



VIVA Bahrain

**REFERENCE INTERCONNECTION
OFFER (RIO)**



VIVA Bahrain

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Annex A – Definitions and Glossary of Terms

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Definitions

A-number	The calling line identification number of the originating Subscriber of a Voice Call, SMS message or MMS message .
A-Party	The Party which initiates or transit a Voice Call, SMS message or MMS message.
B-number	The calling line identification number of the receiving Subscriber of a Voice Call, SMS message or MMS message.
B-Party	The Party which receives a Voice Call, SMS message or MMS message.
Billed Party	The Party receiving an invoice from the Billing Party.
Billing Information	Information provided by the Billing Party, as set out in this RIO, in support of invoices issued by the Billing Party to enable the Billed Party to validate the other's invoice.
Billing Party	The Party providing the relevant Interconnection Service or rendering the relevant invoice.
Billing Period	The stated interval at which billing takes place under this RIO.

Billing Unit	The appropriate stated unit in which the service is to be charged. All relevant Billing Units are indicated in Annex C to this RIO.
Billing Verification	The process of assessment of the Billing Information and invoices provided by the Billing Parties.
Business Day	A working day other than a Friday, Saturday or Public Holiday and other types of holidays in the Kingdom of Bahrain.
Day	A calendar day, which includes days falling on weekends, Public Holidays and other types of holidays in the Kingdom of Bahrain.
Calendar Month	The inclusive period from the start of the first day of a given Gregorian month to the end of the last day of the same.
Chargeable Voice Termination	Any successfully Voice Call termination handed over from one Party's Network to the other Party's Network.
Chargeable MMS	Any successfully delivered MMS message handed over from one Party's Network to the other Party's Network.
Chargeable SMS	Any successfully delivered SMS message handed over from one Party's Network to the other Party's Network.

Commercial Account Manager	A commercial manager from within either of the Parties who participates in the work of the joint Technical Review Committee.
Data Management Amendment	Such data reconfiguration of the VIVA Network or the OLO's Network as is necessary for the access, routing and charging of calls.
Disclosing Party	A Party disclosing information to a Receiving Party under this RIO.
Dispute	A failure by Service Providers to agree on (a) the terms and conditions of interconnection (b) access to, or quality of, telecommunications service provided by one to the other or (c) any other matter which is in the jurisdiction of the TRA with respect to interconnection.
Dispute Resolution	The process by which a Dispute is resolved between the Parties.
Invoice Due Date	The date which is 30 Days after the Invoice Issue Date of a VIVA invoice, by which date payment is required.
Grade of Service (GoS)	The Grade of Service during busy hours is the percentage of calls blocked during the Network busy hour where: Blocking probability = $\frac{\text{Unsuccessful call attempts}}{\text{Total call attempts}}$

Interconnection Link	A link connecting a VIVA Interconnection Node and another Party's Interconnection Node passing through a Point of Interconnection.
Interconnection Usage Report	A report stating the actual level of utilisation of the Interconnection Services provided under the Interconnection Agreement.
Interconnection Agreement	An agreement based on this RIO and entered into between VIVA and an OLO for the purposes of Interconnection.
Interconnection	The physical and logical linking of Telecommunications Networks used by different Parties in order to allow the users of one Party to communicate with users of another Party, or to access the facilities and/or services of another Party.
Interconnection Service	A service provided as part of this RIO and detailed in Annex B (<i>Service Schedules</i>).
Interconnection Technical Manager	A technical manager from within either of the Parties who participates in the work of the joint Technical Review Committee.
Invoice Issue Date	The date on which an invoice is dated by VIVA.
Licensee	Any Person authorized or granted a Licence to provide Telecommunications Services or operate a Telecommunications Network or both within the Kingdom of Bahrain.

MMSC	A Party's MMS centre that controls MMS messages in a store-and-forward fashion and forms part of that Party's MMS Network.
MMS Interconnection Link	An Interconnection Link (or logical part thereof) to carry MMS messages between the Parties' MMSCs using VPN or GRX services as agreed by the Parties.
MMS Termination Service	A service for the carriage of MMS Messages from Subscribers of an Other Licensed Operator using a TCP/IP connection to a mobile device associated with a Subscriber on VIVA's Network.
Network Alteration	A change (other than a Data Management Amendment) to a Party's Network, which requires a change to be made to the other Party's Network to allow the continuance of the conveyance of Voice Calls, SMS and MMS across a Point of Interconnection pursuant to the Interconnection Agreement.
Network Operations Centre (NOC)	The operation centre within the VIVA network which manages the day to day operations of the VIVA network on a 24/7 basis and which deals with fault reporting and management.

Network Plan	The specific agreement of the characteristics of reciprocal Interconnection Services between VIVA and the OLO including, but not limited to, target grade of service, traffic routing principles, active number ranges, capacity and traffic forecasts.
Network	The VIVA Telecommunications Network or the OLO's Telecommunications Network as the case may be and/or indicated by the context.
Network Termination Point	The physical point at which a Subscriber is provided with access to a Telecommunications Network and that physical point is identified by means of a specific network address, which may be linked to the telephone number or name of a Subscriber.
Non Service Affecting Fault	A fault which does not adversely affect the Voice Call or message handing capacity of the Network to complete the interconnected Voice Calls or messages.
Numbering	A serial numbering pattern used by Service Providers to identify designated Network Termination Points in Telecommunications Networks, including the necessary information for routing, billing and the identification of Subscribers, Licensees and telecommunications services.
Party	A party to the Interconnection Agreement.

Point of Interconnection (POI)	The physical or virtual point on an Interconnection Link between the Service Providers, through which the Interconnection Services are provided and which marks the boundary for the regulatory purposes between the Telecommunications Networks of the Service Providers.
Price List	The charges for the Interconnection Services as shown in Annex C.
Receiving Party	A Party receiving information from a Disclosing Party under this RIO.
Service Affecting Fault	A fault which may cause service interruption to customers when interconnected Voice Calls or messages conveyed between the Networks encounter difficulty in completion.
Service Provider	Any Party licensed by the TRA that (a) provides a telecommunications service to the public; or (b) operates a Telecommunications Network used by that person or by another person to provide a telecommunications service to the public, or both.
Service Schedule	The description, terms and procedures and other matters relevant to an Interconnection Service which is set out in Annex B.
SMSC	A Party's SMS centre that controls SMS messages in a store-and-forward fashion and forms part of that Party's SMS Network.

SMS Interconnection Link	An Interconnection Link (or logical part thereof) used to carry SMS messages.
SMS Termination Service	A service for the transmission of SMS Messages originated on or transiting through an Other Licensed Operator Network from an agreed Point of Interconnection to a mobile device associated with a Subscriber on VIVA's Network.
Subscriber	A customer of a Service Provider.
Successful Call	A chargeable Voice Call which has passed across a POI and received an answer signal returned by the other Party's network.
Switch Media Gateway	The telecommunications apparatus within a public Telecommunications Network which performs switching, routing and connecting of calls and other network events, having the ability to connect to two or more destinations.
Technical Review Committee	The committee comprising technical and commercial representatives from VIVA and the OLO which will manage the interconnection arrangements between the respective Parties.
Telecommunications Network	A network permitting the conveyance of messages, sound, visual images or signals between defined termination points by wire, radio, optical or other electro-magnetic means.
VAT	The tax amount that is collected in accordance with Decree No. 48 of 2018 promulgating Value Added Tax Law.

Voice Call

The use of a transmission path through Telecommunications Systems for the interchange of information in the voice band, 300Hz to 2,300Hz, between Subscribers but excluding information related to CCITT No 7 Signaling or alphanumeric strings containing text and/or graphics.

Voice Call Termination Service

A service for the transmission of Voice Calls originated on or transiting through an Other Local Operator Network from an agreed Point of Interconnection to a mobile device associated with a Subscriber on VIVA's Network.

Acronyms

Call Detail Record (CDR)	A record of the details associated with a call or message which is produced by the network equipment (such as a switch). Details include date, time and duration of the call.
ITU-T	The Telecommunications Standards Bureau of the International Telecommunication Union.
Multimedia Message Service (MMS)	A text, audio, video and/or data message of up to 400 kilobytes in size or as agreed by the parties.
National Numbering Plan (NNP)	The numbering plan prepared by the TRA to specify the scheme of numbers used to access various telecommunications services in the Kingdom of Bahrain.
CLI	Calling Line Identification as defined by the ITU-T.
Other Licensed Operator (OLO)	Any Party, other than VIVA, licensed by the TRA that (a) provides a telecommunications service to the public, (b) operates a Telecommunications Network used by that person or by another person to provide a telecommunications service to the public, or both.
Reference Interconnection Offer (RIO)	A Reference Interconnection Offer (RIO) is a published document pursuant to Section 57(a) of the Telecommunications Law.

Short Message Service (SMS)	Means of sending messages of limited size to and from GSM/UMTS/LTE mobiles. As defined in the latest 3GPP TS 23.040 V12.1.0 (2013-09)
Telecommunications Law	The Telecommunications Law promulgated by the Kingdom of Bahrain Legislative Decree No. 48 of 2002.
Telecommunications Regulatory Authority (TRA)	The Telecommunications Regulatory Authority established by Article 2 of the Telecommunications Law
VLR	Visitor Location Register

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