

SCHEDULE 21

Operator - Operator Service

1. Definitions

- 1.1 In this Schedule 21 a reference to a paragraph or Appendix is to a paragraph or Appendix of this Schedule 21. Words and expressions shall have the meaning given in Clause 1, except as shown below:

**“KCH Operator Call Handling Centre”
or “KCH OCHC”**

means an KCH Operator Call handling centre which routes Calls to KCH’s Operators from Customers seeking assistance with connection to another telephone number;

**“Operator Call Assistance Centre”
or “Operator CAC”**

means an Operator Call handling centre which routes Calls to Operator’s Operators from Customers seeking assistance with connection to another telephone number;

“Operator - Operator Service”

means the service provided by KCH to the Operator and the service provided by the Operator to KCH to handle certain enquiries at the operator call handling centre which normally deals with Calls to the DQ Service for the relevant KCH Switch Connection or Operator CACs respectively as more specifically described in paragraphs 2, 3 and 4;

“State of Line Information”

means any information derived from local records or knowledge which can clarify the status of a Customer’s line, or the reason(s) why a successful Call cannot be made to a particular telephone number. Each party will provide the other as much information as it would to its own Customers. State of Line Information includes (but is not limited to) whether:

(a) the tone returned from the called number is appropriate to the condition of the line e.g. is engaged tone the result of a conversation in progress or a fault;

(b) a called number is shown on local records as “working”, “faulty”, “temporary out of service” or “spare”;

(c) a called number is within the current exchange numbering range or has been changed as part of a bulk number change exercise;

(d) some other known event such as a cable fault is causing a general problem in reaching the called exchange.

2. Description of Service

2.1 This Schedule 21 gives details of the provision by each party to the other of Operator - Operator Service. The Operator - Operator Service may be accessed by the KCH Operator or the Operator's Operator and not by any other person.

2.2 Each party shall:

- (a) provide Operator - Operator Service in accordance with the procedures detailed in Appendices 21.1 and 21.2;
- (b) provide the other party with sufficient information to enable the other party's Operator to identify the appropriate operator call handling centre or Operator CAC;
- (c) provide a list of ex-directory telephone numbers to enable the other party's Operator to telephone each of the operator call handling centres or the Operator CACs, as appropriate. These telephone numbers shall be updated from time to time and unless agreed otherwise, shall be used solely for the Operator - Operator Service and for no other purpose;
- (d) provide the Operator - Operator Service during those periods of time when the party's Operator is available to be accessed by such party's Customers;
- (e) provide State of Line Information that such party would make available to its own Customers;
- (f) correct faults which occur in its System which affect the provision of the Operator - Operator Service in accordance with such party's normal engineering practices. For the avoidance of doubt, neither party warrants that its System is, or will be, free of faults;
- (g) not divulge the ex-directory numbers provided by the other party for access to its Operator - Operator Service to any Customer or to any member of the public.

3. Procedural Changes

3.1 If a party intends to make any change to the operational procedures for the Operator - Operator Service provided to the other party as detailed in Appendices 21.1 and

21.2, then the party shall give written notice of such intended changes as soon as practicable and in any case not less than 6 months before the changes are due to take place. The notice of such changes shall be a review notice in accordance with Clause 16.1(c) of the main body of this Agreement.

4. Commencement and Duration

4.1 KCH and the Operator shall provide the Operator - Operator Service as detailed in this Schedule on the later of:

- (a) a date 3 months after the date this Schedule was incorporated into the Agreement; or
- (b) such other date as the parties may agree in writing.

4.2 Provision of the Operator - Operator Service shall cease when:

- (a) the Operator has given KCH not less than 6 months' written notice of its intention to cease and the Operator ceases to provide such services to Operator Customers using the Operator's Operator; or
- (b) KCH has given the Operator not less than 6 months' written notice of its intention to cease and KCH ceases to provide such services to KCH Customers using the KCH Operator; or
- (c) either party makes changes to its operational procedures and issues a notice to that effect under paragraph 3 and the other party does not wish to make consequential changes.

5. Charging

5.1 No charges will be levied by either party for the Provision of the Operator to Operator Service.

APPENDIX 21.1

OPERATOR'S OPERATOR TO KCH OPERATOR ENQUIRY PROCEDURES

1. Introduction

- 1.1 These procedures will be followed by KCH Operators at KCH OCHC when receiving enquiry Calls from the Operator's Operators seeking to obtain State of Line Information about a KCH telephone number when attempts by both Calling Party and the Operator's Operator to reach or obtain an answer from the number have been unsuccessful.

2. Means of Access

- 2.1 The Operator's Operator will gain access to the relevant KCH OCHC using the ex-directory numbers supplied by KCH in accordance with paragraph 2.2.(c) of this Schedule 21.

3. Action by Operator's Operator

- 3.1 When an Operator's Operator receives a Call from a Calling Party experiencing difficulty in calling a KCH Customer, the Operator's Operator will, at the Calling Party's request, try to connect the Calling Party to the required KCH Customer.
- 3.2 If the Call cannot be connected and the Calling Party requests further help or if the Calling Party requests information about the KCH Customer's State of Line, then the Operator's Operator will advise the Calling Party that they will contact the KCH Operator to obtain State of Line Information.
- 3.3 From the list of KCH OCHC telephone numbers provided by KCH, the Operator's Operator will match the numbering range for the KCH Customer with the appropriate KCH OCHC and dial the ex-directory number of the KCH OCHC.
- 3.4 The Operator's Operator will identify the Operator and will give details of the number about which information is needed.
- 3.5 The KCH Operator will then obtain relevant State of Line Information and pass the State of Line Information to the Operator's Operator.
- 3.6 If reasonably practical, the KCH Operator will provide information to the Operator's Operator without delay. If delay is expected or difficulty encountered, the KCH Operator will advise the Operator's Operator accordingly, take the name of the Operator's Operator and the Operator CAC involved, clear down the Call and telephone the Operator's Operator later. The KCH Operator will ring back by dialling the ex-directory number referred to in paragraph 3.3 of Appendix 21.2, giving the name of the Operator's Operator who initiated the enquiry.

- 3.7 Exceptionally, in emergency situations the Operator's Operator may request the KCH Operator to interrupt an engaged KCH line. In such cases the KCH Operator will override the line to verify speech, and ensure that the line is not already being used for an equally urgent Call, such as a Call to any of the Emergency Organisations. If an urgent Call is not already being made the KCH Operator will request the KCH Customer to replace their handset to allow a Call to be made to that line by an Operator's Operator or another person.

APPENDIX 21.2

KCH OPERATOR TO OPERATOR'S OPERATOR ENQUIRY PROCEDURES

1. Introduction

- 1.1 These procedures will be followed by Operator's Operators at the Operator CACs when receiving enquiry Calls from KCH Operators seeking to obtain State of Line Information about an Operator telephone number when attempts by both Calling Party and the KCH Operator to reach or obtain an answer from the number have been unsuccessful.

2. Means of Access

- 2.1 The KCH Operator will gain access to the relevant Operator CAC using the ex-directory numbers supplied by the Operator in accordance with paragraph 2.2.(c) of this Schedule 21.

3. Action by KCH Operator

- 3.1 When a KCH Operator receives a Call from a Calling Party experiencing difficulty in calling an Operator Customer, the KCH Operator will, at the Calling Party's request, try to connect the Calling Party to the required Operator Customer.
- 3.2 If the Call cannot be connected and the Calling Party requests further help or if the Calling Party requests information about the Operator Customer's State of Line, then the KCH Operator will advise the Calling Party that they will contact the Operator's Operator to obtain State of Line Information.
- 3.3 From the list of Operator CAC telephone numbers provided by the Operator, the KCH Operator will match the numbering range for the Operator Customer with the appropriate Operator CAC and dial the ex-directory number of the Operator CAC.
- 3.4 The KCH Operator will identify KCH and will give details of the number about which information is needed.
- 3.5 The Operator's Operator will obtain relevant State of Line Information and pass the State of Line Information to the KCH Operator.
- 3.6 If reasonably practical, the Operator's Operator will provide information to the KCH Operator without delay. If delay is expected or difficulty encountered, the Operator's Operator will advise the KCH Operator accordingly, take the name of the KCH Operator and the KCH OCHC involved, clear down the Call and telephone the KCH Operator later. The Operator's Operator will ring back by dialling the ex-directory number referred to in paragraph 3.3 of Appendix 21.1, giving the name of the KCH Operator who initiated the enquiry.

- 3.7 Exceptionally, in emergency situations the KCH Operator may request the Operator's Operator to interrupt an engaged Operator line. In such cases the Operator's Operator will override the line to verify speech, and ensure that the line is not already being used for an equally urgent Call, such as a Call to any of the Emergency Organisations. If an urgent Call is not already being made the Operator's Operator will request the Operator Customer to replace their handset to allow a Call to be made to that line by a KCH Operator or another person.