

## **SCHEDULE 13**

### **Kingston freeCall Service Calls**

#### **1. Definitions**

- 1.1 In this Schedule 13, a reference to a paragraph or Appendix unless stated otherwise, is to a paragraph or Appendix of this Schedule 13. Words and expressions have the meaning given in Clause 1, except as shown below:

**“KCH Free Phone Service Provider”** a person who has contracted with KCH for the delivery of Calls using telephone numbers commencing with the digits 0800. The expression shall also include KCH in respect of such telephone numbers if KCH has published those numbers as being available to call KCH itself in respect of certain KCH services;

**“KCH Free Phone Call”** a Call made by a Calling Party dialling 0800 followed by a KCH Free Phone Service Provider’s number (which sets up the Call to the KCH Free Phone Service Provider) and which if made by a KCH Customer on the KCH System would be free of charge and paid for by the KCH Free Phone Service Provider;

#### **2. Description of Service**

- 2.1 Subject to the provisions of this Schedule, KCH shall convey KCH Free Phone Calls handed over from the Operator System to the appropriate terminal apparatus nominated by the KCH Free Phone Service Provider or by KCH if the terminal apparatus is connected to the KCH System, or to the Operator System or a Third Party Operator’s system if the terminal apparatus is connected to that System or Third Party Operator’s system.
- 2.2 KCH Free Phone Calls shall be included in the Traffic Forecast in accordance with Annex 3.
- 2.3 The parties shall agree in advance all necessary technical requirements, including Call set-up and clear-down sequences, for the conveyance of Calls pursuant to this Schedule.
- 2.4 The Operator shall ensure that its promotional material will not undermine the public perception that KCH Free Phone Calls are free to KCH Customers.

- 2.5 KCH shall convey KCH Free Phone Calls handed over from the Operator System during those periods of time and at the same standard and quality of service as KCH conveys similar Calls.
- 2.6 Each party shall correct faults which occur in its System which affect the conveyance of KCH Free Phone Calls 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 from faults.
- 2.7 If there are abnormally high volumes of KCH Free Phone Calls that the KCH System cannot convey, the Operator may apply network management controls in the Operator System or KCH may apply network management controls in the KCH System.
- 2.8 International Calls and Operator Free Phone 0800 KCH ChargeCard Access Calls are not conveyed pursuant to this Schedule.

### **3. Routing**

- 3.1 The conveyance of KCH Free Phone Calls shall be in accordance with the routing principles specified in Annex 2.
- 3.2 KCH Free Phone Calls handed over to KCH by the Operator shall be handed over at a KCH Switch Connection located as near as reasonably practicable to the geographical location from which the Call was initially made or as otherwise may be agreed in writing by the parties.

### **4. Charging**

- 4.1 For the conveyance of each KCH Free Phone Call by the Operator, KCH shall pay the Operator a charge calculated in accordance with the rate for such a Call specified from time to time in the Kingston Interconnection Price list.