

FIXED SERVICE SCHEDULE – ISDN 30 SERVICE

The following additional terms and conditions apply to the provision of the ISDN 30 Service.

1 DEFINITIONS

In this Service Schedule, in addition to those terms defined in the General Conditions and the Fixed Terms the following additional 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 30 Service”	means the continuous total loss of the ability to use the ISDN 30 Service;
“ISDN 30 Bolt Ons”	means such other services as may be provided by O2 on the ISDN Line, including but not limited to call management services;
“ISDN Line”	means an integrated services digital network telephone line; and
“ISDN 30 Service”	means the service described in clause 3 of this Service Schedule.

2 FIXED SERVICES

The ISDN 30 Service is a “Fixed Service” and the Fixed Terms will apply to this Service.

3 THE ISDN 30 SERVICE

- 3.1 The ISDN 30 Service comprises:
- a) an ISDN Line with up to 30 x 64 Kbits channels for inbound and outbound voice and data services and 2 x 64 Kbits channel for signalling and maintenance; and
 - b) the Calls Service.
- 3.2 There are two variants of the ISDN 30 Service:
- a) ISDN30e - ISDN30e terminates at a G704 (RJ45) interface for connection to the Customer’s ISPBX or other equipment; and
 - b) ISDN30 DASS - ISDN30 DASS terminates at a G703 interface for connection to the Customer’s ISPBX or other equipment.
- 3.3 The signalling for the ISDN 30 Service conforms to ETSI Q.931 standard for ISDN30e and DASS2 (Digital Access Signalling System Number 2) for ISDN30 DASS 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 30 Service. The ISDN 30 Service will not be available to the Customer where the Customer has an existing carrier pre-select service.

4 AVAILABILITY

4.1 The ISDN 30 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 30 BOLT ONS

6.1 The ISDN 30 Bolt Ons are set out in the Appendix 1 to this Service Schedule. Further description of these ISDN 30 Bolt Ons can be found on the O2 Website.

6.2 Some ISDN 30 Bolt Ons are not available in conjunction with other ISDN 30 Bolt Ons.

6.3 The availability of the ISDN 30 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 memorable numbers.

7.2 The ISDN 30 Service supports up to 5 DDI ranges. All numbers in all ranges will have the same service profile for ISDN30e, whereas ISDN DASS can have different service profiles on different channels.

7.3 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 ISDN30e. SNDDI is not supported from ISDN30 DASS.

7.4 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.

7.5 At the Customer's request, O2 will arrange for the Customer's phone number to be included within directory enquires and in the relevant BT telephone book for the area.

7.6 O2 may suspend or terminate the ISDN 30 Service where a number allocated to the ISDN Service is advertised in or on a BT phone box without BT's consent

8 CPE

CPE can only be connected to the Network for the ISDN 30 Service using an approved connection point.

9 FAULT RESPONSE

The default fault response option for the ISDN 30 Service is Level 2 as set out in Appendix 2 to this Service Schedule.

10 TERMINATION OF THE ISDN 30 SERVICE

10.1 Where O2's supplier receives a valid order which relates to the line on which the ISDN 30 Service is provided from another telecommunications provider:

- a) the Customer will be deemed to have provided notice of termination of the ISDN 30 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 30 Service in accordance with the standard industry practices.

11 SERVICE LEVEL TARGETS

New installation

11.1 O2 will aim to install new ISDN 30 Services in accordance with the target Service Levels set out below:

New Installations	Target Service Levels from O2's acceptance of an order (Working Days)
ISDN 30	21 – 30

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 30 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 channel per affected channel excluding any additional services.

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 channel per affected channel excluding any additional services.

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 30 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 channel per affected channel excluding any additional services.

Compensation payments

- 12.4 O2 will compensate the Customer proactively should it be liable to pay compensation in accordance with this clause 12 of this Service Schedule. Any such payment will be credited to the Customer's invoice unless the ISDN 30 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 of this Service Schedule for any one failure shall be limited to 60 full days' per affected 2MB bearer.

APPENDIX ISDN 30 BOLT ONS

The following ISDN 30 Bolt Ons are standard ISDN 30 Bolt Ons that can be provisioned on the ISDN 30 Service

ISDN30 Bolt On	ISDN30e	ISDN30 DASS
Call Forwarding (O2 Controlled)	Y	N
Calling Line Identity Presentation (CLIP)	Y	Y
Calling Line Identity Restriction (CLIR)	Y	Y
Call Deflection	Y	N
Permanent Call Barring (O2 Controlled)	Y	Y
Presentation Number	Y	Y
Selective Call Barring (O2 Controlled)	Y	Y
Sub Addressing - 6 Octet	N	Y
Sub Addressing - 20 Octet	Y	N

The following ISDN 30 Bolt Ons are non-standard ISDN 30 Bolt Ons that can be provisioned on the ISDN 30 Service

ISDN30 Bolt On	ISDN30e	ISDN30 DASS
Anonymous Call Reject (ACR)	Y	Y
Call Barring (Customer Controlled)	N	Y
Call Barring – Indirect Access (O2 Controlled)	Y	Y
Call Diversion (O2 Controlled)	Y	Y
Call Diversion (Customer Controlled)	Y	N
Call Forwarding (Customer Controlled)	Y	Y
Channel Busy (Customer Controlled)	N	Y
Connected Line Identity Presentation (COLP)	Y	N
Connected Line Identity Restriction (COLR)	Y	Y
Caller Redirect	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 **Error! Reference source not found.** 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.