

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 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;
“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 paragraph 3.

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 30 Service supports up to 5 DDI ranges. All numbers in all ranges will have the same service profile for ISDN30e, where as ISDN DASS can have different service profiles on different channels.
- 3.5 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.
- 3.6 The Customer shall not have a carrier pre-select service with Another Service Provider in conjunction with the ISDN 30 Service. For the avoidance of doubt, 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:
 - (i) FeatureNet;
 - (ii) Light User;
 - (iii) 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) such other services as may be identified by O2 from time to time.

5 ISDN 30 BOLT ONS

- 5.1 The ISDN 30 Bolt Ons are set out in the Appendix to this Service Schedule.
- 5.2 Some ISDN 30 Bolt Ons are not available in conjunction with other ISDN 30 Bolt Ons.
- 5.3 The availability of the ISDN 30 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 memorable numbers. Up to 5 DDI ranges can be provided for each ISDN Line.
- 6.2 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 any liability for failure to meet Service Levels).

- 6.3 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 CPE

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

8 FAULT RESPONSE

The default fault response option for the ISDN 30 Service is Level 2.

9 TERMINATION OF THE ISDN 30 SERVICE

- 9.1 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.

10 SERVICE LEVEL TARGETS

Provision new installation

- 10.1 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) (subject to survey)
ISDN 30	21

- 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.

Fault response

- 10.4 O2 will clear a Failure of the ISDN 30 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 an amount equal to one month's rental charge per channel per affected channel excluding any additional services.
- 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 rental charge per channel per affected channel excluding any additional services.

Transfer Line Ownership

- 11.4 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

- 11.5 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

- 11.6 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 30 Service, 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 rental charge per channel per affected channel excluding any additional services.

Compensation payments

- 11.7 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 30 Service has been terminated, in which case a payment will be made.

Limit on Compensation

- 11.8 The maximum compensation payable under this paragraph 11 for any one failure shall be limited to 60 full days⁸ 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
<p>Presentation Number</p> <p>This service enables a Customer 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 Customer.</p> <p>ISDN30e supports only one presentation number, whereas ISDN30e DASS can support a presentation number per billing number.</p>	Y	Y
<p>Calling Line Identity Presentation (“CLIP”)</p> <p>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.</p>	Y	Y
<p>Calling Line Identity Restriction (“CLIR”)</p> <p>CLIR allows the User to request that their identities (telephone numbers or CLI) are not revealed at any time.</p> <p>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:</p> <ul style="list-style-type: none"> • 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 your CLI so that it can be delivered to the called party. This is only applicable when CLIR is activated. 	Y	Y
<p>Call Deflection</p> <p>Call deflection allows the Customer to deflect an incoming call to another number without answering it.</p> <p>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.</p>	Y	Y
<p>Sub Addressing - 6 Octet</p> <p>For calls from ISDN Lines, this service allows up to 6 Alpha numeric characters (except #) to be sent with the dialled number to select</p>	Y	Y

<p>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.</p> <p>Sub Addressing can not be used on calls to the PSTN or on International Speech calls.</p>		
<p>Sub Addressing - 20 Octet</p> <p>As above, but up to 20 octets.</p>	Y	N
<p>Call Barring (O2 Controlled)</p> <p>This allows the Customer to bar certain types of outbound or inbound calls, which cannot be changed by the User using a Touchtone handset.</p> <p>The options available are:</p> <ul style="list-style-type: none"> • ISDN30 Selective Outgoing Call Barring (SOCB) <ul style="list-style-type: none"> • All calls (except 999, 150, 151, 152, 154 and 0800) • International calls & Premium Rate Services (PRS) • National, International calls & PRS (except 999, 150, 151, 152, 154 and 0800) • Operator Controlled calls (except 0800, 999, 150, 151, 152 and 154) • International, Operator & Premium Rate Service calls • ISDN30 Permanent Outgoing Calls Barred (prevents all calls including 999/112), i.e. dial-tone is removed • ISDN30 Permanent Incoming Calls Barred 	Y	Y

Call Forwarding (O2 Controlled)

Y

Y

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 is charged for the forwarded leg of the call		
Call Diversion – Customer Controlled The options available are: <ul style="list-style-type: none"> • <i>Basic for All calls</i> - All Voice calls incoming to the diverting group of lines are immediately diverted to the directory number that was nominated by the Customer to receive the diverted calls. • <i>on Engaged and Failure</i> (cannot be supplied separately) - If all channels within a group are engaged , or on a failure then calls are diverted to a pre-arranged telephone number, set by the Customer when activating the service. • <i>on No Reply</i> - When activated, all incoming calls that remain unanswered for, approximately, 20 seconds will be re-directed to the telephone number previously set by the Customer. The Customer is charged for the divert. 	Y	Y

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”) ACR service allows the Customer 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.	Y	Y
Call Barring - Customer Controlled This allows the Customer to bar certain types of outbound or inbound calls. The options available are: <ul style="list-style-type: none"> • Bars almost all calls (except 999, 112, 150, 151, 152, 154, 0800, 12822, 144, CPS and reverse charge calls) • Bars national calls, international calls and calls to mobiles • Bars international calls • Bars all operator-connected calls • Bars calls to numbers with * or # in them, this will include some Calling and Network Features but does not bar Call Barring itself 	Y	Y

<ul style="list-style-type: none"> • Premium Rate calls • Inbound calls <p>The Customer can have an outbound call barring option active at the same time as inbound calls are barred.</p>		
<p>Call Barring – Indirect Access</p> <p>Indirect Access Call Barring (IACB) is a network feature that rejects any outgoing call attempt by a User who uses Indirect Access services.</p>	Y	Y
<p>Call Diversion – Admin Controlled</p> <p>Admin Call Diversion enables the Customer to have all calls diverted to another number - anywhere in the UK, most overseas destinations or a mobile phone. All incoming calls are diverted irrespective of whether the line is in use or not.</p> <p>The caller is charged the standard rate to the number and the Customer is charged for the divert leg of the call.</p> <p>All calls are diverted and cannot be changed by the User using a Touchtone handset.</p>	Y	Y
<p>Caller Redirect</p> <p>When the Customer ceases service and takes up service elsewhere, or has a line renumbered, Caller Redirect can be used to refer callers to the new number.</p>	Y	Y
<p>Remote Call Forwarding</p> <p>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.</p> <p>This service replaces a working line, rather than being an additional service on a working line.</p>	Y	Y
<p>Channel Busy – Customer Controlled</p> <p>This service allows the Customer to restrict the presentation of calls to selected channels within a hunt group. Channels selected are „busied out“ and form a „busy list“. The Customer can have up to 15 „busy lists“.</p>	Y	Y
<p>Connected Line Identity Presentation (“COLP”)</p> <p>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.</p> <p>The COLP service is only available when the called party is also</p>	Y	Y

using an ISDN2e or ISDN30e line.		
<p>Connected Line Identity Restriction (“COLR”)</p> <p>The release of a Customer Line Identity to incoming callers can be restricted using the COLR service.</p>	Y	Y
<p>Temporary Call Diversion (“TCD”)</p> <p>The TCD product allows O2 to request that calls be diverted when a fault is diagnosed and remains while the fault is being repaired. O2 specify the „divert to“ number.</p> <p>Any Indirect Access Call Barring (IACB) will be temporarily removed for the duration of the divert.</p>	Y	Y