

SCHEDULE 3
Indirect Access Calls to the Operator System

1. Definitions

- 1.1 In this Schedule 3, a reference to a paragraph or Appendix unless stated otherwise, is to a paragraph or Appendix of this Schedule 3. Words and expressions have the meaning given in Clause 1, except as shown below.

"KCH Local Exchange Indirect Access Call"

an Indirect Access Call conveyed from a KCH Network Termination Point which is handed over to the Operator System;

"KCH Social Telephony"

any one of

- (a) Light User Scheme as detailed from time to time in the KC Price Manual; or
- (b) In-Contact scheme as detailed from time to time in the KC Price Manual; or
- (c) any equivalent or replacement scheme which KC may introduce from time to time, subject to reasonable notice of KC's intention to do so;

2. Description of Service

- 2.1 For the purpose of this Schedule 3, an Access Code is one in accordance with Paragraph 2.11 as specified in Appendix 3.1.

- 2.2 Subject to the provisions of this Schedule 3, KCH shall convey and hand over to the Operator System an Indirect Access Call initiated on the KCH System by a Calling Party using an Access Code, provided that:
- a) the Operator has been assigned that Access Code by the Director General; and
 - b) the total number of dialled digits including the Access Code required to be stored in the KCH System does not exceed the maximum capability of the KCH System (Note: this capability is applicable to each and every Call); and
 - c) the Access Code is compatible with the KCH System; and
 - d) the Operator has ordered and KCH has implemented the relevant Data Management Amendment to activate the Access Code at the relevant KCH exchanges.

- 2.3 KCH and the Operator shall agree the Number Ranges from which an Indirect Access Call can be made.
- 2.4 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 including unsuccessful Indirect Access Calls.
- 2.5 KCH shall only be obliged to convey an Indirect Access Call from an Exchange Line directly connected to and switched by a KCH Local Exchange with the following exceptions:
- 2.5.1 an Exchange Line designated as a KCH Social Telephony Customer service Exchange Line in KCH's records; or
- 2.5.2 An exchange line connected to a KCH Public Call Box or KCH Temporary Call Box (each defined in Schedule 1 Part 1 of the KCH Licence) unless the Indirect Access Call is made using an Access Code specified in Appendix 3.2.
- 2.6 The Operator shall use all reasonable endeavours to inform any prospective indirect access Customer, that if such Customer is a KCH Social Telephony Customer, that such Customer will need to cease KCH Social Telephony Service if he wishes to take up indirect access service. The Operator undertakes that it will not encourage, and shall use reasonable endeavours not to permit the encouragement of, indirect access Customers to apply for KCH Social Telephony service.
- 2.7 If the Operator hands back any Indirect Access Call to the KCH System for onward conveyance by KCH, KCH shall not have an obligation to convey such a Call unless the parties have agreed pursuant to another Schedule to convey such a Call from the Operator System to the relevant destination. Any such Calls shall be handed over to KCH without the Access Code.
- 2.8 The Operator shall not convey an Indirect Access Call to KCH Operator services.
- 2.9 If a Calling Party dials an Access Code followed by 999 or 112 the Operator shall either provide a means of conveying the Call to the appropriate destination, or cause the Operator System to send a message instructing the Calling Party to dial 999 or 112 again omitting the Access Code.
- 2.9.1 If the Operator has an agreement with KCH for Emergency Calls pursuant to Schedule 9, the Operator may hand over Indirect Access Calls which are Emergency Calls to the KCH System provided that the requirements of Schedule 9 are fully met. The Operator acknowledges that KCH shall treat such Calls as Indirect Access Calls until the Operator hands over such Calls to KCH in the agreed Emergency Call format in accordance with Schedule 9, and that after such handover

KCH will not be able to ensure that all the normal Emergency Call handling facilities can be provided.

- 2.10 If the Operator has an agreement with KCH for access to the KCH directory enquiry service or the KCH international directory enquiry service which service is accessed using a KCH three digit directory enquiry service dialling code (until such service is withdrawn by KCH), the Operator System may handover an Indirect Access Call to the KCH System for such service and KCH shall convey such Call to such service, provided that:
- 2.10.1 the Operator shall take all reasonable steps to ensure that requests for refunds of directory enquiry charges in respect of such services accessed by means of Indirect Access Calls shall be made by the Customers direct to the Operator rather than direct to KCH; and
- 2.10.2 the Operator shall handover such Calls to the KCH System without the Access Code in the format of the appropriate KCH three digit directory enquiry service dialling code followed by the agreed two/three digit identifier for the Operator.
- 2.11 For the purpose of this schedule "Access Code" shall refer to codes in the format:
- a) 1XX or 1XXX or 1XXXX, or
 - b) a number commencing with the digits 0800 followed by a six or seven digit number; or
 - c) a number commencing with the digits 0808 followed by a seven digit number

which initiates an Indirect Access Call.

3. Call Routing

- 3.1 KCH will convey Indirect Access Calls in accordance with the routing principles specified in Paragraph 6 of Annex 2. Call routing shall be built by KCH for an 0800 or 0808 number block consisting of 1,000 consecutive numbers, unless a higher number block level is specified in the relevant allocation certificate.

4. Charging

- 4.1 For the conveyance of each Indirect Access Call the Operator shall pay KCH a charge calculated in accordance with the rate for such a Call specified from time to time in the Kingston Interconnection Price List.
- 4.2 If the Calling Party on the KCH System dials the Access Code and either:

- 4.2.1 this is immediately followed by the Called Party's telephone number and the Operator System proceeds immediately on receipt of the initial digits of the Called Party's telephone number, to connect the Calling Party to the Called Party; or
- 4.2.2 the Operator System immediately on receipt of such Access Code returns to KCH an Address Complete Message and immediately requests the Calling Party to send the Called Party's telephone number and the Operator System proceeds immediately, on receipt of such digits of the Called Party's telephone number, to connect the Calling Party to the Called Party,

then the Operator shall procure immediately on the Called Party answering that the Operator System shall immediately return to the KCH System an Answer Signal.

- 4.3 If the Calling Party on the KCH System dials the Access Code and the Operator System does not immediately connect the Calling Party in accordance with paragraph 4.2 the Operator shall procure that the Operator System shall immediately return to the KCH System an Address Complete Message immediately followed by an Answer Signal.

- 4.4 For the avoidance of doubt the Operator may return the following tones;

Ring;
Engaged;
Number Unobtainable;
Equipment Engaged;

or messages limited to direct replacements for those tones provided that any message contains no form of information identifying the Operator without first sending an Answer Signal. Before sending any other form of message the Operator shall return to KCH an Address Complete Message and an Answer Signal.

- 4.5 The charge payable for each Indirect Access Call under this Schedule is in addition to any charge payable under any other Schedule.
- 4.6 If an Indirect Access Call is made to an Access Code specified in Appendix 3.2 from a KCH Public Call Box or a KCH Temporary Call Box (each as defined in schedule 1, part 1 of the KCH Licence), or an equivalent payphone on the KCH System being a payphone operated by a payphone operator other than KCH, the Operator shall pay KCH for each such Call, in addition to any other charges, the KCH Payphone Access Charge specified from time to time in the Kingston Interconnection Price List.
- 4.7 If Appendices 3.1 and 3.2 provide for the use of the 0808 Number Range by the Operator, the Operator shall pay a once-off charge in accordance with the rate specified in the Kingston Interconnection Price List as a contribution

to the funding of the KCH work programme necessary to open free-to-Caller access from KCH Public Call Boxes or KCH Temporary Call Boxes (each as defined in schedule 1, part 1 of the KCH Licence) for the 0808 Number Range, unless the Operator shall already have paid such a charge in respect of the use of the 0808 Number Range.

5. Commencement

- 5.1 KCH shall convey and hand over Indirect Access Calls to the Operator System commencing on a date to be agreed in writing by the parties.

APPENDIX 3.1

The Access Codes for the purpose of this Schedule are:

Access Codes:

APPENDIX 3.2

Access from a KCH Public Call Box or a KCH Temporary Call Box (each as defined in schedule 1, part 1 of the KCH Licence), or an equivalent payphone on the KCH System being a payphone operated by a payphone operator other than KCH, is available under this Schedule for the following 0800 or 0808 Access Code number blocks:

Access Codes: