

**ANNEX B-4.1**  
**CALL BY CALL CARRIER SELECTION**

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# 1 General

- 1.1 This Annex sets out call-by-call carrier selection (CCS) Service on Mobile network.
- 1.2 This Service is intended for international Calls only (i.e. calls dialled in the International Format by dialling prefix "00").
- 1.3 CCS Service will be provided to the customers who have access to Access Seeker (Access Provider) networks except those calls and customers identified in Clause 9 of this Annex.
- 1.4 All calls from the Access Seeker with a specific carrier prefix shall be handed over to the Selected Operator at the nearest existing POI specified in Annex C.
- 1.5 A caller's use of an implemented prefix will always override all other pre-defined routing.

## 2 Definitions

2.1 Definitions are handled according to Annex A of the Agreement.

## 3 The Service

- 3.1 The CCS is a service that allows customer to select an alternative Operator on a call-by-call basis. The customer decides that, for each originated international call, which Operator will route the call by dialling the code prefixed to the International number and the call will be routed through that network regardless of the provider of the telephone line.
- 3.2 The Selected Operator is responsible for the charging of the international calls that the customer makes. The customer continues to pay the Access Seeker for the services it provides.
- 3.3 The Selected Operator chosen by the customer for international calls is also responsible to pay the Access Seeker for the cost of originating the call and other relevant charges.

## 4 Regions and Areas

4.1 In this Annex the definition of Region and Area are the same as in the Agreement.

## 5 Terms

### 5.1 Basic Conditions

5.2 Access Provider as an Access Seeker shall not be obliged to supply the CCS Service unless and until:

5.2.1 Both parties agree upon the related business, IT and Routing processes, Prefix Coding Scheme and the Tariffs, to the extent that such agreement is necessary and does not allow Ooredoo to include or require other terms and conditions that are not strictly necessary for the service.

5.2.2 The Access Seeker applies for the establishment of at least one Point of Interconnection specified in Annex C of the Agreement where Ooredoo will handover CCS Calls to the Access Seeker and the Access Seeker will hand over calls to Ooredoo. For the avoidance of doubt, the reference to the Access Seeker handing over calls to Ooredoo refers to the two way interconnection nature of the service only.

5.2.3 The Parties establish traffic routes at the Point of Interconnection where traffic is handed over as specified in Annex C, and the operator pays the appropriate charges.

5.2.4 The Parties have successfully completed any pre-commissioning testing requirements set out in a Joint Working Manual to be developed.

### 5.3 Routing and Handover

5.4 The Access Seeker shall route and handover CCS Call to the Selected Operator:

5.4.1 At the nearest existing Point of Interconnection; and

5.4.2 In accordance with the terms of this Service description, the supply terms and relevant specifications notified by Access Seeker to the Selected Operator from time to time.

5.4.3 Notwithstanding what is said in point 5.4.1 and 5.4.2 above, no calls will be handed over at the Access Operator's International switches.

### 5.5 Conveyance

5.6 The Selected Operator shall convey CCS Calls from the Point of Interconnection to the Called Party such that on receipt of the initial digits of the Called Party's telephone number, the Selected Operator shall:

5.6.1 Immediately proceed to connect the calling party to the Called Party;

5.6.2 Once the connection is made, the Selected Operator's system shall immediately return to the Access Seeker an "address" complete message and, after the called party answers, Selected Operator's system shall send an answer signal;

5.6.3 The Selected Operator is responsible for all arrangements for the conveyance from the Point of Interconnection of the Access Seeker to the Called Party. For the avoidance of doubt, this

Service description does not include any services provided by the Selected Operator to the customer.

## **5.7 Customer Billing**

- 5.8 The Selected Operator is responsible for the charging of the international calls that the customer makes and also for any bad debt of the customer. The customer continues to pay the Access Seeker for the services it provides.
- 5.9 Billing of Services defined in this Sub-Annex will be executed according to the procedures agreed upon between the parties.
- 5.10 Inter-Operator billing procedures shall be executed according to Clause 12 of the Agreement.



## 6 Out of Scope

### **Out of Scope Calls**

6.1 The following is the list of Out of scope Calls for the purpose of this Service description for the CCS Service. This list may be modified from time to time by the Access Seeker with the approval of the Regulator:

6.1.1 All calls to numbers shorter than 8 digits.

### **Out of Scope Customers**

6.2 The following is the list of out of scope Customers for the purpose of this Service description. This list may be modified from time to time by the Access Seeker with the approval of the Regulator:

6.2.1 A network origination point associated with a payphone;

6.2.2 Customers connected to Access Provider's network with a PABX which has specific technical requirements that might not be supported by Access Provider network for provisioning of this service. Such cases shall be dealt with on case-by-case basis against specific charges as approved by TRA.

## 7 Application Procedure

- 7.1.1 Operator should apply for establishing the Point of Interconnection with the Access Operator.
- 7.1.2 The Operator should apply for specific port capacity and routes to carry the CCS traffic once handed over at the Access Seeker Point of Interconnect (Implementation time frame in the Agreement).
- 7.1.3 The Operator shall submit an order to the Access Seeker for opening the Carrier Selection Prefix approved by the TRA.
- 7.1.4 The Parties shall fulfil their role as Access Seeker and open the CCS Prefix in all its exchanges.
- 7.1.5 For this service, the application procedures shall be in accordance with the agreed Business and IT processes, Prefix Coding Scheme, and the Routing processes between the parties. The processes, including application procedures, shall be recorded in a Joint Working Manual that contains specific procedures related to the CPS Service and shall be developed jointly by all industry players once the request for CPS Service is received. Within three months of such a request been made, Ooredoo will submit to the TRA for approval the text of the Joint Working Manual, together with a note signed by all involved parties stating whether the text is agreed by all. Where any differences exist, these shall be clearly identified in the accompanied note. The Joint Working Manual shall come into force once approved by the TRA.

## 8 Charges

8.1 Charges are outlined in Annex F – Pricing. 8.2 The cost of additional product features, specialized billing, systems and/or network interfaces, non-standard connectivity and associated configuration, integration, and testing are not included in the published tariffs. Such cases will be dealt with on a case-by-case basis against mutual agreed timelines and charges subject to TRA approvals.

## 9 Ordering and Delivery

- 9.1 Ordering and delivery are according to the ordering process described below, and otherwise as described in the main body of the Agreement.
- 9.2 In addition Ordering and Delivery procedures:
- 9.2.1 For the establishment of Points of Interconnection, Port Capacity and Co-location shall be as in Annex C of the Agreement.
- 9.2.2 The Business and IT processes, Prefix Coding Scheme, and the Routing processes that are necessary for the provision of the service shall be in accordance with the processes to be agreed and established between the Parties and approved by TRA. For the avoidance of doubt, the tariffs shall be subject to TRA approval.
- 9.2.3 The processes, including application procedures, shall be recorded in a Joint Working Manual that contains specific procedures related to the CCS Service and shall be developed jointly by all industry players once the request for the CCS Service is received. Within three months of such a request being made, Ooredoo will submit to the TRA for approval the text of the Joint Working Manual, together with a note signed by all involved parties stating whether the text is agreed by all. Where any differences exist, these shall be clearly identified in the accompanied note. The Joint Working Manual shall come into force once approved by the TRA.
- 9.2.4 To enable the service, the Access Seeker shall:
- 9.2.4.1 Apply for establishing the Point of Interconnection and any other related services;
- 9.2.4.2 Apply for specific port capacity and routes to carry the traffic to be handed over at the Point of Interconnect;
- 9.2.4.3 Submit an order for opening the Carrier Selection Prefix approved by the TRA.
- 9.2.5 With respect to system preparation for the CCS Service including the setup of the POI, Access Provider shall have a target delivery time of 34-75 working days from the date of submitting the order. Any subsequent route link expansion should be delivered within 30 Working Days.
- 9.2.6 The Delivery date is subject to technical feasibility, cooperation of the Requesting Party and any other third Party. This delivery date is subject to the Requesting Party having fully cooperated with Ooredoo and that there will be no delays caused by factors outside Ooredoo's control such as, for example, due to the delay arising from the involvement of governmental entities.
- 9.2.7 If Access Provider rejects the request, Access Provider shall inform the Access Seeker on the reasons.

## 10 Forecasting

### 10.1 Link Forecasts

10.1.1 The Selected Operator must supply CCS call related trunks forecast in accordance with the Joint Working Manual to be developed.

10.2 All other forecast requirements are handled according to the main body of the Agreement.

## 11 Fault Management

11.1 Fault Management is handled according to Clause 17 of the main body of the Agreement.