

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:

TERM / EXPRESSION	MEANING
“Another Service Provider”	means a provider of telecommunications services, other than O2 within the United Kingdom;
“Calls Service”	means the outbound calling service that allows customers to make direct dial voice calls in both the UK and overseas, including 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;
“Failure of the ISDN 2 Service”	means the continuous total loss of the ability to use the ISDN 2 Service;
“ISDN 2 Bolt Ons”	means such other services as may be provided by O2 on the ISDN 2 Service, including but not limited to call management services;
“ISDN Line”	means an integrated services digital network telephone line;
“ISDN 2 Service”	means the service described in clause 3 of this Service Schedule.

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. 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: FeatureNet; Light User; Analogue DDI; BT Basic; BT Payphone lines; switched multimegabit data service (SMDS) products; VPN FeatureNet services;
 - b) private circuits; or
 - c) such other services as may be identified by O2 from time to time.

5 CALL CHARGES

- 5.1 Unless otherwise stated in the Commercial Schedule or on the O2 Website, the following apply to calls made using the Calls Service:
- a) call prices are quoted by the minute and are priced based on duration, destination and time of day;
 - b) the duration of each call shall be measured to the nearest hundredth of a second, i.e. Hr: Min: Sec: 1/100Sec (00:05:32.23);
 - c) the cost of an individual call is rounded down to the nearest deci-pence (i.e. 0.1p or £0.001), with the final bill total rounded to the nearest penny;
 - d) each call shall be charged excluding VAT, based on the duration, the ex VAT cost of each call is then calculated and the result rounded up to the nearest penny. VAT is then added where applicable to the total of all charges on the Customer's invoice;
 - e) peak rate call Charges apply from 07:00 to 19:00, Monday to Friday;
 - f) evening rate call Charges apply from 00:00 to 07:00 and 19:00 to 23:59, Monday to Friday;
 - g) weekend rate call Charges apply from 00:00 Saturday to 23:59 Sunday;
 - h) Calls are subject to a minimum Charge as detailed on the O2 Website.

6 ISDN 2 BOLT ONS

- 6.1 The ISDN 2 Bolt Ons are set out in Appendix 1 to this Service Schedule. Further description of these ISDN 2 Bolt Ons can be found on the O2 Website.
- 6.2 Some ISDN 2 Bolt Ons are not available in conjunction with other ISDN 2 Bolt Ons.
- 6.3 The availability of the ISDN 2 Bolt Ons is dependent on the telephone exchange type which serves the User.

7 NUMBERS

- 7.1 O2 will allocate the Customer numbers for each ISDN Line. These will be the next available numbers in the number range and the Customer cannot request a memorable number.
- 7.2 ISDN2e standard can have up to 10 MSNs (Multi Subscriber Numbers) associated.
- 7.3 ISDN2e system supports up to 5 DDI ranges. All numbers in all ranges will have the same service profile for ISDN2e system.
- 7.4 A single number DDI (SNDDI) is provided as an individual number DDI range. A maximum of 5 SNDDI – which includes the main number - can be provided on an ISDN2e system.
- 7.5 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 ISDN 2 Services due to delay caused by the migration of the Customer's existing telephone number.
- 7.6 At the Customer's request, O2 will arrange for the Customer's telephone number to be included within directory enquires and in the relevant BT telephone book for the area.

7.7 O2 may suspend or terminate the ISDN 2 Service where a number allocated to the ISDN2 Service is advertised in or on a BT phone box without BT's consent.

8 CPE

8.1 CPE can only be connected to the Network for the ISDN 2 Service using an approved connection point.

8.2 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.

9 FAULT RESPONSE

The default fault response option for the ISDN 2 Service is Level 2 as set out in Appendix 2 to this Service Schedule.

10 TERMINATION OF THE ISDN 2 SERVICE

10.1 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.

11 SERVICE LEVEL TARGETS

New installation

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

New Installations	Target Service Level from O2's acceptance of an order (Working Days)
ISDN 2	7 – 22

11.2 O2 will have all 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.

Transfer orders

11.3 O2 will have all 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.

Fault Response

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

- a) if the Customer has chosen the Level 2 fault response option, by the later of:
 - i) 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) 23.59 hours on the appointment date agreed by both parties;
- b) if the Customer has chosen the Level 3 fault response option, by the later of:
 - i) 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) 23.59 hours on the appointment date agreed by both parties;
- c) if the Customer has chosen the Level 4 fault response option, by the later of:
 - i) 6 hours from the fault report being received by O2; or
 - ii) 23.59 hours on the appointment date agreed by both parties.

12 SERVICE LEVELS - COMPENSATION

New installation

- 12.1 Subject to clause 12.5 of this Service Schedule, if O2 fails to meet its commitments set out in clause 11.2 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 an amount equal to one month's rental Charge per affected ISDN Line.

Transfer orders

- 12.2 Subject to clause 12.5 of this Service Schedule, if O2 fails to meet its commitments set out in clause 11.3 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 an amount equal to one month's rental Charge per affected ISDN Line.

Fault response

- 12.3 Subject to clause 12.5 of this Service Schedule, if O2 fails to meet its commitments set out in clause 11.4 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 rental Charge per affected ISDN Line.

Compensation payments

- 12.4 O2 will compensate the Customer proactively should it be liable to pay compensation in accordance with this clause 12. 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

- 12.5 The maximum compensation payable under this clause 12 for any one failure shall be limited to 60 full days per affected ISDN Line.

APPENDIX 1 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

ISDN Bolt On	ISDN2e Standard	ISDN2e System
Multi Subscriber Numbering – MSN	Y	N
DDI (Direct Dial In)	N	Y
SNDDI (Single Number Direct Dial In)	N	Y
Call Forwarding (Customer Controlled)	Y	Y
Call Forwarding (O2 Controlled)	Y	Y
Calling Line Identity Presentation (CLIP)	Y	Y
Calling Line Identity Restriction (CLIR)	Y	Y
Call Waiting and Call Hold	Y	N
Call Deflection	Y	Y
Presentation Number	Y	Y
Permanent Call Barring (O2 Controlled)	Y	Y
Sub Addressing - 20 Octet	Y	Y
Selective Call Barring (O2 Controlled)	Y	Y

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

ISDN Bolt On	ISDN2e Standard	ISDN2e System
Anonymous Call Reject (ACR)	Y	Y
Connected Line Identity Presentation (COLP)	Y	Y
Connected Line Identity Restriction (COLR)	Y	Y
Digits to Switch	Y	Y
Terminal Portability	Y	N
Caller Redirect	Y	Y
Busy Out Line (BOL)	Y	Y
Temporary Call Diversion (TCD)	Y	Y

APPENDIX 2: FAULT RESPONSE OPTIONS

O2 shall provide fault response in accordance with such of the options set out below and as is specified as the default response option in clause 9 of this Service Schedule.

The Customer can request a faster repair service (“Expedite Repair”). Expedite Repair is a service whereby the Customer can request a quicker response/fix than the default response option on a per occasion basis. Charges will apply for Expedite Repair.

The fault response options are:

Level 2

Working hours	Fault reporting
The working hours for this fault response level are 8.00am to 6.00pm Monday–Saturday excluding UK public and bank holidays.	Faults may nevertheless be reported 24 hours a day, 7 days a week (including UK public and bank holidays). Where a fault is reported outside of the working hours for this fault response level, the fault will be treated as if it has been reported at the commencement of the next working hour for this fault response level. Work will normally only be carried out during the working hours for this fault response level.

Level 3

Working hours	Fault reporting
The working hours for this fault response level are 7.00am to 9.00pm Monday–Friday and 8.00am to 6.00pm Saturday, Sunday and UK public and bank holidays.	Faults may nevertheless be reported 24 hours a day, 7 days a week (including UK public and bank holidays). Where a fault is reported outside of the working hours for this fault response level, the fault will be treated as if it has been reported at the commencement of the next working hour for this fault response level (including public and bank holidays). Work will normally only be carried out during the working hours for this fault response level.

Level 4

The working hours for this fault response level are 24 hours a day Monday–Sunday including UK public and bank holidays.

Peak

Working hours	Fault reporting
The working hours for this fault response level are 8.00am to 5.00pm on Working Days.	Faults may nevertheless be reported 24 hours a day, 7 days a week (including public and bank holidays). Where a fault is reported outside of the working hours for this fault response level, the fault will be treated as if it has been reported at 8.00am on the next Working Day. Work will only be carried out during the working hours for this fault response level.

Peak Plus

Working hours	Fault reporting
The working hours for this fault response level are 8.00am to 5.00pm on Monday to Saturday (excluding public and bank holidays).	Faults may nevertheless be reported 24 hours a day, 7 days a week (including public and bank holidays). Where a fault is reported outside of the working hours for this fault response level, the fault will be treated as if it has been reported at 8.00am on the next day (excluding Sundays, public and bank holidays). Work will normally only be carried out during the working hours for this fault response level.

Anytime

This fault response level operates 24 hours a day, 7 days per week including public and bank holidays. O2 will respond within 4 hours of receipt of a fault report.