

## **FIXED SERVICE SCHEDULE ISDN 2 SERVICE**

The following additional terms and conditions apply to the provision of the ISDN 2 Service.

### **1 DEFINITIONS**

In this Service Schedule, in addition to those terms defined in the General Conditions and the Fixed Terms the following terms and expressions apply:

<b>TERM / EXPRESSION</b>	<b>MEANING</b>
<b>“Another Service Provider”</b>	means a provider of telecommunications services, other than O2 within the United Kingdom;
<b>“Calls Service”</b>	means the outbound calling service that supports direct dial voice calls to geographic numbers, mobile numbers, non geographic numbers, premium rate numbers, international direct dial numbers, the emergency services and the operator. This service does not support other types of communication, including, but not limited to, transfers of GSM data, wifi data, SMS, MMS and GPRS;
<b>“Failure of the ISDN 2 Service”</b>	means the continuous total loss of the ability to use the ISDN 2 Service;
<b>“ISDN 2 Bolt Ons”</b>	means such other services as may be provided by O2 on the ISDN 2 Service, including but not limited to call management services;
<b>“ISDN Line”</b>	means an integrated services digital network telephone line; and
<b>“ISDN 2 Service”</b>	means the service described in paragraph 3.

### **2 FIXED SERVICES**

The ISDN 2 Service is a “Fixed Service” and the Fixed Terms will apply to this Service.

### **3 THE ISDN 2 SERVICE**

3.1 The ISDN 2 Service comprises:

- (a) an ISDN Line with two x 64Kbits channels for inbound and outbound voice and data services and one x 16Kbits channel for signalling; and
- (b) the Calls Service.

3.2 There are two variants of the ISDN 2 Service available:

- (a) ISDN2e standard – ISDN2e standard is configured as point-to-multipoint (no T-ref) installation so that it can support multi-subscriber numbers; and
- (b) ISDN2e system – ISDN2e system allows more than one ISDN2e standard to be linked together to create a multi-line installation with 4,6,8 etc. channels. ISDN2e system is configured as point-to-point (T-ref) installation so that it can support DDIs.

- 3.3 The signalling for the ISDN 2 Service conforms to ETSI ISDN2e standard for connection to approved equipment.
- 3.4 The ISDN Line terminates at the network terminating point.
- 3.5 The Customer shall not have a carrier pre-select service with Another Service Provider in conjunction with the ISDN 2 Service. For the avoidance of doubt, the ISDN 2 Service will not be available to the Customer where the Customer has an existing carrier pre-select service.

#### **4 AVAILABILITY**

- 4.1 The ISDN 2 Service is not available on:
- (a) the following BT services:
    - (i) FeatureNet;
    - (ii) Light User;
    - (ii) Analogue DDI;
    - (iv) BT Basic;
    - (v) BT Payphone lines;
    - (vi) switched multimegabit data service (SMDS) products;
    - (vii) VPN FeatureNet services;
  - (b) private circuits; and
  - (c) other services as may be identified by O2 from time to time.

#### **5 ISDN 2 BOLT ONS**

- 5.1 The ISDN 2 Bolt Ons are set out in the Appendix to this Service Schedule.
- 5.2 Some ISDN 2 Bolt Ons are not available in conjunction with other ISDN 2 Bolt Ons.
- 5.3 The availability of the ISDN 2 Bolt Ons is dependant on the telephone exchange type which serves the User.

#### **6 NUMBERS**

- 6.1 O2 will allocate the Customer numbers for each ISDN Line. These will be the next available numbers in the number range and the Customer can not request a memorable number.
- 6.2 ISDN2e system can have a DDI range associated which would be more than 9 numbers.
- 6.3 Where the Customer wants to retain its existing telephone number and such number is not connected to the Network, additional migration work may be required. The Customer will provide O2 with any information required by O2 and O2 will have no responsibility for any delays in the commencement of the Services due to delay caused by the migration of the Customer's existing telephone number (including for any liability for failure to meet Service Levels).

- 6.4 At the Customer's request, O2 will arrange for directory enquiry entries and entries in the relevant BT business directory, extra or special entries are chargeable.

## **7 CPE**

- 7.1 CPE can only be connected to the Network for the ISDN 2 Service using an approved connection point.
- 7.2 CPE that does not conform cannot be plugged directly into the ISDN Line and will need to be connected via an ISDN 2 terminal adapter.

## **8 FAULT RESPONSE**

The default fault response option for the ISDN 2 Service is Level 2.

## **9 TERMINATION OF THE ISDN 2 SERVICE**

- 9.1 Where O2's supplier receives a valid order which relates to the line on which the ISDN 2 Service is provided from another telecommunications provider:
- (a) the Customer will be deemed to have provided notice of termination of the ISDN 2 Service in accordance with clause 14.1 of the General Conditions with the exception that the 30 days' notice set out in clause 14.1 of the General Conditions may not apply; and
  - (b) O2 will terminate the ISDN 2 Service in accordance with the standard industry practices.

## **10 SERVICE LEVEL TARGETS**

### **Provision new installation**

- 10.1 O2 will aim to install new ISDN 2 Services in accordance with the target Service Levels set out below:

<b>New Installations</b>	<b>Target Service Level from O2's acceptance of an order (Working Days) (Subject to survey)</b>
ISDN 2	7 – 22

- 10.2 O2 will have all provision new supply orders completed and available for use by midnight on the date notified to the Customer by O2 or on a later date agreed by both parties.

### **Provision transfer orders**

- 10.3 O2 will have all provision transfer orders completed and available to use by midnight on the date notified to the Customer by O2 or on a later date agreed by both parties.

### **Transfer Line Ownership**

- 10.4 O2 needs 10 working days' notice to transfer ownership of a line to a new customer. In some instances there may be a break in service.

### **Transfer of service to a new company name**

- 10.5 Transfer of service to a new company. O2 will charge the Customer to transfer an O2 Landline service from the existing company to a new company name.

### **Fault Response**

10.6 O2 will clear a Failure of the ISDN 2 Service:

(a) if the Customer has Level 2 fault response:

(i) no later than 23.59 hours on the day (excluding Sundays, UK public and bank holidays) following the day on which the fault is treated as being reported in accordance with the Level 2 fault response; or

- (ii) no later than 23.59 hours on a later date agreed by both parties;
- (b) if the Customer has Level 3 fault response:
  - (i) no later than 23.59 hours on the same day if the fault is treated as being reported in accordance with the Level 3 fault response on or before 12.59 hours; or no later than 12.59 hours on the next day if the fault is reported after 12.59 hours but within the working hours for the Level 3 fault response; or
  - (ii) no later than 23.59 hours on a later date agreed by both parties;
- (c) if the Customer has Level 4 fault response:
  - (i) no later than 6 hours from the fault report being received by O2; or
  - (ii) no later than 23.59 hours on a later date agreed by both parties.

## **11 SERVICE LEVELS - COMPENSATION**

### **Provision new installation**

- 11.1 Subject to paragraph 11.5 of this Service Schedule, if O2 fails to meet its commitments set out in paragraph 10.2 of this Service Schedule, then for each day or part day O2 is late in meeting such commitments, subject to any limitation set out in this Agreement, the Customer shall be entitled to make a claim for an amount equal to one month's line rental charge per affected ISDN Line.
- 11.2 In some instances, an existing "stopped" line will be started rather than a brand new line provided. Customers will be charged to "start" the line and may be charged to move the line to an appropriate location if applicable.

### **Provision transfer orders**

- 11.3 Subject to paragraph 11.5 of this Service Schedule, if O2 fails to meet its commitments set out in paragraph 10.3 of this Service Schedule, then for each day or part day O2 is late in meeting such commitments, subject to any limitation set out in this Agreement, the Customer shall be entitled to make a claim for an amount equal to one month's line rental charge per affected ISDN Line.

### **Fault handling timescales**

- 11.4 Subject to paragraph 11.5 of this Service Schedule, if O2 fails to meet its commitments set out in paragraph 10.4 of this Service Schedule, then for each day or part day O2 is late in clearing a Failure of the ISDN 2 Service, subject to any limitation set out in this Agreement, the Customer shall be entitled to an amount equal to one month's line rental charge per affected ISDN Line.

### **Compensation payments**

- 11.5 O2 will compensate the Customer should it be liable to pay compensation in accordance with this paragraph 11, where the Customer makes a valid claim and within 5 months. Any such payment will be credited to the Customer's invoice unless the ISDN 2 Service has been terminated, in which case a payment will be made.

### **Limit on compensation**

- 11.6 The maximum compensation payable under this paragraph 11 for any one failure shall be limited to 60 full days per affected ISDN Line.

## APPENDIX ISDN 2 BOLT ONS

*The following ISDN 2 Bolt Ons are standard ISDN 2 Bolt Ons that can be provisioned on the ISDN 2 Service*

### **Presentation Number**

This service enables a User's line to be set up such that the outgoing Calling Line Identity, normally the Directory Number, or a DDI associated with the line, is replaced by an alternative number, specified by the User.

There are strict guidelines relating to which numbers can be used.

### **Calling Line Identity Presentation ("CLIP")**

CLIP allows the called User to receive and display the calling party's line identity (CLI or Telephone number) before answering the call. The called party will only receive this information if the caller has not restricted the sending of their number (CLI) and if they have subscribed to the CLIP service.

### **Calling Line Identity Restriction ("CLIR")**

CLIR allows the User to request that their identities (telephone numbers or CLI) are not revealed at any time.

The release of CLI can also be controlled on a per call basis by using a CLI Restrict function on terminal equipment or by using the following prefix digits:

- by dialling 141 before dialling the telephone number the CLI will not be delivered to the called party;
- by dialling 1470 before dialling the telephone number the calling party can release the CLI so that it can be delivered to the called party. This is only applicable when CLIR is activated.

### **Call Waiting and Call Hold**

This facility allows an incoming call to be offered to the terminal equipment even though all circuits are busy. The terminal may optionally HOLD (or terminate) an existing call and accept the incoming call.

### **Call Deflection**

Call deflection allows the Customer to deflect an incoming call to another number without answering it.

The service is invoked via the menu options found on the latest ETSI compliant CPE. The Customer is advised to contact their equipment supplier to confirm the compatibility of their CPE with these services. Deflection allows a called User to respond to an incoming voice or data call by deflecting the call to another number without answering it.

### **Sub Addressing - 20 Octet**

For calls from ISDN Lines, this service allows up to 20 Alpha numeric characters (except #) to be sent with the dialled number to select destinations or end points beyond that indicated by the national number. Different combinations of characters can then be allocated to each device connected to an ISDN Line.

Sub Addressing can not be used on calls to the PSTN or on International Speech calls.

For ISDN2/30e to ISDN30 DASS this service allows up to 6 alpha Numeric characters.

### **Permanent Calls Barred**

The options are:

- Permanent Outgoing Call Barring (OCB) is available so that Users can only receive incoming calls. No calls can be made from lines with Permanent OCB. Permanent OCB applies to all call types, including emergency calls.
- Permanent Incoming Call Barring (ICB) is available so that Users only have the option to make outgoing calls. All incoming calls are barred. A User calling a number which has ICB applied to the line will receive either an announcement stating that calls to this number are unavailable or number unobtainable tone.

#### **Selective Outgoing Call Barring (Customer Controlled)**

Selective OCB (Outgoing Call Barring) bars certain categories of outgoing calls. Emergency. The options are:

- 999 and 112 are excluded from barring;
- National, International and premium rate service;
- International and premium rate services;
- Operator calls;
- International operator and premium rate calls.

#### **Call Forwarding (Customer Controlled)**

This service allows the Customer to select the forwarded to destination for their incoming calls by configuring their own CPE. The options available are:

- Call Forwarding Unconditional - All incoming calls (voice and data) are immediately forwarded to any telephone number capable of receiving the calls.
- Call Forwarding on No Reply - The service automatically forwards all incoming calls (voice and data) to the programmed number if the customer does not answer the call within approximately 20 seconds.
- Call Forwarding on Busy - The service automatically forwards all incoming calls (voice and data) to the programmed number if the customer is already engaged. The forwarding takes place when either all channels are in use, or when an individual called number is busy (CPE supplies a „User Determined Busy“ signal to the network).

The Customer will be charged for the forwarded leg of the call

#### **Call Forwarding (O2 Controlled)**

When the Customer ceases service and takes up service elsewhere, or has a line renumbered, Remote Call Forward (RCF) can be used to divert calls to an alternative number. The customer will be charged for the divert.

This service replaces a working line, rather than being an additional service on a working line.

*The following ISDN 2 Bolt Ons are non-standard ISDN 2 Bolt Ons that can be provisioned on the ISDN 2 Service*

#### **Anonymous Call Reject (“ACR”)**

ACR service allows customers to block calls from callers who have withheld their number. It does not block calls where the identity of the caller cannot be obtained e.g. chargecard, payphone, international etc.

#### **Connected Line Identity Presentation (“COLP”)**

Connected Line Identity Presentation allows the User to receive the Line Identity (telephone number or CLI) of the called party to whom their outgoing call has been connected.

The COLP service is only available when the called party is also using an ISDN2e or ISDN30e line.

**Connected Line Identity Restriction (“COLR”)**

The release of a Customer Line Identity to incoming callers can be restricted using the COLR service.

**Terminal Portability (Standard Access Only)**

This facility allows for a terminal to be disconnected from its ISDN2e socket and reconnected to another socket on the same line during a call without losing the call. The line must be configured for Point to Multi Point (S/T - Reference) working and the terminal equipment must be able to support this facility.

**Digits to Switch**

The Digits to Switch service allows Users to programme CPE with part or all of their Directory number, so incoming calls can be routed to correct piece of terminal equipment.