

## Schedule 2



## Interconnection Services Common Terms

## Table of Contents

1	Introduction .....	3
2	Common Service Clauses .....	3
3	Narrative .....	3
4	Zain Bahrain and OLO Responsibilities .....	4
4.1	Responsibilities of Zain Bahrain: .....	4
4.2	Responsibilities of OLO:.....	4
5	Service and New Service Request.....	4
6	Document Control .....	5

## 1 Introduction

- 1.1 This Schedule 2 (Service Descriptions Common Terms) includes general terms which are (unless explicitly stated) common to all attached Service Descriptions (Schedules 2.1 and 2.2) and forms a part of the RIO.
- 1.2 Zain Bahrain may amend or vary the terms included in this Schedule in accordance with Clause 3.3 of Schedule 5 (the Supply Terms).
- 1.3 Unless defined otherwise, capitalized terms will have the meaning assigned to them in Schedule 1 (Definitions) of the RIO.
- 1.4 A reference to a Clause or Figure, unless otherwise stated, is a reference to a Clause or Figure in this Schedule.

## 2 Common Service Clauses

The clauses specified in the following subsections will apply to all Service Descriptions defined in the RIO.

## 3 Narrative

- i) All Services will be provided in accordance with the terms and conditions of the Supply Terms.
- ii) For all Services other than the Interconnection Link Services, Services can only be provided in conjunction with at least one of the Interconnection Link Services.
- iii) For all Services other than the Interconnection Link Service, sufficient dedicated capacity must be in place within the Interconnection Link Service to handle traffic in accordance with the Operations and Maintenance Manual and the associated Service Schedule in this RIO.
- iv) E1 Path's expansion shall be considered in cases where the E1 Path's utilizations are more than 75% of the available capacity or as mutually agreed.
- v) Zain Bahrain and the OLO reserve the right to enforce the Interconnection Links expansions if all of the existing E1 Paths utilization is 90% or more for Fourteen (14) Calendar Days excluding public holidays in the Kingdom of Bahrain.
- vi) Services will be available at Zain Bahrain's Point of Interconnection ("POI") as specified in Schedule 2.1 of this RIO (*See Figure 1 in Schedule 2.1*).

## 4 Zain Bahrain and the OLO's Responsibilities

### 4.1 Responsibilities of Zain Bahrain:

- i) Planning, providing, operating and maintaining the Services;
- ii) Monitoring the Service, managing and providing management information based on availability about the Service in accordance with the Schedule 3 ("Operations and Maintenance Manual") of this RIO. For the avoidance of doubt, this does not include the provision of access to Zain Bahrain's or OLO's management systems;
- iii) Call Data Records ("CDR") generation, mediation, rating and billing necessary to charge for all Calls passed by the OLO to Zain Bahrain's Network using the Services in accordance with Schedule 3 ("Operations and Maintenance Manual") of this RIO;
- iv) Managing the Services from Zain Bahrain network to the POI in accordance with Schedule 3 ("Operations and Maintenance Manual") of this RIO. For the avoidance of doubt, Zain Bahrain will not provide OLO with access to the Zain Bahrain network management systems.

### 4.2 Responsibilities of OLO:

- i) Monitoring the Service, managing and providing management information from the OLO network to the POI in accordance with Schedule 3 ("Operations and Maintenance Manual") of this RIO;
- ii) Delivering traffic in trunk groups at each POI where the Services are offered and required;
- iii) Routing Calls to the Point of Handover in accordance with the routing scheme and principles described in this RIO (*See Figure 1 in Schedule 2.1*).
- iv) Forecasting the Services in accordance with Schedule 3 ("Operations and Maintenance Manual") of this RIO;
- v) Contacting the Zain Bahrain Network Operation Centre ("NOC") in accordance with Schedule 3 ("Operations and Maintenance Manual") of this RIO; and
- vi) Management of any end-to-end Services provided by OLO to its Subscribers that use the Services.

## 5 Service and New Service Request

- i) An OLO seeking Services offered by Zain Bahrain under this RIO must follow the process set out in Schedule 3 (Operations and Maintenance Manual) of this RIO;
- ii) An OLO seeking a new service which Zain Bahrain is not offering currently as part of its RIO, must fill and sign a NSF found at <http://www.bh.zain.com/en/zainbahrainsite/rio/Documents/NSF.xlsx> . Upon receiving the NSF from the OLO, Zain Bahrain shall review the new service proposition commercially and technically and revert back to the OLO with an acceptance or rejection within five (5) Business Days. If accepted, next steps will be shared with the OLO.

## 6 Document Control

Version	Amendment	Date
1.0	Approved Version	07/09/2014