

SCHEDULE 14

KCH LowCall Rate Service Calls

1. Definitions

- 1.1 In this Schedule 14, a reference to a paragraph or Appendix unless stated otherwise, is to a paragraph or Appendix of this Schedule 14. Words and expressions have the meaning given in Clause 1, except as shown below:

"KCH LowCall Rate Service Call" a Call made by a Calling Party dialling 0845 followed by a KCH LowCall Rate Service Provider's number (which sets up a Call to the KCH LowCall Rate Service Provider) and which if made by a KCH Customer on the KCH System would be charged at KCH's local call charge rate as specified from time to time in the KCH Retail Price List and an additional charge is paid to KCH by the KCH LowCall Rate Service Provider;

"KCH LowCall Rate Service Provider" a person who has contracted with KCH for the delivery of KCH LowCall Rate Service Calls. 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;

"Long Duration LowCall Rate Access Call" a KCH LowCall Rate Service Call that is not a Short Duration LowCall Rate Access Call;

"Short Duration LowCall Rate Access Call" a KCH LowCall Rate Service Call, the duration of which is less than or equal to the longest KCH LowCall Rate Service Call made on the Operator System for which the Operator would only charge the published minimum charge taking into account any form of published discount arrangement.

2. Description of Service

- 2.1 Subject to the provisions of this Schedule, KCH shall convey KCH LowCall Rate Service Calls handed over from the Operator System to the appropriate terminal apparatus nominated by the KCH LowCall Rate

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 LowCall Rate Service 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 14.
- 2.4 The Operator shall ensure that its promotional material will not undermine the public perception that KCH LowCall Rate Service Calls are charged to KCH Customers at KCH's local call rates.
- 2.5 KCH shall convey KCH LowCall Rate Service 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 LowCall Rate Service 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 LowCall Rate Service 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 are not conveyed pursuant to this Schedule 14.

3. Routing

- 3.1 The conveyance of KCH LowCall Rate Service Calls shall be in accordance with the routing principles specified in Annex 3.
- 3.2 KCH LowCall Rate Service Calls handed over to KCH by the Operator shall be handed over at a KCH Switch Connection located at a KCH Exchange which is 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 LowCall Rate Service Call by KCH, 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 Operator does not charge a minimum charge for a KCH LowCall Rate Service Call made by an Operator Customer on the Operator System the rate for the conveyance of all KCH LowCall Rate Service Calls (during such periods as the Operator shall not have such a minimum charge) shall be the rate for a Long Duration LowCall Rate Service Call specified from time to time in the Kingston Interconnection Price List.