



# VIVA Bahrain

## Reference Interconnection Offer (RIO)

### Annex B, Schedule 1

#### VOICE CALL TERMINATION SERVICE

Version number:	V1.0
Version date:	9 June 2016
Date of original Issue:	9 June 2016
Authority for issue:	
Approval by TRA:	
Next scheduled review date:	



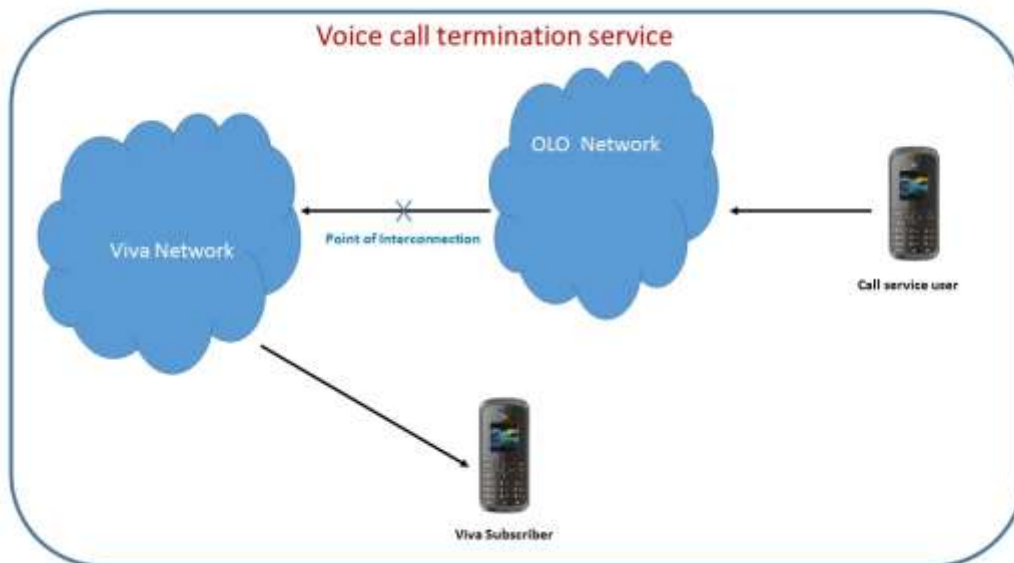
## **Schedule 1 - Voice Call Termination Service**

### **1. General**

- 1.1 VIVA will supply Voice Call termination in accordance with the terms, conditions and tariffs set in the RIO and any Interconnection Agreement entered into by VIVA with any OLO.
- 1.2 The Voice Call Termination Service is applicable to Voice Calls which terminate to Subscribers in the Kingdom of Bahrain.
- 1.3 This schedule applies to the supply of the Voice Call Termination Service to Other Licensed Operators in respect of Voice Calls that terminate on the relevant device of VIVA's Subscriber.
- 1.4 VIVA will only be required to provide the Voice Call Termination Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with this RIO.

2. **Service Outline**

Interconnection Service	Definition
<p><b>Voice Call Termination Service</b></p>	<p>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.</p>





### 3. **Service Description**

3.1 Subject to the provisions of this schedule, VIVA shall convey Voice Calls handed over from the Other Licensed Operator's Network at a VIVA designated Point of Interconnection, to the appropriate VIVA Network Termination Point.

3.2 The Voice Call Termination Service shall be limited to calls to Subscribers on VIVA's Network and an overseas roaming Subscriber on VIVA's Network where VIVA has appropriate agreements in place with the roaming Subscriber's home Network.

3.3 VIVA shall convey Voice Call Termination Services for the Other Licensed Operator for the contracted period at the same standard and quality of service as VIVA conveys similar calls originated on the VIVA Network.

3.4 The Parties shall agree in advance all necessary technical requirements, including call set-up and clear down sequences, for the conveyance of Voice Calls pursuant to this Schedule.

3.5 Each Party shall locate and correct faults that occur in its Network which affect the conveyance of Voice Call Termination traffic in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.

3.6 The conveyance and termination of a Voice Call to a Subscriber on VIVA's Network shall be routed in accordance with the routing principles specified in Annex H (*Technical Information*).

3.7 The terms and conditions for establishing the Interconnection Link are provided in Annex B, Schedule 4 for Interconnection Link.



The pricing terms of the Interconnection Link are to be negotiated on a commercial basis. Such terms shall be fair, reasonable and non-discriminatory.

- 3.8 For each Voice Call, the Parties shall transmit the relevant line, information or control signals in the signalling format that relate to the establishment of that Voice Call.
- 3.9 The Other Licensed Operator must include the provision of the CLI information, , in a format which allows VIVA to unambiguously derive the full number of the calling Subscriber.
- 3.10 For the conveyance of each Voice Call Termination Services to a Subscriber of VIVA's Network, the Other Licensed Operator shall pay VIVA a charge calculated in accordance with the rate for such a Voice Call Termination specified from time to time in Annex C (*Price List*).
- 3.11 The Parties shall negotiate in good faith the technical requirements and timetable for the implementation of the Voice Call Termination Service in accordance with the Other Licensed Operator's request. In the event that an agreement is not reached then either Party may commence the Dispute Resolution procedure in accordance with Clause 19 of the Supply Terms.
- 3.12 Where the Parties have reached an agreement above, VIVA will commence implementation in accordance with the agreed timetable.
- 3.13 VIVA will not perform any changes in its Network or commence the supply of the Voice Call Termination Service until the Parties have completed all necessary Data Management Amendments required for that Voice Call Termination Service and the Interconnection Links are operational and the associated Price List for



the Voice Call Termination Service has been agreed to by the Other Licensed Operator.

3.14 The Other Licensed Operator may, at any time, request VIVA to cease supplying the Voice Call Termination Service and VIVA shall cease supplying the Voice Call Termination Service as soon as practicable (which shall not exceed 7 business days from the date of the notification) or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (*Breach, Suspension and Termination*), of the Supply Terms.

#### 4. **Forecasts**

4.1 Forecasts shall be exchanged between both Parties in accordance with the provisions of Annex F (*Operations and Maintenance*).

#### 5. **Charging**

5.1 The Voice Call Termination Service shall be charged in accordance with this Clause.

5.2 VIVA will, for those Voice Calls for which it is providing a Voice Call Termination Service, collect a Call Detail Record (CDR) for each individual Voice Call on a call-by-call basis and process such records in accordance with this Clause 5.

5.3 The CDRs collected by VIVA in accordance with this Clause 5 shall be the source of the data used by VIVA for Billing Verification as per this Clause 5 and to invoice for the Voice Call Termination Service provided under this Schedule.

5.4 The calculation of charges for any individual call for the Voice Call Termination Service will be based on its duration recorded on the basis of the number of



applicable Billing Units, and in accordance with the applicable rates set out in Annex C (*Price List*).

5.5 The chargeable duration for a Voice Call shall be the time between the receipt of the answer signal and the termination of the Voice Call. Charges shall not be payable under this RIO by the Other Licensed Operator for unsuccessful calls. Successful Calls shall be defined as those calls that have passed across a Point of Interconnection and received an answer signal returned by the VIVA Network.

5.6 Voice Calls that cross over into the next Billing Period shall be billed in the Billing Period in which those Voice Calls end.

## 6. **Billing Information**

6.1 VIVA shall use its reasonable endeavours to provide the Interconnection Usage Report for the Voice Call Termination Service in accordance with the format set out in Annex D (*Billing Processes and Procedures*) within ten (10) Business Days from the end of each Billing Period together with the invoice for the Voice Call Termination Service in accordance with Annex D (*Billing Processes and Procedures*).

6.2 In addition to the obligation in Clause 6.1, when there is a Dispute, as defined in Annex D (*Billing Processes and Procedures*), in relation to invoices issued for the Voice Call Termination Service, then the Dispute Resolution procedures laid out in Clause 4 of Annex D (*Billing Processes and Procedures*) and Clause 19 of the Supply Terms shall be followed.

6.3 In the event that VIVA cannot record Billing Information for the Voice Call Termination Service due to a system error or other faults the Other Licensed Operator will be requested to provide the appropriate Billing Information to



VIVA in accordance with the procedure set out in Annex D (*Billing Processes and Procedures*).

- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex D (*Billing Processes and Procedures*), the Parties shall negotiate in good faith within a period of two (2) weeks such alternative billing arrangements, such as an estimation based on the previous three (3) Calendar Months Billing Periods' Billing Information in accordance with the procedure set out in Annex D (*Billing Processes and Procedures*) and as appropriate in the circumstances.

7. **Routing**

- 7.1 The conveyance of Voice Calls to Subscribers on the VIVA Network shall be in accordance with the routing principles specified in Annex H (*Technical Information*).





### Document History and Version Control

<b>Name of document:</b>	Voice Call Termination Service
<b>Author:</b>	VIVA Bahrain
<b>Authorised Officer:</b>	
<b>Description of document:</b>	Service Description for the Voice Call Termination Service on Viva Bahrain's network
<b>Approved by:</b>	Telecommunications Regulatory Authority of the Kingdom of Bahrain
<b>Date of approval:</b>	

<b>Version Number</b>	<b>Version Date</b>	<b>Authorized Officer</b>	<b>Amendment Details</b>