ANNEX A

**PLANNING AND OPErations**

## CONTENTS

A1 Definitions

A2 General

A3 Network Information

A4 Location of Switch Connections

A5 Routing Principles

A6 Capacity Provision

A7 Port Capacity Forecasts

A8 Port Capacity Orders

A9 Port Capacity Order Timescales

A10 Numbering

A11 Performance Standards

A12 Operations

A13 Services

A14 Service Procedures for BT Emergency Service

**Appendices**

A Data Management Amendments

**1. DEFINITIONS**

1.1 In this Annex, the Appendices and tables, a reference to a paragraph or Appendix, unless stated otherwise, is to a paragraph or appendix of this Annex. Words, abbreviations and expressions have the meanings given in Annex D.

**2. GENERAL**

2.1 This Annex details the planning and operational principles for conveying Calls between the BT IP System and the Operator IP System.

2.2 The BT Technical Description defines the characteristics of the interface between the BT IP System and the Operator IP System and provides procedures for the provision of direct connectivity and Port Capacity.

2.3 This Annex contains provisions on the planning and operation of services provided under this Agreement. The details of the IP Interconnect between the Parties’ Systems shall be recorded in the CRF.

2.4 The Customer Service Plan shall contain details of the points of contact within the Operator’s and BT’s organisation. The Parties shall endeavour to keep these documents up to date.

2.5 The Parties shall consult together on a timely basis relating to the practical implementation of this Agreement. They shall apply their reasonable endeavours to resolve any technical and operational problems encountered in relation to this Agreement.

**3. NETWORK INFORMATION**

3.1 Insofar as not previously provided, each Party shall provide to the other the following information as soon as reasonably practicable, and in any event not more than 20 Working Days from the date of this Agreement.

1. Names and Addresses of all Switches and such information about matters which are relevant to the interconnection of the Systems and/or the Services and/or facilities to be provided under this Agreement as the other Party may from time to time reasonably require.
2. Details as outlined in the CRF.
3. Number Ranges that each Party holds used for the conveyance of Calls pursuant to this Agreement.

3.2 In addition to the requirements set out in paragraph 5 of the main body of this Agreement, each Party will provide to the other information on any proposed introduction, closure, replacement or modification to any IP Switch referred to in paragraph 3.1 and where relevant, adjustments to the Number Ranges supported by such Switches as soon as practicable.

**4. LOCATION OF SWITCH CONNECTIONS**

4.1 **Switch Connections**

4.1.1 The Operator shall nominate by written notice to BT, the POC option(s) they wish to use, and the Parties will agree the POP or NAP sites where relevant. The details will be recorded on the CRF once agreed by the Parties.

4.2 **Agreement of Switch Connections**

4.2.1 The Parties shall endeavour to agree an IP Interconnect design detailing which Switch Connections shall be used for the conveyance of Calls between the Parties. In the event that agreement cannot be reached either Party may notify the other in writing of a Dispute.

**5. ROUTING PRINCIPLES**

5.1 The Parties shall exchange and agree routing plans for relevant traffic types prior to the provision of the Services.

5.2 The Parties shall use reasonable endeavours to incorporate diversity in the IP Interconnect design.

5.3 Each Party shall use reasonable endeavours to manage its System by taking real time network management actions agreed between the Parties appropriate network management centres to protect the Systems in the event of national emergencies, System failures, mass calling events and any event having a similar impact on the System.

5.4 Wherever possible advance warning should be given to the other Party when a Party becomes aware of a mass calling event likely to introduce higher than normal traffic levels across the interconnect.

5.5 The process to request network controls and to advise mass call events are detailed in the Product Handbook.

5.6 Should either Party ("First Party") fail to take appropriate network management actions in accordance with Paragraph 5.3 above then the other Party may forthwith in order to protect all or part of its System restrict traffic on the interconnect creating or contributing to the creation of such failure. Such action shall be notified to the First Party prior to implementation.

5.7 If BT conveys Emergency Calls from the Operator System BT shall allocate the same priority to Emergency Calls handed over from the Operator System as it provides to Emergency Calls from BT Customers.

5.8 **Interconnect Route Diversity and Security**

5.8.1 The interconnect design must account for resilience and specific failure scenarios in particular to minimise the service impact for the unavailability of a single node within either System. The unavailability or loss of a single node should not result in complete loss of Service.

5.9 **Record of Arrangements**

5.9.1 The Parties shall record the physical arrangements and interconnect details within the CRF and a record of Number Ranges within routing plan agreements.

**6.** **CAPACITY PROVISION**

6.1 **Initial IP Interconnection**

6.1.1 Prior to the first CRF being placed under this Agreement the Operator shall provide BT with the following information:

1. details about the proposed Operator IP Switch or switches, software build level and associated IP addresses and other details requested on the CRF;
2. details of the services (as in the Schedules) which the Operator requires on the first Ready for Service Date;
3. Number Ranges served by and that may be accessed via the Operator System;
4. the first Port Capacity Forecast and peak Call minute volumes (as described in paragraph 7 below).

6.1.2 BT shall provide the Operator with the following information:

1. Details of the proposed BT SBC or SBCs that the Operator will connect with

and associated IP addresses.

1. Confirmation of the availability of physical ports at requested POP sites if

relevant.

6.1.3 The information specified in paragraphs 6.1.1 and 6.1.2 above shall be exchanged in the manner detailed from time to time in the CRF.

6.2 Where the Operator is seeking an initial interconnection to the BT IP System to migrate traffic off their TDM interconnects, the Operator shall provide BT not less than 20 Working Days’ notice with the following information:

(1) traffic volumes from the Operator System to the BT IP System.

(2) traffic volumes from the BT System to the Operator System.

(3) specific requirements for the transfer of the Operator's existing Number Ranges.

**7. PORT CAPACITY FORECASTS**

7.1 **General**

Port Capacity Forecasts shall be used by the Parties for planning sufficient Port Capacity to meet subsequent Port Capacity order requirements.

7.1.1 Before placing orders for Port increases or reductions the Operator shall supply BT with a Port Capacity Forecast in relation to the provision of additional Ports or reduction of existing Ports. Failure to submit a Port Capacity Forecast, whilst not constituting a breach of the Agreement, shall be subject to the arrangements in paragraphs 8.1.2 and 9.1 below.

7.1.2 Each Port Capacity Forecast shall be presented by the Operator to BT at four-month intervals, not less than 15 Working Days before commencement of the new forecast period. BT may request a Port Capacity Forecast is provided where BT believes a review of future Port Capacity requirements is warranted.

7.1.3 Each Port Capacity Forecast shall be reviewed by BT, and if appropriate discussed between the Parties and, where agreed, both Parties will commit to the first 4 months of Port Capacity Forecast and raise Port orders within the specified month to be delivered within 30 Working Days.

7.1.4 If the Parties fail to agree a Port Capacity Forecast, then either Party may notify the other in writing of a Dispute. Only those portions of a Port Capacity Forecast that have not been agreed shall be subject to a Dispute. Paragraph 8 shall apply to those parts that have been agreed by the Parties.

7.1.5 Any non-forecasted Port requirements will be delivered on a reasonable endeavour’s basis.

7.2 **IP Port Capacity Forecast Content**

7.2.1 Forecast will include the volume of Ports and expected Peak minute volumes as defined in the Port Capacity Template that is available from the BTW website.

7.3**Port Capacity Forecasting Periods**

7.3.1 The Port Capacity forecastwill be a rolling 12 month forecast and  
will be presented at four-month intervals for agreement, not less than 15 working days before commencement.

7.3.2 If requirements in Port Capacity forecast for any twelve month period has changed by 10 per cent or more since the last Port Capacity forecast then a new Port Capacity Forecast shall be submitted by the Operator for agreement.

1. **IP PORT CAPACITY ORDERS**

8.1 **Port Capacity Ordering**

8.1.1 Subject to the provisions of paragraphs 7 and 9.1, the Operator shall be responsible for placing Port orders in the month designated within the Port Capacity Forecast. A maximum variance of 10% per month shown shall be permitted with the appropriate Port Capacity Order time scale specified in paragraph 9 applying to such Port Capacity orders. If any Port Capacity Orders are placed above this level of variance**:**

1. BT shall not be obliged to meet the time scales set out in paragraph 9 for that part of the Capacity Order in excess of the relevant limit;
2. the time scales shall be agreed in writing for the provision of such Port Capacity

8.1.2 If no Port Capacity Forecast is provided or Port Orders are placed by the Operator in excess of the relevant limit in paragraph 8.1:

(1) BT shall not be obliged to meet the time scales set out in paragraph 9 for that part of the Capacity Order in excess of the relevant limit;

(2) the time scales for the provision of any excess Port Capacity will be subject to reasonable endeavours

8.1.3 Each Port Capacity Order will be in the form set out in the CRF and shall include all the information required by that form.

8.2 **Congestion**

Where Ports are used for the conveyance of traffic for both Parties and either Party detects a deterioration in the quality of service or identifies a trend that will lead to such a deterioration in the quality of service the Operator shall order additional Ports such that the problem or potential problem is alleviated.

1. **PORT CAPACITY ORDER TIMESCALES**

9.1 **Timescales for Provision of IP Port Capacity**

CRF orders for Port Capacity received by BT at interconnect.team@bt.com will be delivered

within 30 working days, following order validation and subject to the following:

9.1.1 The request is to augment/decrease existing Port Capacity

9.1.2 BT has previously received and agreed in advance an appropriate 12 month Port Capacity Forecast

9.1.3 The agreed Port Capacity Forecast matches the Port Capacity Order received (+/- 10% allowance subject to capacity availability)

9.1.4 The request is subject to the requirements being met in the IP Exchange Technical description document.

9.1.5 Any additional configuration changes (e.g., add an IP address, change of barring profile etc) submitted with a Port Capacity changes order shall not be subject to the stated delivery timescale for Port Capacity.

9.1.6 The Operator has completed “AIS” testing of any previous modification requests and co-operated with the CMC & TAM teams to integrate into the live environment.

9.1.7 Non-forecasted requests will be delivered using reasonable endeavours.

9.1.9 Both parties, from time to time, may request a review of existing connection types (i.e. Internet, NAP & POP) to ensure they are still appropriate.

9.2 **Removal of IP Port Capacity**

9.2.1 Subject to the relevant Schedules if either Party requires the removal of Port Capacity an order identifying the Port Capacity and the date from which it is no longer required (a "removal order") may be placed by the Operator to BT. BT on receiving the removal order will only remove the Port Capacity not later than 30 Working Days from the date of receipt of the removal order.

9.2.2With respect to the removal of Capacity the requesting Party shall ensure that where such Capacity removal results in the complete removal of all their Port Capacity, the relevant Data Management Amendments (“DMAs”) are submitted by the requesting Party and completed in order to remove all traffic from IP Ports prior to the placing of such a removal order. If the requesting Party fails to ensure that the necessary DMAs are submitted and completed prior to the submission of the Order for Port removal. In addition, the Port Order shall be suspended until such time as the associated DMAs are completed and notification of such sent by the providing Party to the requesting Party.

9.2.3 Confirmation shall be issued to the Operator on completion of the removal work.

**10. NUMBERING**

10.1 **Numbering Orders**

Subject to paragraph 9 of the main body of the Agreement, the Party in receipt of a request by the other Party to implement numbering orders for Number Ranges and associated changes to data in the System shall do so in accordance with Appendix A.

10.2 **Number flow**

The Parties shall convey to each other telephone numbers in the national and international

number formats from time to time in force.

10.3 **Number Information**

At appropriate intervals each Party shall inform the other of all numbering additions and changes to Number Ranges within their respective Systems that may affect Call routing.

**11. PERFORMANCE STANDARDS**

11.1 **General**

11.1.1 The Parties shall co-operate to maintain the overall quality of the conveyance of Calls and adopt the general principles on standards, techniques and methodology for the achievement of quality in telecommunications networks and services contained in the relevant ITU-T standards.

11.1.2 The Parties shall agree operational management strategies to protect service quality and to alleviate short term overloads due to abnormal conditions and address congestion due to under provisioning.

11.2 **Call Service Performance**

11.2.1 If a service performance problem is identified, the Parties shall exchange information about the problem and the Parties will cooperate towards resolution.

11.2.2 Where congestion occurs each Party shall put in place mechanisms to protect its network from overload.

11.2.3 The Parties shall use reasonable endeavours to identify and resolve the problem and if the Parties fail to resolve the problem it shall become a Dispute.

**12. OPERATIONS**

12.1 **General**

12.1.1 Each Party shall be responsible for the safety and operation of its own System.

12.1.2 Each of the Parties will nominate point(s) of contact in the Customer Service Plan, who together will be responsible for the organisation of the day to day practical implementation of this Agreement.

12.2 **Fault Identification and Reporting**

12.2.1 Each Party will advise its Customers to report all faults to its fault reporting centre.

12.2.2 If a Party's Customer reports a fault to the fault reporting centre of the other Party, that Party will inform the Customer of the correct number to which to report the fault.

12.2.3 If a major fault occurs which affects both Parties' Systems, initial responsibility for identifying the fault rests with the Party who first becomes aware of the fault.

12.2.4 If a Party identifies a fault occurring in its System which may have an adverse effect on the other Party's System, the first Party shall promptly inform the other Party of the problem and the actions being taken to resolve the problem.

12.2.5 Each Party shall bear the costs of its own fault reporting centre.

12.2.6 The Parties will provide support and service management facilities 24 hours 7 days a week to each other.

12.2.7 The BT Helpdesk will perform the following functions:

1. receiving, logging and dealing with enquiries relating to faults;
2. investigation, diagnosis and repair of faults; and
3. co-ordination of fault repair.

12.2.8 The Operator’s nominated contacts will be the only point of contact with BT for the notification of all faults with the Service and fault resolution and will report faults to the BT Helpdesk following the procedure and using the details published on the BTW website.

12.2.9 If the Operator reports a fault the BT Helpdesk will respond by carrying out one or more of the following actions:

(a) provide advice by telephone including asking structured questions where appropriate to verify that all reasonable steps have been taken by the Operator to prove the fault condition is not due to either the Operator’s or its End Users operations or equipment; and

(b) where practicable carry out diagnostic checks on the BT equipment.

12.2.10 BT is only responsible for faults on a BT network. The Operator will be advised if there is no fault found in the Service.

12.2.11 BT will advise the Customer when reported faults have been closed.

12.3 **Service Restoration**

Service restoration shall take priority over the clearance of faults not affecting service unless it

is agreed that a fault be treated as a higher priority;

1. The relevant Party shall observe equipment alarms and carry out testing to identify the nature and location of the fault in co-operation with the other Party as necessary;
2. If possible, the relevant Party shall rectify the fault immediately, if not, the other Party must be notified and kept informed of progress on a regular basis;
3. if temporary repairs are made, the other Party must be informed and given the estimated time-scale and service impact of full repair; and
4. priority shall be given by the relevant Party to faults with the highest service loss impact on the number of Customers or the volume of traffic affected.

12.4 **Planned Maintenance/Works**

12.4.1 Each Party shall provide not less than 3 Working Days’ notice of any planned maintenance which may affect the other's System. Each Party shall use its reasonable endeavours to minimise disruption and where possible provide alternative routing at no charge to the other Party for a reasonable period of time with respect to the cause of the disruption.

12.4.2 If a Party reasonably considers that the interconnection arrangements are at risk and maintenance repair activity is essential, that Party shall give as much advance notice to the other Party as is reasonably practicable.

**13. SERVICES**

13.1 **Introduction**

This paragraph sets out the technical requirements relating to the services provided in accordance with particular Schedules.

13.2 **BT Operator Services**

The arrangements for routing Calls from the Operator System to the services listed below are via a BT IP Switch Connection. The digits forwarded from the Operator System to the BT IP System shall be those below together with the two/three/five identification digits appropriate to the Operator as network address digits. The Operator shall use the identification digits agreed with BT:

**Service** **Digits**

National Operator Assistance Service 100

Emergency Service 999

International Operator Assistance Service 155

Blind or Disabled Service 195

each service being as defined in the appropriate Schedules.

13.3 **Malicious Call Identification**

Where a Party assists the police in identification of Calling Parties with malicious intent, the Parties shall co-operate and when appropriate use CLI, such use being subject to paragraph 23 of the main body of this Agreement.

**14. Service Procedures for BT Emergency Service**

14.1 **Responsibilities**

The contacts information mentioned in the following section must be detailed in the

appropriate CSP.

14.1.1. **Operator**

1. The Operator must provide an *Emergency Contact* (CPEC) in order to give real time assistance to the BT Operator Service Contact Centre (OSCC), the BT FRP and the Emergency Authority (EA).
2. The contact must be accessible by telephone with priority answer and be available 24 hours a day.
3. ‘Hotline’ realisation by direct lines is preferred by BT to ensure access to the Operator. Where this is not possible, access via the PSTN or other types of network, e.g. mobile will be a suitable alternative. For security of access it may be necessary to provide alternative back-up arrangements.

14.1.2 **BT OSCC to the Operator Emergency Contact**

The BT OSCC may contact the CPEC for the purpose of providing one or more of the following functions:-

1. Call Trace which comprises interrogation of the CLI to determine Operator end-user and/or network details in cases of display difficulty. The OSCC will contact the CPEC to obtain this information on behalf of the EA.
2. Ad-hoc fault liaison if network information is not present, incomplete or no EA connect-to numbers available, or if CLI is incomplete or unrecognised.
3. Occasional requests from EAs for name and address of telephone user. The OSCC will contact the CPEC to obtain name and telephone number to pass onto EA.

#### 14.1.3 **BT FRP to the Operator Emergency Contact**

Used for emergency line fault reports and liaison.

#### 14.1.4 **EA to the Operator Emergency Contact**

A telephone number agreed between the CPEC and the EA to be used for co-operation with the Operator in identifying the location of a caller. Such requests will be authorised by the appropriate senior level within the EA.

14.1.5 **BT FRP**

If during any fault investigation it is found that the fault is affecting the level of Emergency Service then BT FRP will advise the Operator FRP.

14.1.6 **OSCC**

The BT OSCC will report any faults or a reduction in the quality of the Emergency Service to the BT FRP for onward cascade.

In addition, the OSCC may also have direct contact with the CPEC via the Hotline.

14.1.7 **Planned Interruption to Service**

Each party must inform the other of any foreseen work it finds necessary to carry out within its own network which may affect the standards of performance of the Emergency Service.

Three Working Days’ notice is required for any Planned Work. The procedure defined in 13.6 should be followed. Direct contact may be required via CSP contacts as the PEW process will not normally cater for this work.

14.1.8 **Administrative Processes**

14.1.8.1 **Changes to Number Ranges**

The Operator must advise the BT Data Delivery Team Manager of the introduction of any new number ranges or relevant network identifiers so that the appropriate call routing tables can be built in the call handling system. The BT Commercial Interface Team (CIT) will be responsible for agreeing and documenting the proforma used.

14.1.8.2 **Customer Complaints or Other Service / Quality Matters**

The BT 999 Product Manager will act as the focus for BT investigations on these matters.

**APPENDIX A**

**DATA MANAGEMENT AMENDMENTS**

**1. Introduction**

1.1 This Appendix applies to Data Management Amendments made pursuant to a request by a Party (the “Requesting Party”) in the System of the other Party (the “Changing Party”).

1.2 The Parties acknowledge that no individual charges shall be invoiced by either Party in respect of a Data Management Amendment requested under paragraphs 2 to 5 of this Appendix (inclusive).

**2. New Numbering Requirements**

2.1 **Initial provision of a given service**

The initial provision by the Changing Party to the Requesting Party of a service or facility (which the Changing Party provides under interconnect agreement(s) to Third Party Operator(s)) requiring data changes on a Switch necessary for a group of Call destinations for which the same retail charges apply (“Charge Band”) to set up Traffic Streams for Number Ranges and Access Codes, which data changes apply to:

1. a new Geographic Area Code;
2. a new Non-Geographic Code;
3. discrimination of a single, or more than one, D digit, DE digit or DEF digit on a new Geographic Area Code or Non-Geographic Code;
4. a new Access Code;
5. initial service establishment for Number Portability Prefix Codes (both geographic and non-geographic).

2.2 **Further provision of a service already provided**

Additional provision by the Changing Party to the Requesting Party of a service or facility requiring data changes on a Switch necessary for a group of Call destinations for which the same retail charges apply (“Charge Band”) to set up Traffic Streams for Number Ranges and Access Codes, which changes do not involve routing changes (i.e. addition of Number Blocks but not including Traffic Stream re-routing) and which data changes apply to:

1. an additional Geographic Area Code;
2. an additional Geographic Area Code or Non-Geographic Code within a geographic number range or non-geographic mobile number range;
3. an additional Geographic Area Code or Non-Geographic Code other than in paragraph 2.2 (b) above;
4. additional discrimination of a single, or more than one, D digit, DE digit or DEF digit on a new Geographic Area Code or Non-Geographic Code;
5. additional discrimination of a single, or more than one, D digit, DE digit or DEF digit on an existing Geographic Area Code or Non-Geographic;
6. an additional Access Code;

**3. Changes to Charge Band Allocation**

3.1 The data changes necessary because of a change required by the Requesting Party to the charges payable by the Parties under a relevant Schedule, to relocate the Number Ranges from an allocated Charge Band to another current Charge Band which data changes apply to:

1. Non-Geographic Code(s);
2. Non-Geographic Code(s) with charging discrimination down to one or more D digit combinations;
3. Non-Geographic Code(s) with charging discrimination down to one or more DE digit combinations;
4. Non-Geographic Code(s) with charging discrimination down to one or more DEF digit combinations.

**4. Differential D Digit Charging Discrimination**

The data changes on a Switch necessary to expand an existing Geographic Area Code or Non-Geographic Code to a Geographic Area Code or Non-Geographic Code with charging discrimination to a minimum of two D digits.

**5. Requests for Data Management Amendments**

The Requesting Party shall submit to the Changing Party a written request for a Data Management Amendment using the appropriate form and additional information the Changing Party may request to provide the Changing Party with the information necessary to enable it to produce an implementation programme. As soon as reasonably practicable and not later than two Working Days from the date of receipt, the Changing Party shall acknowledge in writing receipt of the request.

**6. Implementation Process**

6.1 Subject to paragraphs 6.3, 6.4 and 6.6, following receipt of a Data Management Amendment request under paragraph 5, unless a longer implementation programme is requested, the Changing Party shall offer a date of completion of not more than 30 Working Days from the completion of all technical pre-requisites and contractual work (where necessary) required for such Data Management Amendment and shall make reasonable endeavours to complete the Data Management Amendment on such date.

6.2 If requested by the Requesting Party, the Parties may, on an occasional basis, agree in writing a completion date for provision of a service or facility which date is less than 30 Working Days. The Changing Party shall use its reasonable endeavours to achieve such date of completion.

6.3 Exceptionally, or where there is industry demand in excess of current DMA capacity, if the Changing Party is unable to meet a requested date it shall notify the Requesting Party as soon as practicable, and the Parties will enter into good faith negotiations to agree an alternative date. The Parties agree that if at any time the summation of forecasts for Data Management Amendment requests submitted by the industry to BT exceeds what is logistically reasonably achievable by BT, then BT shall meet with a representative industry body as soon as reasonably practicable to agree what action shall be taken (including the appropriate scaling down of Data Management Amendment requests). BT shall ensure that the Operator has reasonable advance notice of any such meeting. The Operator shall comply with the reasonable ordering procedures notified by BT from time to time following such meeting.

6.4 If the Requesting Party requires data changes requiring a series of Data Management Amendments which necessitate timing and/or sequencing of data changes for the implementation of such Data Management Amendments, including, for the avoidance of doubt, the provision of additional capacity the Requesting Party shall provide to the Changing Party necessary information to enable the Changing Party to produce an implementation programme.

6.5 Pursuant to paragraph 6.4 above, the Changing Party shall use reasonable endeavours to minimise the time taken to complete the implementation programme, taking into account the time-scales set out in paragraph 6.1 above for individual Data Management Amendments together with the dependencies (in terms of timing and/or sequencing of data changes) between each Data Management Amendment within the implementation programme.

6.6 The Changing Party shall proceed with the implementation programme for the Data Management Amendment agreed under paragraphs 6.1 to 6.5 (inclusive), and complete such programme not later than the agreed date of completion provided that the following pre-requisites are met:

6.6.1 the Parties have agreed in writing the relevant Schedule(s) specifying, as appropriate, the Number Range(s) applying from time to time, or the service is launched pursuant to paragraph 9 of the main body of the Agreement to which such Data Management Amendment order;

6.6.2 the Requesting Party has given written confirmation to the Changing Party that the Number Ranges have been allocated to the Requesting Party by Ofcom for use by the Requesting Party or the Requesting Party provides written authority, from the Third Party Operator to whom the Number Range has been allocated, to carry out the requested Data Management Amendment;

6.6.3 the Parties have agreed such test facilities as may reasonably be required and the Requesting Party has provided such test facilities (including, without limitation, such number of test lines and appropriate tone/announcement) by the time of commencement of the implementation programme;

6.6.4 the Changing Party has agreed the routing plans submitted by the Requesting Party and the Requesting Party has provided the routing plan reference to the Changing Party prior to commencement of the implementation programme;

6.6.5 the request form has been completed correctly;

6.6.6 sufficient Capacity (for testing of the Data Management Amendment) is ready for service or has been ordered with a Ready For Service Date being prior to the commencement date of the implementation programme.

6.7 Completion of the implementation programme is subject to the ongoing availability of sufficient test facilities.

6.8 If any of the provisions of paragraphs 6.6 and/or 6.7 above are not being complied with, the Changing Party may suspend the implementation programme and shall advise the Requesting Party that work shall not recommence until:

6.8.1 the Requesting Party gives written confirmation that the provisions of paragraphs 6.6 and/or 6.7 above (as the case may be) have been met; and

6.8.2 the Parties agree any amendments to the implementation programme, such agreement not to be unreasonably withheld or delayed;

and if work does not recommence within 60 Working Days of notification of suspension, the Data Management Amendment order (subject to the Changing Party giving not less than 60 Working Days’ notice) shall be deemed a cancellation by the Requesting Party.

6.9 A revision of the implementation programme in accordance with paragraph 6.8 above may result in the implementation period being extended beyond the agreed completion date taking into account the period of delay.

6.10 On completion of the implementation programme, the Changing Party shall give written confirmation to the Requesting Party within three Working Days of the full implementation of the Data Management Amendment request.

6.11 A reference to a matter being agreed between the Parties means such agreement not to be unreasonably withheld or delayed. If agreement between the Parties is not reached pursuant to paragraph 6.4 either Party may notify the other in writing of a Dispute.

**7. Data Management Amendments which are individually chargeable**

7.1 Subject to the provisions of this Agreement, for Data Management Amendments which are individually chargeable, the Changing Party shall install necessary changes (including data changes) for it:

7.1.1 to provide Data Management Amendments subsequent to service establishment of a specific code or service to modify, add or change codes and routings for Number Portability Prefix Codes (both geographic and non-geographic);

7.1.2 to enable reciprocal transfer of entire Number Blocks together with associated ongoing per-Switch conditioning;

7.1.3 being BT, to route Emergency Calls to appropriate Emergency Centres;

or for such other services or facilities as are notified from time to time.

**8. Quotations for individually chargeable Data Management Amendments**

8.1 This paragraph 8 applies to Data Management Amendments associated with services and facilities referred to in paragraph 7above. The Requesting Party shall submit to the Changing Party a written request for a quotation for Data Management Amendments in relation to services to be provided under the appropriate Schedule of this Agreement and with such request provide to the Changing Party in writing the information necessary to enable the Changing Party to produce an implementation programme.

8.2 As soon as reasonably practicable, the Changing Party shall provide a written quotation and implementation programme both of which shall be provided not later than 20 Working Days from receipt of the Requesting Party’s request for a quotation.

8.3 A quotation shall remain valid for three months from the date of issue of the relevant quotation.

8.4 The Changing Party shall compile the quotation on the basis of the minimum cost to the Requesting Party that is consistent with good engineering practice in executing carrying out work in the BT System or the Operator’s System (as the case may be).

8.5 The implementation programme and charge shall be subject to the Parties’ written agreement. If agreement between the Parties pursuant to this paragraph 8.5 is not reached either Party may notify the other in writing of a Dispute.

**9. Charging**

9.1 For implementation by the Changing Party of a Data Management Amendment order referred to in paragraph 7 above, the Requesting Party shall pay the charges quoted by the Changing Party and payment shall be due on the Changing Party giving written confirmation to the Requesting Party of the full implementation of the Data Management Amendment order.

9.2 Charges for each type of Data Management Amendment shall be specified from time to time in the Carrier Price List.

9.3 If, prior to completion of the implementation programme agreed pursuant to paragraph 6 or paragraph 8.5 of this Appendix, the Requesting Party:

(a) requests a material alteration to the implementation programme, or

(b) cancels the order,

the Requesting Party shall pay to the Changing Party its reasonable charges for the work carried out pursuant to the Data Management Amendment order.