



VIVA Bahrain

**REFERENCE INTERCONNECTION
OFFER (RIO)**



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Annex E – Management of Interconnection

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1. ACCOUNT MANAGEMENT

- 1.1. VIVA and the Other Licensed Operator will each appoint an Interconnection Technical Manager and a Commercial Account Manager to deal with the other Licensee, from the initial request for interconnection with the VIVA Network. These managers will act as principal points of contact between the two Licensees and will coordinate and facilitate communication on interconnection matters.
- 1.2. The Interconnection Technical Manager and Commercial Account Manager will have the authority to represent their respective organisations for technical and commercial decisions respectively.
- 1.3. Either Licensee may request a meeting to address any matter arising in the operation of the interconnection, such as the need to review the Network Plan. VIVA and the Other Licensed Operator will agree to meet within five (5) Business Days of receipt of notification of the requested meeting.

2. TECHNICAL REVIEW COMMITTEE

- 2.1. VIVA and the Other Licensed Operator will establish a joint Technical Review Committee. The composition of the joint Technical Review Committee will be agreed between VIVA and the Other Licensed Operator and may be amended from time to time as appropriate.
- 2.2. The joint Technical Review Committee will meet regularly at a frequency to be agreed between VIVA and the Other Licensed Operator. The functions of the joint Technical Review Committee will cover all aspects of the Interconnection Agreement between the Parties
- 2.3. The joint Technical Review Committee will be the principal forum for the initial and ongoing technical and planning discussions and agreement on technical, planning, operational, billing and service aspects of interconnection. There will be an agreed agenda which will include (but shall not be limited to) the following:
 - Need for new Points of Interconnection;

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- Order status;
 - Routing plans;
 - Analysis of traffic levels;
 - Analysis of service quality;
 - Capacity profiles and requirements;
 - Analysis of faults during the period since the previous meeting;
 - Billing processes and billing issues;
 - Provision of relevant information and discussion of changes to either Network or to the Interconnection Services;
 - Forecasts.

3. PROVISION OF INFORMATION FOR NETWORK ALTERATIONS

- 3.1. Each Party will provide the other Party with advance information about such planned introduction, closure, replacement or modification of or to any switch (insofar as it is relevant to the other Party's Network or the operation thereof).
- 3.2. Each Party will provide the other Party with advance information about such proposed alterations and upgrades to their Network which will make it necessary to change the other Party's Network in order to maintain the interconnection between VIVA and the Other Licensed Operator.
- 3.3. Any changes will be notified as soon as the proposal becomes firm and in any event not less than two (2) Calendar Months prior to the implementation of the alteration.
- 3.4. Either Party will give to the other Party not less than two (2) Calendar Months prior written notice before making any change in its numbering structure that may necessitate modifications to the other Party's Network. Implementation periods for changes to existing routings and for the introduction of new number ranges will be set by the joint Technical Review Committee.

4. **ISSUE MANAGEMENT**

- 4.1. Any network faults or performance issues will be addressed in the first instance by the Network Operations Centre responsible for the relevant part of the VIVA or Other Licensed Operator's Network according to operational processes set out in Annex F (*Operations and Maintenance*).
- 4.2. In the event that any individual operational problem is not resolved within the service response time defined in Annex F (*Operations and Maintenance*), then there will be an escalation path. Issues unresolved after the agreed service response time will be reported to the Interconnection Technical Managers and Commercial Account Managers who may request a meeting.

5. **DISPUTE RESOLUTION**

- 5.1. Resolution of all disputes will be in accordance with the process described in Clause 19 of the Supply Terms.

6. **REVIEW AND UPDATE**

- 6.1. The interconnection management procedures stated in this Annex will be reviewed periodically by VIVA after consultation with the OLOs and updated as appropriate.

Document History and Version Control

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