2. Service Specific Responsibilities

- 1.2.1. Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.
- 1.2.2. Service Supplier will be responsible for the metering and billing necessary to charge Service Taker for all Calls passed by Service Taker to the Service Supplier PSTN using the PSTN Terminating Access Service in accordance with the Joint Working Manual.
- 1.2.3. Service Supplier will be responsible for monitoring the service quality,

managing and providing management information about the PSTN Terminating Access Service from the Point of Connection to the Service Supplier PSTN Subscriber Connection, in accordance with the Joint Working Manual. Service Taker will be responsible for monitoring the service quality, managing and providing management information about the PSTN Terminating Access Service from the Service Taker Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's or Service Taker's management systems will not be provided.

- 1.2.4. Service Taker will be responsible for forecasting usage of the PSTN Terminating Access Service in accordance with the Joint Working Manual.
- 1.2.5. Service Taker will be responsible for validating the called number according to the National Numbering Plan and the valid number ranges associated with the PSTN Subscriber Connections in the Service Schedule. In accordance with Clause 8.2, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not part of the applicable Service Supplier Numbering Ranges.
- 1.2.6. Service Taker will be responsible for managing any services provided by Service Taker to Service Taker Subscriber Connections that use the PSTN Terminating Access Service.

1.3. Quality of service

- 1.3.1. In accordance with Clause 15, Service Supplier will provide the PSTN Terminating Access Service twenty four (24) hours per day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2. Quality of Service levels and Fault Restoration Times for the PSTN Terminating Access Service will be measured and reported in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

1.4. Configuration

- 1.4.1. The PSTN Terminating Access Service will be available at the C&W ISL and Telco ISL specified in the Service Schedule.
- 1.4.2. Service Taker will deliver traffic in Trunk Groups at the Point of Connection where the PSTN Terminating Access Service is offered and required and will route Calls in accordance with the routing scheme and principles described in the Joint Working Manual and the Parameter Schedule.

1.5. Charges

- 1.5.1. The tariffs for Charges for the PSTN Terminating Access Service are specified in the Tariff Schedule.
- 1.5.2. The charges for the PSTN Terminating Access Service are payable in

accordance with Clause 9, can be varied in accordance with Clause 10 and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.

1.5.3. Usage Charges include:

- Call Setup Charges;
- Interconnect Specific Charges depending on duration; and
- Call Duration Charges depending on duration.

1.5.4. For each Answered Call, the Call Set-up Charge will be applicable when Call Start occurs.

1.5.5. The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by the Service Supplier. The number of Time Units that shall apply will be calculated by the Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.

1.5.6. If the provision of Signalling Links is consistent with the dimensioning rule specified in the Joint Working Manual, the tariffs will include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Messages and SMS Messages.

1.5.7. For the avoidance of doubt, the Tariff Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasts of the PSTN Terminating Access Service and for delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums that may be payable pursuant to Clause 8.2.

-- End of Service Description --

2. PLMN to PLMN Terminating Access Service

2.1. Description

- 2.1.1. The PLMN to PLMN Terminating Access Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement
- 2.1.2. The PLMN to PLMN Terminating Access Service will provide conveyance of Calls from Service Taker PLMN Subscriber Connections conveyed pursuant to the PSTN Transit Service from the Point of Connection defined by the Joining Service to Service Supplier PLMN Subscriber Connections in Barbados, via the Service Supplier PLMN. Calls conveyed pursuant to this Service, must be addressed to valid number ranges associated with Service Supplier PLMN Subscriber Connections in Barbados. Calls originating outside of Barbados are not conveyed pursuant to this Service Description.
- 2.1.3. The valid number ranges associated with the Service Supplier PLMN Subscriber Connections are listed in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 2.1.4. The PLMN to PLMN Terminating Access Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 2.1.5. The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual

2.2. Service Specific Responsibilities

- 2.2.1. Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2.1 of this Service Description.
- 2.2.2. Service Supplier will be responsible for the metering and billing necessary to charge the Service Taker for all Calls passed by the Service Taker to the Service Supplier PLMN using the PLMN to PLMN Terminating Access Service in accordance with the Joint Working Manual.
- 2.2.3. The Service Supplier will be responsible for monitoring service quality, managing and providing management information about the PLMN to PLMN Terminating Access Service from the Point of Connection to the Service Supplier PLMN Subscriber Connection and the Service Taker will be responsible for monitoring the service quality, managing and providing management information about the PLMN to PLMN Terminating Access Service from the Service Taker PLMN Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Taker's or Service Supplier's management systems

will not be provided.

2.2.4. The Service Taker will be responsible for forecasting usage of the PLMN to PLMN Terminating Access Service in accordance with the Joint Working Manual.

2.2.5. Service Taker will be responsible for validating the called number according to the National Numbering Plan and the valid number ranges associated with the Service Taker PLMN Subscriber Connections in the Service Schedule. In accordance with Clause 8.2, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not part of the applicable Service Supplier Numbering Ranges.

2.2.6. The Service Taker will be responsible for managing any end-to-end Services provided by the Service Taker to its Subscriber Connections that use the PLMN to PLMN Terminating Access Service.

2.3. Quality of service

2.3.1. In accordance with Clause 15, Service Supplier will provide the PLMN to PLMN Terminating Access Service 24 hours/day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.

2.3.2. Quality of Service levels and Fault Restoration Times for the PLMN to PLMN Terminating Access Service will be measured and reported in accordance with the Joint Working Manual and Parameter Schedule. The Service Supplier and the Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

2.4. Configuration

2.4.1. The PLMN to PLMN Terminating Access Service will be available at the Service Supplier ISL specified in the Service Schedule.

2.4.2. The Service Taker will deliver traffic in Trunk Groups at the Point of Connection where the PLMN to PLMN Terminating Access Service is offered and required and will route Calls in accordance with the routing scheme and principles described in the Joint Working Manual and the Parameter Schedule.

2.5. Charges

2.5.1. The tariffs for the charges for the PLMN to PLMN Terminating Access Service will be specified in the Tariff Schedule.

2.5.2. The Charges for the PLMN to PLMN Terminating Access Service will be payable by the Service Taker in accordance with Clause 9, can be varied in accordance with Clause 10 and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.

2.5.3. Usage Charges include:

- Transit Charges pursuant to the PSTN Transit Service, where applicable, which shall include:
 - Call Setup Charges
 - Interconnect Specific Charges, depending on duration; and
 - Call Duration Charges depending on duration.
- Payment of the Mobile Termination Part to the mobile provider based on duration.

2.5.4. For each answered Call, the Call Setup Charge will be applicable when Call Start occurs. The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by the Service Supplier and the number of Time Units that shall apply will be calculated by the Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.

2.5.5. If the provision of Signalling Links is consistent with the dimensioning rule specified in Joint Working Manual, the tariffs will include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.

2.5.6. For the avoidance of doubt, the Tariff Schedule does not include any sums that may be payable by the Service Taker as a result of inaccurate forecasts of the PLMN to PLMN Terminating Access Service and for delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums payable pursuant to Clause 8.2.

- End of Service Description -

3. Incoming International Call Termination to PSTN Service

3.1. Description

- 3.1.1. The Incoming International Call Termination to PSTN Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 3.1.2. The Incoming International Call Termination to PSTN Service provides conveyance of Calls which originate on the System of a Third Party International Telecom Provider via the Service Taker's System, from the Point of Handover to the Point of Connection defined by the Joining Service to the applicable Service Supplier PLMN Subscriber Connections. Calls must be addressed to valid number ranges associated with the Service Supplier PSTN Subscriber Connections.
- 3.1.3. The calls will originate from Third Party International Telecom Providers in countries outside of Barbados selected by the Service Taker.
- 3.1.4. The valid number ranges associated with the Service Supplier PSTN Subscriber Connections are listed in the Service Schedule. The list may be amended from time to time to include any additional numbers to which Incoming International PSTN Termination Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual. For the avoidance of doubt, Calls to numbers associated with Special Access Services, including Audiotext Services, are not conveyed pursuant to this service description.
- 3.1.5. The Incoming International Call Termination to PSTN Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 3.1.6. The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.
- 3.1.7. All Incoming International PSTN Termination Calls must be presented by the Service Taker to the Point of Connection as conventional circuit switched voice traffic. Calls conveyed pursuant to this Service Description are for ultimate termination on Service Supplier's domestic network within Barbados only.

3.2. Service Specific Responsibilities

- 3.2.1. Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 3.2 of this Service Description.

- 3.2.2. The Service Taker shall be under no obligation to convey Calls pursuant to this Service Description from a Third Party International Telecom providers with whom the Service Taker does not have a correspondent relationship in place for termination to PSTN subscribers. For the avoidance of doubt, this does not preclude calls being conveyed through another correspondent relationship which may specifically allow the conveyance of calls from that Third Party International Telecom Provider.
- 3.2.3. Nothing in this arrangement shall be interpreted as requiring the Service Taker to enter into, or continue any relationship with an international carrier in relation to the delivery of Incoming International PSTN Termination Calls, provided that the Service Taker acts in a non-discriminatory manner to the Service Supplier in respect to the delivery of such Calls.
- 3.2.4. Service Supplier will be responsible for the metering and billing necessary to charge Service Taker for all Calls passed by Service Taker to the Service Supplier using the Incoming International Call Termination to PSTN Service in accordance with the Joint Working Manual. The Service Supplier shall be responsible for conveying Incoming International PSTN Termination Calls from the Point of Connection defined by the Joining Service to the applicable Service Supplier PSTN Subscriber Connections.
- 3.2.5. The Service Supplier agrees that the Service Taker shall not be required to pay the Service Supplier for termination of Incoming International PSTN Termination Calls where international settlement payments in respect of those calls have not been received from the international carrier, where payments have been reversed by the international carrier, or where carriage of the traffic would jeopardize or be inconsistent with the Service Taker's obligations to an international carrier on a Carrier Route. The Service Taker may choose not to pass Incoming International PSTN Termination Calls on a Carrier Route where international settlement payments in respect of traffic on that Carrier Route are such that conveyance of such Calls would result in a loss to the Service Taker. If the Service Taker chooses not to pass traffic pursuant to this paragraph, it shall notify the Service Supplier and the parties will work together in good faith to address the issue, including, if necessary, to agree new rates which do not result in a loss.
- 3.2.6. Subject to the provisions of Paragraph 3.2.7 below, the Service Taker may also choose not to pass Incoming International PSTN Termination Calls on a Carrier Route in the following situations:
- (i) where the volume of such traffic materially exceeds that which could be reasonably expected;
 - (ii) where such traffic impedes the transmission of other calls; or

(iii) where such traffic is otherwise harmful to the integrity of the Service Taker's network, or it otherwise fraudulent.

- 3.2.7. Except in the case of an emergency (in which case the traffic shall be restored as soon as the emergency has passed) or in respect of a specific number or series of numbers where one or more of the conditions in paragraph 3.2.6 (i) to (iii) above occur, the party shall not take the action in paragraph 3.2.6 without prior written approval of the other party, such approval not to be unreasonably withheld. Where the party chooses not to pass traffic due to an emergency or in respect of a specific number or series of numbers, the party will notify the other party within a reasonable time and the parties will work together in good faith to address the issue.
- 3.2.8. The Service Taker shall not be required to pay the Service Supplier for termination of Incoming International PSTN Termination Calls unless and until international settlement payments in respect of those Calls are received. In order to permit sufficient time in which to determine the Calls, if any, in respect of which international settlement payments will not be received, notwithstanding Clause 9.7, Charges in respect of Incoming International PSTN Termination Calls shall be invoiced separately, and will be payable only after international settlement payments in respect of that traffic have been received. The Service Taker shall however attempt, subject to the above, to make payment within ninety (90) days of deemed receipt of an invoice.
- 3.2.9. Service Supplier will be responsible for monitoring the service quality, managing and providing management information about the Incoming International Call Termination to PSTN Service, from the Point of Connection to the Service Supplier PSTN Subscriber Connections. The Service Taker will be responsible for monitoring the service quality, managing and providing management information about the Incoming International Call Termination to PSTN Service from the Point of Handover to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier and Service Taker's management systems will not be provided.
- 3.2.10. Service Supplier will be responsible for forecasting usage of the Incoming International Call Termination to PSTN Service in accordance with the Joint Working Manual. For the Purposes of this Service Description, in Section 2.3 (Forecasting Ordering and Provisioning) of the Joint Working Manual the phrase "Service Supplier" shall be substituted for "Service Taker" and the phrase "Service Taker" shall be substituted for "Service Supplier".
- 3.2.11. Service Taker will be responsible for validating the called number in accordance with the national Numbering Plan and the valid number ranges associated with Service Supplier PSTN Subscriber Connections in the Service Schedules.

- 3.2.12. In addition to the terms of this Service Description, Service Taker will be under no obligation to convey, and Service Supplier will be under no obligation to terminate, Calls pursuant to this Service Description (a) that are not part of the applicable number ranges associated with Service Supplier PSTN Subscriber Connections (b) that are not Incoming International PSTN Termination Calls or (c) that do not meet with technical requirements set out in the Joint Working Manual.
- 3.2.13. The Service Taker shall not insert and shall not permit a third party to insert a CLI into a Call, which originated outside the Service Supplier's territory.
- 3.2.14. Calling Line Identity for network and presentation purposes shall, where available, be made available by Service Taker to Service Supplier for all Incoming International PSTN Termination Calls presented for delivery via the Service Supplier System.

3.3. Quality of service

- 3.3.1. In accordance with Clause 15 of the Legal Framework, Service Supplier will provide the Incoming International Call Termination to PSTN Service to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule. Service Taker is responsible for QOS on the part of its own network that is utilised for the call.
- 3.3.2. Quality of Service levels and Fault Restoration Times for the Incoming International Call Termination to PSTN Service will be measured and reported in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual. The Service Supplier is not responsible for the quality of service of services (including the origination of the Call) which are provided by a Third Party International Telecom Provider, in relation to the relevant Call conveyed pursuant to this Service Description.

3.4. Configuration

- 3.4.1. The Incoming International Call Termination to PSTN Service will be available at the Service Supplier ISL(s) specified in the Service Schedule.
- 3.4.2. Service Taker will deliver traffic in a dedicated Trunk Group at each Point of Connection where the Incoming International Call Termination to PSTN Service is offered and required and will route Calls in accordance with the routing scheme and principles described in the Joint Working Manual and the Parameter Schedule.

3.5. Charges

- 3.5.1. The Charges set out in the Tariff Schedule for the Incoming

International Call Termination to PSTN Service are payable in accordance with Clause 9 of the Legal Framework, can be varied in accordance with Clause 10 of the Legal Framework and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.

3.5.2. Usage Charges include :

- Call Set-up Charges;
- Interconnect Specific Charges depending on duration; and
- Call Duration Charges depending on distance and duration.

3.5.3. For each Answered Call, the Call Set-up Charge will be applicable when Call Start occurs.

3.5.4. The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by the Service Supplier. The number of Time Units that shall apply will be calculated by the Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.

3.5.5. The start and end times of the peak, off-peak and weekend periods are defined in the Tariff Schedule. Answered Calls passing the peak / off-peak / weekend borders will be calculated according to the corresponding tariffs by splitting the duration into the relevant periods.

3.5.6. For the avoidance of doubt, the Tariffs Schedule does not include any sums payable pursuant to Clause 8.2 of the Legal Framework.

3.5.7. If the provision of Signalling Links is consistent with the dimensioning rule specified in the Joint Working Manual the tariffs will include all charges for the handling of signalling messages required based on the specifications of this Service.

-- End of Service Description --

4. Incoming International Call Termination to PLMN Service

4.1. Description

- 4.1.1. The Incoming International Call Termination to PLMN Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 4.1.2. The Incoming International Call Termination to PLMN Service will provide conveyance of Calls which originate on the System of a Third Party International Telecom Provider and conveyed via the Service Taker's System, from the Point of Connection defined by the Joining Service to the applicable Service Supplier PLMN Subscriber Connections. Calls must be addressed to valid number ranges associated with the Service Supplier PLMN Subscriber Connections.
- 4.1.3. The valid number ranges associated with the Service Supplier PLMN Subscriber Connections are listed in the Service Schedule. The list may be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual. For the avoidance of doubt, Calls to numbers associated with Special Access Services, including Audiotext Services, are not conveyed pursuant to this Service Description.
- 4.1.4. The Incoming International Call Termination to PLMN Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the relevant Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 4.1.5. The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.
- 4.1.6. All Calls pursuant to this Service Description must be presented by the Service Taker to the Point of Connection as conventional circuit switched voice traffic. Calls conveyed pursuant to this Service Description are for ultimate termination on Service Supplier's Subscriber Connections within Barbados only.

4.2. Service Specific Responsibilities

- 4.2.1. Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 4.2 of this Service Description.
- 4.2.2. Service Supplier will be responsible for the metering and billing necessary to charge Service Taker for all Calls passed by the Service Taker to the Service Supplier using the Incoming International Call Termination to PLMN Service in accordance with the Joint Working Manual. The Service Supplier shall be responsible for conveying Calls from the Point of Connection defined by the Joining Service to the applicable Service Supplier PLMN Subscriber Connections.

- 4.2.3. Service Supplier will be responsible for monitoring the service quality, managing and providing management information about the Incoming International Call Termination to PLMN Service, from the Point of Connection to the Service Supplier's PLMN Subscriber Connections. The Service Taker will be responsible for monitoring the service quality, managing and providing management information about the Incoming International Call Termination to PLMN Service from the Point of Handover to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's and Service Taker's management systems will not be provided.
- 4.2.4. Service Supplier will be responsible for forecasting usage of the Incoming International Call Termination to PLMN Service in accordance with the Joint Working Manual. For the Purposes of this Service Description, in Section 2.3 (Forecasting Ordering and Provisioning) of the Joint Working Manual the phrase "Service Supplier" shall be substituted for "Service Taker" and the phrase "Service Taker" shall be substituted for "Service Supplier".
- 4.2.5. Service Taker will be responsible for validating the called number in accordance with the national Numbering Plan and the valid number ranges associated with Service Supplier' PLMN Subscriber Connections in the Service Schedules. In accordance with Clause 8.2, Service Taker will be under no obligation to convey, and Service Supplier will be under no obligation to Terminate, Calls pursuant to this Service Description: (a) that are not part of the applicable Service Supplier numbering ranges associated with the Service Supplier's PLMN Subscriber Connections; (b) that do not originate on the System of a Third Party International Telecom Provider; and (c) that do not meet the technical requirements set out in the Joint Working Manual.
- 4.2.6. The Service Taker shall not insert and shall not permit a third party to insert a CLI into a Call that originated outside of Barbados which indicates that the call originated inside Barbados. The Service Taker shall not insert and shall not permit a third party to insert a CLI into a Call which originated inside Barbados which would make the Call appear as if the Call originated outside of Barbados.
- 4.2.7. Calling Line Identity for network and presentation purposes shall, where available, be made available by Service Taker to Service Supplier for all Calls presented for delivery to the Service Supplier System pursuant to this Service Description.
- 4.2.8. Subject to the provisions of Paragraph 4.2.9 and 4.2.10 below and provided that the Service Taker does not discriminate between the Service Supplier and its own PLMN Subscribers (for the avoidance of doubt, it shall not be discriminatory for the Service Taker to refuse to convey Calls to the Service Supplier in the circumstances covered in this paragraph, while still conveying Calls to its PLMN Subscribers, provided that the same circumstances existing on the Service Supplier's System do not exist on the Service Taker's System), the Service Taker may chose not to convey Calls under this service description:
- (i) where the volume of Calls materially exceeds that which could be reasonably be expected and where such traffic impedes the transmission of other Calls;

(ii) where such Calls are otherwise harmful to the integrity of the Service Taker's System; or

(iii) in the event of fraud being carried out against the Service Taker.

4.2.9. Where the conditions in Paragraph 4.2.8 (i) above occur, the Service Taker shall notify the Service Supplier in writing as to the precise details of the conditions that exist and upon receipt of the prior written approval of the Service Supplier, the Service Taker may temporarily suspend the conveyance of those Calls that resulted in one or more of the Conditions set out in Paragraph 4.2.8 (i) occurring. The approval referenced in this Paragraph shall not be unreasonably withheld, and shall be given as soon as possible, and in any event no later than twenty-four (24) hours, after notification is given.

4.2.10. Where the conditions in Paragraph 4.2.8 (ii) or (iii) above occur, the Service Taker may immediately suspend the conveyance of those Calls, and will notify the Service Supplier in writing that conveyance of Calls has been suspended, and give a description as to the nature of the condition that is occurring.

4.2.11. Notwithstanding Paragraph 4.2.9 and 4.2.10 above, the representatives of the parties shall meet as soon as reasonably practicable in order to agree in good faith and without delay a solution that will, if possible, allow for the conveyance of the suspended Calls to resume as soon as reasonably practicable.

4.2.12. For the avoidance of doubt, until such time as the parties agree a solution in accordance with the provisions of Paragraph 4.2.11 above, the Service Taker shall be under no obligation to resume the conveyance of the suspended Calls provided always that Service Taker does not discriminate between the Service Supplier and its own PLMN Subscribers in the resumption of the suspended Calls.

4.2.13. The Service Taker may notify the Service Supplier from time to time of services or types of services that may be provided by a Subscriber of the Service Supplier over the valid number ranges associated with the Service Supplier PLMN Subscriber Connections for which the Service Taker is unlikely to be paid by a Third Party International Telecom Provider. In the event that the Service Taker is in fact not paid by a Third Party International Telecom Provider for a service or type of services provided by a Subscriber over the valid number ranges associated with the Service Supplier PLMN Subscriber Connections, the Service Taker shall not be required to pay the Service Supplier in respect of those Calls. In the event that payment has been made, the Service Taker shall receive a credit against the next invoice issued by the Service Supplier.

4.2.14. Provided always that Service Taker does not discriminate between the Service Supplier and its own PLMN Subscribers, the Service Taker shall not be required to convey Calls pursuant to this Service Description from a Third Party International Telecom Provider with whom the Service Taker does not have a correspondent relationship in place for termination to PLMN Subscribers.

4.2.15. Provided that the Service Taker does not discriminate between the Service Supplier and its own PLMN Subscribers, nothing in this Agreement shall be interpreted as requiring the Service Taker to enter into, or continue any correspondent relationship with a Third Party International Telecom Provider

for termination to PLMN Subscribers.

4.2.16. Nothing in this Agreement shall prohibit the Service Supplier from making its own arrangements to receive Calls from Third Party International Telecom Providers. Notwithstanding anything in this Agreement, the Service Supplier may elect not to receive and terminate Calls on its System pursuant to this Service Description at an Incoming International to Mobile Termination Charge which is lower than the Mobile Termination Charge.

4.3. Quality of service

4.3.1. In accordance with Clause 15 of the Legal Framework, Service Supplier will provide the Incoming International Call Termination to PLMN Service 24 hours/day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule. Service Taker is responsible for Quality of Service on its System.

4.3.2. Quality of Service levels and Fault Restoration Times for the Incoming International Call Termination to PLMN Service will be measured and reported in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual. The Service Taker is not responsible for the service quality of Third Party International Telecom Providers, in relation to the relevant Calls conveyed pursuant to this Service Description prior to the Point of Handover.

4.4. Configuration

4.4.1. The Incoming International Call Termination to PLMN Service will be available at the Service Supplier ISL(s) specified in the Service Schedule.

4.4.2. Service Taker will deliver traffic in a dedicated Trunk Group at each Point of Connection where the Incoming International Call Termination to PLMN Service is offered and required and will route Calls in accordance with the routing scheme and principles described in the Joint Working Manual and the Parameter Schedule.

4.5. Charges

4.5.1. The tariffs for the charges for Incoming International Call Termination to PLMN Service are specified in the Tariff Schedule.

4.5.2. The Charges for the Incoming International Call Termination to PLMN Service are payable in accordance with Clause 9 of the Legal Framework, can be varied in accordance with Clause 10 of the Legal Framework and Paragraph 1.6 below and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges. For the avoidance of doubt, the Tariff Schedule does not include any sums payable pursuant to Clause 8.2 of the Legal Framework.

4.5.3. Usage charges include:

- Transit Charges, where applicable, which shall include:

- Call Set-up Charges
- Interconnect Specific Charges, depending on duration; and
- Call Duration Charges depending on duration and Tariff Period;
- The Incoming International to Mobile Termination Charge.

4.5.4. For each Answered Call, the Incoming International to Mobile Termination Charge will be applicable when Call Start occurs.

4.5.5. The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by Service Supplier, and the number of Time Units that shall apply will be calculated by Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.

4.5.6. If the provision of Signalling Links is consistent with the dimensioning rule specified in the Joint Working Manual the tariffs will include all charges for the handling of signalling messages required based on the specifications of this Service.

4.5.7. For the avoidance of doubt, the Tariffs Schedule does not include any sums that may be payable by Service Supplier as a result of inaccurate forecasting of the International Incoming PLMN Terminating Access Service and for delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual.

4.6. Review and Amendment of Incoming International to Mobile Termination Charge

4.6.1. The parties agree to review the Incoming International to Mobile Termination Charge six (6) months from the date of signing this Agreement and thereafter once every six (6) months, and to amend such Charge in accordance with this Section 4.6 if necessary, in the event that the Incoming International to Mobile Cost is greater than the Weighted Average Incoming International Tariff.

4.6.2. In order to initiate said review and amendment, the Service Taker will notify the Service Supplier in writing that the Incoming International to Mobile Cost is greater than the Weighted Average Incoming International Tariff, and will advise the new Weighted Average Incoming International Tariff, as well as the new Incoming International to Mobile Termination Charge that will apply as of the date notice is given.

4.6.3. The Service Supplier shall have fifteen (15) Business Days from the date notice is received in which to request that there be an independent audit of the new Incoming International to Mobile Termination Charge for the purposes of verification. The audit will be carried out by an independent international firm of chartered accountants (the "Auditor") agreed by the parties, or in the event that the parties cannot agree on an Auditor within five (5) Business days of receipt of such a request, the matter shall be referred President of the Institute of Chartered Accountants in England and Wales who will appoint an Auditor to conduct the audit. If the audit shows that the new Weighted Average Incoming International Tariff notified by to the Service Taker to the Service Supplier pursuant to Paragraph 4.6.2 is less than the Weighted Average Incoming

International Tariff that existed prior to a notice being issued pursuant to Paragraph 4.6.2 above, the cost of the audit shall be borne by the Service Supplier. If the audit shows that the new Weighted Average Incoming International Tariff notified by to the Service Taker to the Service Supplier pursuant to Paragraph 4.6.2 above is equal to or greater than the Weighted Average Incoming International Tariff that existed prior to a notice being issued pursuant to Paragraph 4.6.2 above the cost of the audit shall be borne by the Service Taker.

- 4.6.4. Subject to Paragraph 4.6.5 below, the new Incoming International to Mobile Termination Charge will be effective from the date notice is given pursuant to Paragraph 4.6.2 above. The new Incoming International to Mobile Termination Charge will be calculated as the new Weighted Average Incoming International Tariff notified by the Service Taker pursuant to Paragraph 4.6.2 above less the current International Conveyance Assumption (the “New Tariff”) and will be applied on a reciprocal basis.
- 4.6.5. In the event that the Weighted Average Incoming International Tariff arrived at by the Auditor appointed pursuant to Paragraph 4.6.3 above (the “Audited Tariff”), differs from the new Weighted Average Incoming International Tariff notified by the Service Taker to the Service Supplier pursuant to Paragraph 4.6.2 above, the new Weighted Average Incoming International Tariff shall be changed to the Audited Tariff, and the Incoming International to Mobile Termination Charge will be adjusted accordingly and applied retrospectively from the date of notification pursuant to Paragraph 4.6.2 above. The Party which is owed an amount as a result of the change in the Incoming International to Mobile Termination Charge as mandated in this paragraph, shall be entitled to issue a separate invoice to the other Party for an amount equal to the difference in the notified and adjusted Incoming to International Mobile Termination Charges for the period in question.
- 4.6.6. The Service Taker may request a review and amendment to the International Conveyance Assumption six (6) months from the date of signing this Agreement and thereafter once every six (6) months. The International Conveyance Assumption shall be amended if the Service Taker can demonstrate on a reasonable commercial basis to the Auditor that its international conveyance costs have increased relative to its previous international cost of conveyance. In such an event a proportional increase will be made to the International Conveyance Assumption to derive a new International Conveyance Assumption. For the avoidance of doubt until such time as a new International Conveyance Assumption is agreed by the parties the then current International Conveyance Assumption will apply. For the purposes of the first review, and any subsequent review, the Service Taker will provide the Auditor with information from the cost model in place at the time of signature of the Agreement. The Auditor will use the international conveyance costs in this model to compare with the increased costs to determine the amount of any increase. The cost of the audit will be borne by the Service Taker. For greater certainty, the Auditor will not assess the “correctness” of the costs, only the percentage amount of the increase.

- End of Service Description -

PART 3. SPECIAL ACCESS SERVICES

1. Emergency Services Access Service

1.1. Service Description

- 1.1.1. The Emergency Services Access Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2. The Emergency Services Access Service will provide conveyance of Calls from Service Taker Subscriber Connections in Barbados addressed to the valid emergency services access numbers from the Point of Connection across the Service Supplier PSTN to the specific Emergency Centre indicated by the called number.
- 1.1.3. The valid numbers for the Emergency Services Access Service are stated in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.4. The Emergency Services Access Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.5. The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.

1.2. Specific Responsibilities

- 1.2.1. Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.
- 1.2.2. Service Supplier will be responsible, in accordance with the Joint Working Manual, for the metering and billing necessary to charge Service Taker for all Calls passed by Service Taker to the Emergency Centre via the Service Supplier PSTN using the Emergency Services Access Service.
- 1.2.3. Service Supplier will be responsible for monitoring the service quality, managing and providing management information about the Emergency Services Access Service from the Point of Connection to the Emergency Centre, in accordance with the Joint Working Manual. Service Taker will be responsible for monitoring the service quality, managing and providing management information about the Emergency Services Access Service from the Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's and Service Taker's management systems will not be provided.
- 1.2.4. Service Taker will be responsible for forecasting usage of the Emergency

Services Access Service in accordance with the Joint Working Manual.

- 1.2.5. Service Taker will be responsible for validating the called number against the valid emergency service numbers. In accordance with Clause 8.2, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not addressed to numbers listed in the Service Schedule as valid numbers for the Emergency Services Access Service.
- 1.2.6. Service Taker will be responsible for communicating the valid numbers for access to the emergency services to their Subscribers and for keeping their Subscribers informed of any changes.
- 1.2.7. Service Taker will be responsible for handling all enquiries and complaints from an Emergency Centre about Calls conveyed via the Emergency Services Access Service.
- 1.2.8. Each Emergency Centre shall take responsibility for the management of and action taken as a consequence of a Call when the Call has been handed over by Service Supplier. The Service Supplier is not responsible under this Agreement for any acts or omissions of the Emergency Centre in dealing with the Call.
- 1.2.9. The Parties will co-operate to comply with any directions from appropriate Ministerial departments that may affect this service.

1.3. Quality of service

- 1.3.1. In accordance with Clause 15, Service Supplier will provide the Emergency Services Access Service twenty four (24) hours per day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2. Quality of Service levels and Fault Restoration Times for the Emergency Services Access Service will be measured and reported in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

1.4. Configuration

- 1.4.1. The Emergency Services Access Service will be available at the C&W ISL and Telco ISL specified in the Service Schedule.
- 1.4.2. Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the Emergency Services Access Service is offered and required and will route Calls in accordance with the routing scheme and principles described in the Joint Working Manual and the Parameter Schedule.
- 1.4.3. Service Supplier will undertake the necessary routing and translation for all codes that require routing or translation across its System.

1.5. Charges

- 1.5.1. The tariffs for Charges for the Emergency Services Access Service are

specified in the Tariff Schedule.

- 1.5.2. The Charges for the Emergency Services Access Service are payable in accordance with Clause 9, can be varied in accordance with Clause 10 and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.
- 1.5.3. Usage charges include
- Call Setup Charges,
 - Interconnect Specific Charges depending on duration, and
 - Call Duration Charges depending on duration.
- 1.5.4. For each Answered Call, the Call Setup Charge will be applicable when Call Start occurs.
- 1.5.5. The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by the Service Supplier. The number of Time Units that shall apply will be calculated by the Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.
- 1.5.6. If the provision of Signalling Links is consistent with the dimensioning rule specified in the Joint Working Manual the tariffs will include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.
- 1.5.7. For the avoidance of doubt, the Tariff Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the Emergency Services Access Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums that may be payable pursuant to Clause 8.2.

End of Service Description -

2. National DQ Service

2.1. Service Description

- 2.1.1. The National DQ Service will be provided by Service Supplier to Service Taker, in accordance with the terms and conditions of this Agreement.
- 2.1.2. The National DQ Service will provide conveyance of Calls originating from Service Taker Subscriber Connections in Barbados addressed to the valid national DQ numbers from the Point of Connection to a Service Supplier National DQ Call Centre via the Service Supplier PSTN. The National DQ Service includes the provision of number information by the Service Supplier DQ Call Centre from the Service Supplier National Directory Database.
- 2.1.3. The valid national DQ number is listed in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 2.1.4. The National DQ Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 2.1.5. The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual
- 2.1.6. Calls may be handled by an ACD system located at a Service Supplier DQ Call Centre and Calls may be queued. If a queue place is not available, the Service Taker Subscriber Connection will receive busy tone. The Call Greeting is specified in the Parameter Schedule.
- 2.1.7. Two telephone numbers per Call may be requested. The minimum information needed from the Service Taker Subscriber is name and (partial) address.
- 2.1.8. If a listing is found, the applicable telephone number will be read back through an Interactive Voice Response (IVR) system or by the agent. Where more than one listing is found, telephone numbers relating to the primary two listings only will be given out. If the listing that is found is ex-directory, the IVR or agent will state that the requested number is unlisted, or that the requested telephone numbers cannot be disclosed. Where no listings are found, the IVR or agent dialogue will state that the requested number is unlisted or cannot be found.
- 2.1.9. The information available in the Service Supplier National Directory Database will depend on agreements with the Third Party Telecom Providers (and the Service Taker) for inclusion of applicable Subscriber information and Service Supplier is not responsible for any omissions or inaccuracies. Such information is not provided or included pursuant to this Service Schedule.

2.2. Specific Responsibilities

- 2.2.1. Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 2.2 of this Service Description.
- 2.2.2. Service Supplier will be responsible, in accordance with the Joint Working Manual, for the metering and billing to charge Service Taker for all Calls using the National DQ Service passed by Service Taker to the Service Supplier DQ call centre via the Service Supplier PSTN.
- 2.2.3. Service Supplier will be responsible for managing, operating and maintaining the Service Supplier Standard National Directory Database and associated systems.
- 2.2.4. Service Supplier will be responsible for monitoring the quality, managing and providing management information about the National DQ Service from the Point of Connection to the Service Supplier DQ call centre in accordance with the Joint Working Manual. Service Taker will be responsible for monitoring the quality, managing and providing management information about the National DQ Service in accordance with the Joint Working Manual. For the avoidance of doubt, no access to the Service Supplier's or Service Taker's management systems will be provided.
- 2.2.5. Service Taker will be responsible for forecasting usage of the National DQ Service in accordance with the Joint Working Manual
- 2.2.6. Service Taker will be responsible for validating the called number against the valid national DQ number. In accordance with Clause 8.2, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not addressed to a number listed in the Service Schedule as a valid number for the National DQ Service.
- 2.2.7. Service Taker will be responsible for managing any Services provided by Service Taker to Service Taker Subscribers that use the National DQ Service.

2.3. Quality of service

- 2.3.1. In accordance with Clause 15, Service Supplier will provide the National DQ Service twenty four (24) hours per day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 2.3.2. Quality of Service levels and Fault Restoration Times for the National DQ Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

2.4. Configuration

- 2.4.1. The National DQ Service will be available at the Service Supplier ISL specified in the Service Schedule.
- 2.4.2. Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the National DQ Service is offered and required and will route Calls in accordance with the routing scheme and principles described in the Joint Working Manual and the Parameter Schedule.
- 2.4.3. Service Supplier will undertake the necessary routing and translation for all codes that require routing or translation across its System.

2.5. Charges

- 2.5.1. The tariffs for Charges for the National DQ Service are specified in the Tariff Schedule.
- 2.5.2. The Charges for the National DQ Service are payable in accordance with Clause 9, can be varied in accordance with Clause 10 and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.
- 2.5.3. Usage Charges will include
- Call Setup Charges;
 - Interconnect Specific Charges depending on duration; and
 - Call Duration Charges depending on duration.
- 2.5.4. For each Answered Call, the Call Setup Charges will be applicable when Call Start occurs.
- 2.5.5. The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by the Service Supplier. The number of Time Units that shall apply will be calculated by the Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.
- 2.5.6. If the provision of Signalling Links is consistent with the dimensioning rule specified in the Joint Working Manual, the tariffs will include all charges for the handling of signalling messages as required based on the specification of this

Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.

- 2.5.7. For the avoidance of doubt, the Tariff Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the National DQ Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums payable pursuant to Clause 8.2.

End of Service Description –

3. International DQ Service

3.1. Service Description

- 3.1.1. The International DQ Service will be provided by Service Supplier to Service Taker, in accordance with the terms and conditions of this Agreement.
- 3.1.2. The International DQ Service will provide conveyance of Calls originating on Service Taker Subscriber Connections in Barbados from the Point of Connection to a Service Supplier International DQ Call Centre via the Service Supplier PSTN. The International DQ Service includes the provision of number information by the Service Supplier International DQ Call Centre from the Service Supplier International Directory Database.
- 3.1.3. The valid international DQ numbers are stated in the Services Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 3.1.4. The International DQ Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 3.1.5. The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.
- 3.1.6. Calls may be handled by an ACD system located at a Service Supplier International DQ Call Centre and Calls may be queued. If a queue place is not available, the Service Taker Subscriber will receive busy tone. The Call Greeting is specified in the Parameter Schedule.
- 3.1.7. The minimum information needed from the Service Taker Subscriber is country, name and (partial) address.
- 3.1.8. If a listing is found, the applicable telephone number will be read back through an Interactive Voice Response (IVR) system or by the agent. Where more than one listing is found, telephone numbers relating to the primary two listings only will be read back through an IVR system or by the agent. If the listing that is found is ex-directory, the IVR or agent will state that the requested number is unlisted, or that the requested number cannot be disclosed. Where no listings are found, the IVR or agent will state that the number is unlisted or cannot be found.
- 3.1.9. The information available in the Service Supplier International DQ Database will depend on agreements with International DQ Database Providers outside of Barbados and Service Supplier is not responsible for any omissions or inaccuracies.

3.2. Specific Responsibilities

- 3.2.1. Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 3.2 of this Service Description.
- 3.2.2. Service Supplier will be responsible, in accordance with the Joint Working Manual, for the metering and billing to charge Service Taker for all Calls using the International DQ Service passed by Service Taker to the Service Supplier International DQ Call Centre via the Service Supplier PSTN.
- 3.2.3. Service Supplier will be responsible for managing, operating and maintaining the Service Supplier International DQ Database, and associated systems.
- 3.2.4. Service Supplier will be responsible for monitoring the quality, managing and providing management information about the International DQ Service from the Point of Connection to the Service Supplier International DQ Call Centre in accordance with the Joint Working Manual. Service Taker will be responsible for monitoring the quality, managing and providing management information about the International DQ Service from the Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's or Service Taker's management systems will not be provided.
- 3.2.5. Service Taker will be responsible for forecasting usage of the International DQ Service in accordance with the Joint Working Manual.
- 3.2.6. Service Taker will be responsible for validating the called number against the valid international DQ number. In accordance with Clause 8.2, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not addressed to a number listed in the Service Schedule as valid numbers for the International DQ Service.
- 3.2.7. Service Taker will be responsible for managing any Services provided by Service Taker to Service Taker Subscribers that use the International DQ Service.

3.3. Quality of service

- 3.3.1. In accordance with Clause 15, Service Supplier will provide the International DQ Service twenty four (24) hours per day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 3.3.2. Quality of Service levels and Fault Restoration Times for the International DQ Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.

3.4. Configuration

- 3.4.1. The International DQ Service will be available at Service Supplier ISL specified in the Service Schedule.
- 3.4.2. Service Taker will deliver traffic in Trunk Groups at each Point of

Connection where the International DQ Service is offered and required and will route Calls in accordance with the routing scheme and principles described in the Joint Working Manual and the Parameter Schedule.

- 3.4.3. Service Supplier will undertake the necessary routing and translation for all codes that require routing or translation across its System.

3.5. Charges

- 3.5.1. The tariffs for Charges for the International DQ Service are specified in the Tariff Schedule.
- 3.5.2. The Charges for the International DQ Service are payable in accordance with Clause 9, can be varied in accordance with Clause 10 and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.
- 3.5.3. Usage Charges will include
- Call Setup Charges,
 - Interconnect Specific Charges depending on duration; and
 - Call Duration Charges depending on duration.
- 3.5.4. For each Answered Call, the Call Setup Charge will be applicable when Call Start occurs.
- 3.5.5. The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by the Service Supplier and the number of Time Units that shall apply will be calculated by the Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.
- 3.5.6. If the provision of Signalling Links is consistent with the dimensioning rule specified in the Joint Working Manual, the tariffs will include all charges for the handling of signalling messages required based on the specification of the Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.
- 3.5.7. For the avoidance of doubt, the Tariff Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the International DQ Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums that may be payable pursuant to Clause 8.2.

- End of Service Description –

PART 4. PSTN TRANSIT SERVICES

1. PSTN Transit Service

1.1. Description

- 1.1.1. The PSTN Transit Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2. The PSTN Transit Service will provide conveyance of Calls from Service Taker Subscriber Connections destined for a Third Party National Telecom Provider Subscriber Connection in Barbados, from the Point of Connection defined by the Joining Service via the Service Supplier PSTN to the Point of Handover for collection by the Third Party National Telecom Provider.
- 1.1.3. Valid number ranges for the Third Party National Telecom Provider Subscriber Connections are listed in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.4. The PSTN Transit Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.5. The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.

1.2. Specific Responsibilities

- 1.2.1. Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.
- 1.2.2. Service Supplier will be responsible for the metering and billing necessary to charge Service Taker for all Calls passed by Service Taker to a Third Party National Telecom Provider via the Service Supplier PSTN using the PSTN Transit Service in accordance with the Joint Working Manual
- 1.2.3. Service Supplier will be responsible for monitoring the service quality, managing and providing management information about the PSTN Transit Service from the Point of Connection to the Point of Handover in accordance with the Joint Working Manual. Service Taker will be responsible for monitoring the service quality, managing and providing management information about the PSTN Transit Service from the Subscriber Connection to the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's or Service Taker's management systems will not be provided.
- 1.2.4. Service Taker will be responsible for forecasting usage of the PSTN Transit Service in accordance with the Joint Working Manual.

- 1.2.5. Service Taker will be responsible for validating the called number against the valid Third Party National Telecom Provider numbers in accordance with the National Numbering Plan. In accordance with Clause 8.2, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not listed in the Service Schedule as valid numbers for the PSTN Transit Service.
- 1.2.6. Service Taker will be responsible for the management of Calls made from Service Taker PLMN Subscriber Connections using the PSTN Transit Service.

1.3. Quality of service

- 1.3.1. In accordance with Clause 15, the Service Supplier will provide the PSTN Transit Service twenty four (24) hours per day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2. Quality of Service levels and Fault Restoration Times for the PSTN Transit Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.
- 1.3.3. For the avoidance of doubt, Service Supplier is not responsible for the service quality of Call completion beyond the Point of Handover.

1.4. Configuration

- 1.4.1. The PSTN Transit Service will be available at the Service Supplier ISL specified in the Service Schedule.
- 1.4.2. Service Taker will deliver traffic in Trunk Groups at each Point of Connection where the PSTN Transit Service is offered and required and will route Calls in accordance with the routing scheme and principles described in the Joint Working Manual and the Parameter Schedule.

1.5. Charges

- 1.5.1. The tariffs for Charges for the PSTN Transit Service are specified in the Tariff Schedule.
- 1.5.2. The Charges for the PSTN Transit Service are payable in accordance with Clause 9, can be varied in accordance with Clause 10 and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges and include all payments to Third Party National Telecom Providers for each Answered Call.
- 1.5.3. Usage Charges include:
- Call Setup Charges,
 - Interconnect Specific Charges depending on duration,
 - Call Duration Charges depending on duration; and
 - Payments to the Third Party National Telecom Providers for completion of the Call.

- 1.5.4. For each Answered Call, the Call Setup Charge will be applicable when Call Start occurs.
- 1.5.5. The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by the Service Supplier, and the number of Time Units that shall apply will be calculated by the Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.
- 1.5.6. If the provision of Signalling Links is consistent with the dimensioning rule specified in the Joint Working Manual the tariffs will include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.
- 1.5.7. For the avoidance of doubt, the Tariff Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the PSTN Transit Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums that may be payable pursuant to Clause 8.2.

- End of Service Description -

PART 5. OTHER SERVICES

1 Domestic Fixed To Mobile Service

1.1 Description

- 1.1.1 Subject to Clause 8.4 of the Legal Framework, the Domestic Fixed to Mobile Service will be provided by the Service Supplier to the Service Taker, in accordance with the terms and conditions of this Agreement.
- 1.1.2 The Domestic Fixed to Mobile Service will provide conveyance of Calls from Service Supplier PSTN Subscriber Connections in Barbados to Service Taker PLMN Subscriber Connections in Barbados via the Service Supplier PSTN, Service Taker PSTN where applicable, and the Service Taker PLMN. Such Calls must be addressed to valid number ranges associated with the Service Taker's PLMN Subscriber Connections. For the avoidance of doubt, the Service Supplier shall not be responsible for the conveyance of Calls beyond the Point Of Connection. Calls to Third Party Mobile Telecommunications Providers are conveyed pursuant to the PSTN Transit Service, and not this Service Description.
- 1.1.3 The valid number ranges associated with the Service Taker PLMN Subscriber Connections and associated ISL are listed in the Service Schedule. The list will be amended from time to time to include any additional numbers to which Calls are to be conveyed pursuant to this Service Description or to remove numbers. The process for adding or removing numbers is specified in the Joint Working Manual.
- 1.1.4 Calls conveyed pursuant to this service description are intended for domestic termination by way of the Service Taker PLMN network. Calls originating outside or ultimately terminating outside Barbados are not conveyed pursuant to this Service Description.
- 1.1.5 The Domestic Fixed to Mobile Service can only be provided in conjunction with a Joining Service. Sufficient dedicated capacity must be in place within the Joining Service to handle the traffic in accordance with the Joint Working Manual.
- 1.1.6 The technical standards for voice telephony, operational processes and billing processes are described in the Joint Working Manual.

1.2 Specific Responsibilities

- 1.2.1 Without prejudice to the responsibilities described elsewhere in this Agreement, each Party shall have the responsibilities set out in this Paragraph 1.2 of this Service Description.
- 1.2.2 Service Supplier will be responsible for the metering necessary to monitor usage of all Calls passed to the Service Taker, from the Service Supplier Subscriber Connection, to the Point of Connection defined by the Joining Service.
- 1.2.3 Service Supplier will be responsible for monitoring the quality, managing and providing management information about the Domestic Fixed to Mobile Service from the Service Supplier PSTN to the Point of Connection in accordance with the Joint Working Manual. Service Taker will be responsible for monitoring the

quality, managing and providing management information about the Domestic Fixed to Mobile Service from the Point of Connection in accordance with the Joint Working Manual. For the avoidance of doubt, access to the Service Supplier's or Service Taker's management systems will not be provided.

- 1.2.4 Service Taker will be responsible for forecasting usage of the Domestic Fixed to Mobile Service in accordance with the Joint Working Manual. The Service Supplier will be responsible for validating the called number according to the National Numbering Plan and the valid numbers associated with the PLMN Subscriber Connections in the Service Schedule.
- 1.2.5 In accordance with Clause 8.2 of the Legal Framework, Service Supplier will be under no obligation to convey Calls pursuant to this Service Description that are not addressed to valid Service Taker number ranges.

1.3 Quality of service

- 1.3.1 In accordance with Clause 15 of the Legal Framework, the Service Supplier will provide the Domestic Fixed to Mobile Service twenty four (24) hours per day, every day, to the Quality of Service levels set out in the Joint Working Manual and Parameter Schedule.
- 1.3.2 Quality of Service levels and Fault Restoration Times for the Domestic Fixed to Mobile Service will be measured and reported by Service Supplier in accordance with the Joint Working Manual and Parameter Schedule. Service Supplier and Service Taker will periodically review the achieved quality parameters in accordance with the Joint Working Manual.
- 1.3.3 For the avoidance of doubt, Service Supplier is not responsible for the service quality of Call completion beyond the Point of Connection.

1.4 Configuration

- 1.4.1 The Domestic Fixed to Mobile Service will be available at the C&W ISL and Telco ISL specified in the Service Schedule.
- 1.4.2 The Service Supplier will not be responsible for providing call records for the purposes of the Service Taker's subscriber billing.
- 1.4.3 Service Supplier will deliver traffic in Trunk Groups at the Point of Connection where the Domestic Fixed to Mobile Service is offered and will route Calls in accordance with the routing scheme and principles described in the Joint Working Manual and the Parameter Schedule.

1.5 Charges

- 1.5.1 The tariffs for Charges for the Domestic Fixed to Mobile Service are specified in the Tariff Schedule.
- 1.5.2 The Charges for the Domestic Fixed to Mobile Service are payable in accordance with Clause 9 of the Legal Framework, can be varied in accordance with Clause 10 and are in addition to any other Charges payable for Services provided pursuant to this Agreement. Charges are the sum of applicable Usage Charges.

1.5.3 Usage Charges include:

- Transit Charges specified for the PSTN Transit Service, payable by the Service Supplier to the Service Taker where the Call transits the Service Taker's PSTN network. These shall include:
 - Call Setup Charges
 - Interconnect Specific Charges, depending on duration; and
 - Call Duration Charges depending on duration.
- Conveyance Charges, payable by the Service Taker to the Service Supplier. These shall include:
 - Call Setup Charges
 - Interconnect Specific Charges, depending on duration; and
 - Call Duration Charges depending on duration.

1.5.4 For each Answered Call, the Call Setup Charge will be applicable when Call Start occurs.

1.5.5 The duration of an Answered Call will be measured from Call Start to Call End. The duration of an Answered Call will be logged by the Service Supplier, and the number of Time Units that shall apply will be calculated by the Service Supplier. For each Answered Call, the duration will be measured to an accuracy of a Time Unit.

1.5.6 If the provision of Signalling Links is consistent with the dimensioning rule specified in the Joint Working Manual the tariffs will include all charges for the handling of signalling messages required based on the specification of this Service. For the avoidance of doubt, this does not include Roaming Messages and SMS messages.

1.5.7 For the avoidance of doubt, the Tariff Schedule does not include any sums that may be payable by Service Taker as a result of inaccurate forecasting of the Domestic Fixed to Mobile Service and delays to provisioning and acceptance testing. Any such sums will be calculated and charged for in accordance with the Joint Working Manual. Neither does it include any sums that may be payable pursuant to Clause 8.2 of the Legal Framework.

– End of Service Description –

