**ANNEX C**

**SCHEDULE 129**

**Directory Enquiry Service for Blind or Disabled Customers**

**1. Definitions**

1.1 In this Schedule, a reference to a paragraph or Appendix, unless stated otherwise, is to a paragraph or Appendix of this Schedule. Words and expressions have the meaning given in Annex D, except as shown below:

**“Blind or Disabled Customer”** a Customer registered with BT as meeting criteria determined from time to time by BT and who is so visually impaired or otherwise disabled as to be unable to use a printed Phone Book, is permitted to use the Blind or Disabled (BoD) Directory Enquiry (DQ) Service free of charge;

**“DQ Centre”** a BT site where DQ Advisors answer Calls to the BoD DQ Service;

**“DQ Advisor”** a person who answers Calls to the BoD DQ Service;

**“BoD DQ Service”** the specialised Directory Enquiry service for the provision of telephone numbers to Blind or Disabled Customers.

**2. Description of Service**

* 1. Subject to the provisions of this Schedule, BT shall
		1. convey Calls for the BoD DQ Service received from the Operator System to a DQ Centre; and

2.1.2 provide access to the BoD DQ Service to Blind or Disabled Customers of the Operator.

2.2 BT shall register as a Blind or Disabled Customer, those Operator Customers who apply to a BT registration point for consideration by BT to be registered, subject to that Customer fulfilling the same criteria as BT Customers qualifying for such registration. The BoD DQ Service shall only be available to be accessed by Blind or Disabled Customers having a telephone number conforming to the UK national numbering scheme.

2.3 An Operator Blind or Disabled Customer may call the BoD DQ Service and request a search for the telephone numbers of up to two persons listed as telephony customers in the British Isles, provided that sufficient information is given to enable the DQ Advisor to carry out a search

If the search is successful, the Calling Party will be supplied with the requested number and/or onward connected to that number on request.

If the requested number is listed as an ex-directory number the Calling Party will be so informed, and the number shall not be disclosed, nor the call connected.

2.4 If BT proposes a material change to the BoD DQ Service, it shall give the Operator not less than 3 months’ notice of such change, or such lesser reasonable period of notice, before implementing such change.

2.5 BT shall use reasonable endeavours to provide the BoD DQ Service at all times and shall provide the same standard and quality of service as it makes available to BT’s retail Customers making Calls to the BoD DQ Service.

2.6 Each Party shall correct faults which occur in its System which affect Calls to the BoD DQ Service in accordance with its normal engineering practices. For the avoidance of doubt, neither Party warrants that its System is, or will be, free from faults.

**3. Operational**

3.1 Calls to the BoD DQ Service from the Operator System, shall be handed over by the Operator to BT at a BT Switch Connection located at a BT DMSU in accordance with Annex A.

* 1. Calls to the BoD DQ Service shall be handed over by the Operator using the digits 195 followed by the appropriate interconnect identifier as advised by BT.

3.3 The Operator shall supply annual usage forecasts, broken down by month, to be updated quarterly in accordance with such guidance as BT may issue from time to time.

3.4 BT shall handle and charge calls received from Virtual Network Operators in accordance with the interconnect identifier referred to in paragraph 3.2.

1. **Charging**

4.1 The Operator shall pay to BT for each Call to the BoD DQ Service the charges specified and varied from time to time in the Carrier Price List.

**5. Commencement & Termination**

5.1 BT shall provide the BoD DQ Service on the later of the following:

5.1.1 a date 3 months after the date this Schedule was incorporated into the Agreement; or

5.1.2 the first Ready for Service Date; or

5.1.3 such other date as the Parties may agree in writing.

5.2 Either Party may terminate access to the BoD DQ Service by giving not less than 3 months’ written notice to the other.