



ANNEX C

SERVICE SCHEDULES

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ANNEX C

SERVICE SCHEDULE 1

GO Interconnection Paths

This Service Schedule is effective from the date of the Main Body of this Interconnection Agreement and shall remain in effect until amended in accordance with Clause 29 of the said Main Body.

1. Definitions

- 1.1 In this Schedule, a reference to a clause or Appendix unless stated otherwise, is to a clause or Appendix of this Service Schedule. Words and expressions have the meaning given in Annex A of this Interconnection Agreement.

2. Description of Service

- 2.1 Whereby GO provides and maintains the Interconnection Path between the Operator nominated Point of Interconnection and the GO Interconnection Node. GO Interconnection Paths between the Operator Network and the GO Network shall be Operator Sited Interconnection (OSI).

2.2 Minimum configuration for Interconnection

The minimum configuration for Interconnection with any GO Interconnection Node must consist of one Interconnection Path minimum and must have a Signalling link installed on it. Furthermore, to ensure full integrity of the Interconnection Link between the Operator and GO, when an Operator wishes to connect an additional Interconnection Path to any GO Interconnection Node, the Operator must install a Signalling link on that Interconnection Path also.

This implies that all Interconnection Links between any GO Interconnection Node and any Operator Interconnection Node comprising of two or more Interconnection Paths must have at least two Signalling links.



2.3 Enhanced Transmission protection

GO reserves the right to offer, at its sole discretion, enhanced path protection all the way on each of the 2Mb connections at the SDH level such that, in case of failure on one of the links, service will be automatically resumed on alternative transmission paths.

Charges related to enhanced path protection are as detailed in the GO RIO Price List.

3. Ordering of Interconnection Paths

- 3.1 New Interconnection Paths must be forecasted appropriately and ordered against the relevant procedures described in Annex D and in the Operations and Maintenance Manual.
- 3.2 New Points of Interconnection will be subject to the production by the Operator of proof that their terminal equipment has successfully completed inter-operability testing with the GO equipment, and that it conforms to the specifications as defined under the respective sections of the Technical Manual.
- 3.3 All orders for additional Interconnection Paths shall be placed using the standard order form included in the Operations and Maintenance Manual. All orders shall be deemed to be accepted when the Requested Party issues a receipt to the Requesting Party accepting the order as placed. This receipt will be issued within [5] Working Days after receiving the order.
- 3.4 In the event of cancellation of the order for an Interconnection Path in advance of the Ready for Service date, the Operator shall be liable to pay the full installation charge contemplated in Clause 4.5 of the Main Body of the Interconnection Agreement if the cancellation is made after the lapse of twenty eight (28) days from the receipt by the Operator of the receipt contemplated in Clause 3.4 above.

4. Commissioning of Interconnection Paths

- 4.1 Interconnection Paths shall be commissioned in line with the procedures outlined in the Operations and Maintenance Manual.
- 4.2 The first stage of commissioning shall conclude with the delivery of the transmission portion of the Interconnection Path. GO shall issue a notification of transmission delivery.



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- 4.3 Following the delivery of the transmission, end-to-end circuit commissioning of the Interconnection Path shall take place.
 - 4.4 In the case of Interconnection Paths on existing Interconnection Links, seven (7) days will be allowed to complete these tests. The tasks required for the achievement of the actual date of delivery for Interconnection Paths are set out in the Operations and Maintenance Manual.
 - 4.5 The completion date of these commissioning tests or the expiry of the seven (7) day period, whichever comes first shall determine the Commencement Date of Charging. Delays in commissioning process caused by the Requested Party or the Requested Party's Network will cause this date to be deferred. The actual date of delivery shall be mutually agreed by the Parties in these circumstances and shall also determine the Commencement Date of Charging.
 - 4.6 In the case of Interconnection Paths to a new Interconnection Node, fifteen (15) days will be allowed to complete these tests. The tasks required for the achievement of the Actual Date of Delivery for Interconnection Paths are set out in the Operations and Maintenance Manual.
 - 4.7 The completion date of these tests or the expiry of the fifteen (15) day period, whichever comes first shall determine the Commencement Date of Charging. Delays in commissioning process caused by the Requested Party or the Requested Party's Network will cause this date to be deferred.
 - 4.8 The Requested Party shall issue a notice to the Requesting Party of the Commencement Date of Charging. The Requesting Party shall have seven (7) days in which to query this notification.
 - 4.9 In the case of a Dispute in relation to Commencement Date of Charging, the Dispute resolution process outlined in Clause 17 of the Main Body of this Interconnection Agreement shall apply.
 - 4.10 The minimum contract term for Interconnection Paths provided shall be three hundred and sixty five days (365) days from the Commencement Date of Charging.

5. Charging

- 5.1 For GO Interconnection Paths, the Operator shall pay GO a charge calculated in accordance with the rates as specified in the GO RIO Price List, as amended from time to time.



6. Rearrangement of Interconnection Paths

- 6.1 Requests by the Operator for re-arrangements of Interconnection Paths where either the GO Interconnection Node or Point of Interconnection is changing shall be dealt with on the same basis as initial provisioning arrangements, and such requests will be treated as an order of a new Interconnection Path and the charge for a new Interconnection Path/s as laid down in the GO RIO Price List shall apply. Major network re-arrangements may be subject to non-standard mutually agreed lead-times and shall be implemented on a project basis.
- 6.2 Interconnection Paths must be appropriately ordered by the Operator in accordance with the relevant procedures described in Annex D and the Operations and Maintenance Manual.
- 6.3 The rental charges for re-arranged Interconnection Paths shall be that contemplated in Clause 5 above. There will be no refund of rental charges for the old Interconnection Path arrangement. The three hundred and sixty five (365) day minimum contract period will not be enforced in relation to re-arrangement of Interconnection Paths where the re-arrangement is planned in the Network Plan.



ANNEX C

SERVICE SCHEDULE 2

GO National Termination

This Service Schedule is effective from the date of the Main Body of this Interconnection Agreement and shall remain in effect until amended in accordance with Clause 29 of the said Main Body.

1. Definitions

1.1 In this Schedule, a reference to a clause or Appendix unless stated otherwise, is to a clause or Appendix of this Service Schedule. Words and expressions have the meaning given in Annex A of this Interconnection Agreement.

2. Description of Service

2.1 Subject to the provisions of this Service Schedule, GO shall convey GO National Termination Calls handed over from the Operator Network for termination to geographic number ranges in the GO Network.

2.2 GO National Termination Calls shall be limited to calls to geographic number ranges allocated to GO by the MCA.

3. Terms and Conditions

3.1 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear-down sequences, for the conveyance of Calls pursuant to this Schedule. This specification is identified in Annex E.

3.2 GO shall convey GO National Termination Calls during those periods of time and at the same standard and quality of service as GO conveys all other Calls originated within the GO Network.

3.3 Each Party shall correct faults that occur in its Network which affect the conveyance of GO National Termination Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.



- 3.4 CLI for network and presentation purposes shall, where available, be made available for all GO National Termination Calls presented for delivery in the GO Network, subject to the right of privacy and data protection of the subscriber or user under Maltese law. In any case, CLI is to be provided in accordance with Clause 13 of the Main Body of this Interconnection Agreement.

4. Routing

- 4.1 The routing arrangements for GO National Termination traffic shall be as defined in Annex E as attached to this Interconnection Agreement.
- 4.2 Though the Operator may choose any Point of Interconnection, GO advises the use of the GO Secondary Interconnection Nodes for the purpose of routing GO national termination traffic destined for GO national number ranges.

5. Charging

- 5.1 For the conveyance of GO national termination traffic by GO, the Operator shall pay GO a charge calculated in accordance with the rates as specified in the GO RIO Price List as amended from time to time.
- 5.2 Charges for GO National Termination calls shall be based on the actual Interconnection Node in the GO Network through which they are connected. In the case where congestion of an Interconnection Link takes place and the Operator implements alternative routing, then the charge shall be based on the actual GO Interconnection Node through which the call is connected after re-routing. There shall be no impact on the charge to the Operator for any alternative routing implemented, due to congestion within the GO Network. Traffic charging at each charge shall be based on chargeable cumulative seconds for each Billing Period rounded to the nearest minute.



ANNEX C

SERVICE SCHEDULE 3

Emergency Services

This Service Schedule is effective from the date of the Main Body of this Interconnection Agreement and shall remain in effect until amended in accordance with Clause 29 of the said Main Body.

1. Definitions

- 1.1 In this Service Schedule, a reference to a Clause or Appendix unless stated otherwise, is to a Clause or Appendix of this Service Schedule. Words and expressions have the meaning given in Annex A of this Interconnection Agreement.

2. Description of Service

- 2.1 Subject to the provisions of this Service Schedule, GO shall convey emergency services Calls handed over from the Operator Network for delivery to the relevant emergency service body connected to the GO Network. This shall comprise all traffic with the digits [112].

3. Terms and Conditions

- 3.1 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear-down sequences, for the conveyance of Calls pursuant to this Service Schedule. This specification is identified in the Network Plan at Annex E of this Interconnection Agreement.
- 3.2 GO shall convey, subject to the provisions of Clause 4 hereunder, emergency services Calls during those periods of time and at the same standard and quality of service as GO conveys similar Calls originated within the GO Network.
- 3.3 Each Party shall correct faults that occur in its Network which affect the conveyance of emergency services Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.



- 3.4 CLI for network and presentation purposes shall, where available, be made available for all emergency services Calls presented for delivery in the GO Network, subject to the right of privacy and data protection of the subscriber or user under Maltese law. In any case, CLI is to be provided in accordance with Clause 13 of the Main Body of this Interconnection Agreement.

4. Operator Obligations

- 4.1 Clause 3.2 above provides that GO shall convey emergency service Calls during those periods of time and that the same standard and quality of service as GO conveys similar Calls originated within the GO Network. In order that GO may honour its obligations under the said clause 3.2, the Operator shall be obliged to undertake the obligations laid down in the following two sub-clauses.
- 4.2 In the event of the emergency authorities requesting the calling number and/or name and address of the Call being received, GO will provide the relevant details which are available, to such emergency authorities to the extent authorised by law. In order to enable GO to honour this obligation it is incumbent upon the Operator to provide GO with details of the name, address and calling number of the Operator customer making the Call.
- 4.3 It is the sole responsibility of the Operator to ensure that all the necessary safeguards and protections are in place to allow it to disclose such information to GO without being in breach of the relevant laws.

5. Routing

- 5.1 The conveyance of emergency services Calls shall be in accordance with the routing principles specified in Annex E of this Interconnection Agreement. The Operator may choose any of the available Points of Interconnection for this purpose of conveyance of emergency services Calls.

6. Charging

- 6.1 For Calls to emergency services, the Operator shall pay GO a charge per Call and per minute as specified in the GO RIO Price List as amended from time to time. Traffic charging at each charge shall be based on chargeable cumulative seconds for each Billing Period rounded to the nearest minute.



ANNEX C

SERVICE SCHEDULE 4

International Access

This Service Schedule is effective from the date of the Main Body of this Interconnection Agreement and shall remain in effect until amended in accordance with Clause 29 of the said Main Body.

1. Definitions

- 1.1 In this Service Schedule, a reference to a clause or Appendix unless stated otherwise, is to a clause or Appendix of this Service Schedule. Words and expressions have the meaning given in Annex A of this Interconnection Agreement.

2. Description of Service

- 2.1 Subject to the provisions of this Service Schedule, GO shall convey international access Calls handed over from the Operator Network for delivery through the GO international Network. This shall comprise all traffic with the leading digits [00].

3. Terms and Conditions

- 3.1 In the event that the Operator passes International traffic in excess of that forecasted or normal patterns, GO shall use reasonable endeavours to meet this requirement, but cannot guarantee to meet this requirement.

In any case the Operator will endeavour as far as possible to provide at least 10 working days notice.

- 3.2 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear-down sequences, for the conveyance of Calls pursuant to this Service Schedule. This specification is identified in the Network Plan at Annex E of this Interconnection Agreement.



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- 3.3 GO shall convey international access Calls during those periods of time and at the same standard and quality of service as GO conveys similar Calls originating within the GO Network.
 - 3.4 Each Party shall correct faults that occur in its Network which affect the conveyance of international access Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
 - 3.5 CLI for network and presentation purposes shall, where available, be made available for all International Access Calls presented for delivery via the GO Network, subject to the right of privacy and data protection of the subscriber or user under Maltese law. In any case, CLI is to be provided in accordance with Clause 13 of the Main Body of this Interconnection Agreement.

4. Routing

- 4.1 The conveyance of international access Calls shall be in accordance with the routing principles specified in the Network Plan at Annex E of this Interconnection Agreement; though such Calls may be delivered through any of the GO Interconnection Nodes, GO advises the use of the Tertiary Interconnection Nodes.

5. Charging

- 5.1 For the delivery of international access traffic from the Operator Network, the Operator shall pay GO a charge calculated in accordance with the rates as specified in the GO RIO Price List as amended from time to time, plus the charge payable to the terminating network. The Operator shall inform GO whether the payment of the charge to the terminating Third Party operator is going to be made via direct accounting arrangements or via cascade accounting arrangements. Traffic charging at each charge shall be based on chargeable cumulative seconds for each Billing Period rounded to the nearest minute.



ANNEX C

SERVICE SCHEDULE 5

Call Origination

This Service Schedule is effective from the date of the Main Body of this Interconnection Agreement and shall remain in effect until amended in accordance with Clause 29 of the said Main Body.

1. Definitions

- 1.1 In this Service Schedule, a reference to a Clause or Appendix unless stated otherwise, is to a Clause or Appendix of this Service Schedule. Words and expressions have the meaning given in Annex A of this Interconnection Agreement.

2. Description of Service

- 2.1 Subject to the provisions of this Service Schedule, GO shall convey GO Call Origination Calls to the Operator Network.

3. Terms and Conditions

- 3.1 Carrier Select (“CS”) calls shall comprise all calls originating in the GO Network where the caller dials the carrier select code [10XX], where [XX] is the number allocated by the MCA to the Operator. The caller shall not dial any digits before dialling the carrier select code.
- 3.2 Carrier Pre-Select Calls (“CPS”) shall comprise calls originating from the GO Network by a caller who has subscribed to the Carrier Pre-Select service. Each caller can be allotted up to three (3) carrier pre-select destinations, namely international, mobile, and fixed, or alternatively, a single pre-select destination for “all calls”. Under this latter option “all calls”, including international, fixed, mobile, specially tariffed (eg. freephone, premium numbers), paging and 118X codes for Directory Enquiry services, are to be routed directly to the Operator Network, except where the parties have agreed otherwise in writing, or in accordance with any directive or decision of the Authority.



3.3 For both CS and CPS, the following shall apply:

- a. The Parties shall agree in advance all necessary technical requirements, including call set-up and clear-down sequences, for the conveyance of Calls pursuant to this Service Schedule.
- b. The parties shall also agree in advance all necessary technical tests that need to be carried out in relation to the provisioning of the services detailed in this Service Schedule. The tests shall be in line with the relevant procedures described in the Technical Manual and shall cover both service provisioning checks to verify routing and inter-working, as well as billing checks to verify generated call records.
- c. GO shall convey GO Call Origination Calls during those periods of time and at the same standard and quality of service as GO conveys all other Calls originated within the GO Network.
- d. CS and CPS services are not available in regard to calls made from payphones and calls made through the pre-paid Easyline service.
- e. In case the Operator does not have access to a specific destination or destinations, the Operator shall route the call to a recorded announcement that clearly informs the caller of such lack of access. For the avoidance of doubt, if the Operator offers to route GO Call Origination Calls to overseas numbers but is not capable of routing calls to a specific country X, then a call through the Operator Network to country X should be routed to a recorded announcement within the Operator Network that states that country X is not accessible through the Operator's Network.
- f. Each Party shall correct faults that occur in its Network which affect the conveyance of GO Call Origination Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- g. CLI for network and presentation purposes shall, to the extent received, be made available by GO to the Operator for all GO Call Origination Calls. However the Operator binds himself not to further communicate the CLI to the end-user called party if the CLI is indicated as being restricted (that is, if it is marked as CLIR).
- h. Calls originating from customers with the CPS service to all category 1,2 and 3 short codes (not supported by the allotted pre-select destination(s)) as specified in 3.2 above will not be conveyed to the Operator, but will be handled within the GO Network, except: (i) where the parties have agreed otherwise in writing, in accordance with any directive or decision of the Authority; and (ii) in the case of a SBWLR solution.



4. Routing

- 4.1 The routing arrangements for GO Call Origination traffic shall be as defined in the Network Plan at Annex E of this Interconnection Agreement.
- 4.2 Though the Operator may choose any Point of Interconnection listed in the Network Plan, GO advises the use of the GO Secondary Interconnection Nodes for the purpose of routing GO Call Origination traffic to be delivered to the Operator Network.

5. Charging

- 5.1 For the conveyance of GO Call Origination traffic by GO, the Operator shall pay GO a charge calculated in accordance with the rates as specified in the GO RIO Price List, as amended from time to time.
- 5.2 The Operator shall also pay to GO a one-time charge for the testing and activation of Carrier Select.
- 5.3 The Operator shall also pay to GO a per-line charge for the activation of Carrier Pre-Select on each and every GO subscriber who applies for Carrier Pre-Select.