

SERVICE DESCRIPTION 2-4: DIAL-UP INTERNET ACCESS SERVICE

THE SERVICE

The **Dial-up Internet Access Service** is a service for the delivery of Internet –Dial-Up Calls from an End User to a Point of Interface, as further defined by the terms of this Service Description.

Available to: ISP Class licensees.

Traffic: Internet Dial-Up Calls made to a number in a specified range of Internet-only numbers for permitted internet access traffic only, for the avoidance of doubt not including basic voice services.

Reciprocal Service: Not required.

1 DEFINITIONS

Capitalised terms not defined in this Service Description are defined in the Dictionary. Terms defined in this Service Description are specific to it.

Access Provider means Batelco.

Access Seeker means the Licensed operator of the ISP service to which the Internet Dial-up Call is made.

Basic Voice Services has the meaning given in the ISP Class licence as at the date of this service description.

End User means the person who makes the Internet Dial-Up Call, who may be directly connected to the Access Provider's network or who may be connected to another network with which the Access Provider has arranged for the carriage of calls in transit across the Access Provider's network.

End User Premises means a permanent physical location in Bahrain owned or controlled by a person or organization who is neither a licensee, nor affiliated to or controlled by a licensee, and from which location that person conducts business and receives telecommunication services.

Internet Dial-Up Call means a narrowband connection made by the End User to a modem bank of the Access Seeker by causing an End User device to directly dial the number associated with the Access Seeker's licensed Internet access service.

Link means a 2Mb/s connection between one of the Access Provider's transit exchanges and the Access Seeker's Point of Presence using a Q931 interface.

Point of Interface means the Access Seeker's side of the network termination unit (which is supplied by the Access Seeker as part of this Service) at the Access Seeker's Point of Presence.

Point of Presence means an aggregation or network connection point in the Access Seeker's Network located at premises owned or shown to be leased by the Access Seeker or at a Batelco colocation facility, but for the avoidance of doubt cannot be at an End User Premises, cable station, earth station, manhole, power room, lead-in pipe, duct, outdoor cabinet, MDF, riser room or anywhere not on the main island of Bahrain unless connected by a permanent physical connection above sea level and accessible by the Access Provider.

2 TERMS

2.1 Prerequisites

The Access Provider is not obliged to supply this Dial-up Internet Access Service unless and until:

- (a) at least one Point of Interface is identified and a Link is established; and
- (b) the parties have established a reliable means to ensure that the Dial-up Internet Access Service is only used for Internet Dial-Up Calls.

2.2 Conveyance

Subject to the Access Seeker complying with forecasting procedures set out from time to time by the Access Provider, the Access Provider will convey Internet Dial-up Calls from the End User to the Point of Interface.

2.3 Handover

The Access Provider will hand over Internet Dial-up Calls to the Access Seeker at the Point of Interface.

2.4 Restrictions

The Access Seeker must only use this Dial-Up Internet Access Service:

- (a) for a service which allows an End User to connect to the public internet; and
- (b) in connection with a dialled number identified in the National Numbering Plan for internet access services.

Despite anything to the contrary in the Supply Agreement, a breach of this clause by the Access Seeker gives the Access Provider the right to terminate this Service Description immediately on written notice.

2.5 Customer care

- (a) The Access Seeker must support fault reporting and management in relation to its own network. If an End User contacts Batelco first in respect of a fault which does not lie in the Batelco network then the Access Seeker must pay Batelco the Charges set out in this Service Description or in Schedule 3.
- (b) The Access Seeker is responsible for billing the End User for the Internet Dial-up Call;
- (c) If an Internet Dial-up Call originates on a Mobile Network, the Access Provider or other originating operator may charge (to its own benefit) the End User a retail charge for the airtime used in making the Internet Dial-up Call not exceeding the retail rate charged by the Access Provider for a local call from a mobile handset.

2.6 Charges

The Access Seeker shall pay to the Access Provider the relevant Charges for the conveyance of each Internet Dial-up Call by the Access Provider from the End User to the Point of Interface in accordance with this Service Description or Schedule 3, and for charging purposes only the Call Time is as follows:

Answer Message means the message set in a backward direction when the Access Provider modem bank answers.

Call Time is the interval that elapses between the moment when the Answer Message is received by the Access Provider and the Release Message is sent by the Access Provider.

Release Message means the message that initiates the release of the circuit switched connection or equivalent message in any other protocol.

2.7 Maintenance

Access Provider shall provide maintenance and support services in respect of the Dial-Up Internet Access Service in accordance with good industry standards and to at least the service levels provided by Access Provider to its customers for services the same or equivalent to Internet Dial-Up Call services.

Charges

Item	Chargeable Activity	Effective Date	Charge	Charge Basis
2-4.1	Carriage of Internet Dial-up Call from a Batelco mobile telephone	1 July 2008	6.626 fils per minute	Per second
2-4.2A	Carriage of Internet Dial-up Call from a Batelco fixed PSTN Telephone (single tandem and double tandem)	1 July 2008	2.38 fils per minute	Per second
2-4.3	Carriage of Internet Dial-up Call from a directly connected customer of another operator	1 July 2008	Current rate for relevant operator's origination of call plus 2.07 fils per minute	Per second
2-4.4	Charges for Link installation	12 July 2006	175	Per event
2-4.5	Link Rental	12 July 2006	75	Per month/per Link
2-4.6	Fault handling where no fault lies in the Batelco network	12 July 2006	BD 3.983	Per event