

**IDA ANNOTATION – 13 DECEMBER 2000**

**SINGTEL RESPONSE – 11 JANUARY 2001**

**SCHEDULE 4A**  
**EMERGENCY SERVICES**

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## SCHEDULE 4A

### EMERGENCY SERVICES

#### ***CLAUSE 1 – MODIFICATION REQUIRED***

##### **1. GENERAL**

#### ***CLAUSE 1.1 – MODIFICATION REQUIRED***

- 1.1 In addition to the conveyance of Interconnected Calls pursuant to Schedule 2, SingTel will ~~use its reasonable endeavours to~~ convey in accordance with clause 11.1 of the main body of this RIO Agreement Emergency Calls that are handed over to SingTel at a POI by the Requesting Licensee to the appropriate Emergency Services Organisation.

*SingTel's licence obligates it to convey Emergency Calls. Therefore, SingTel must modify Clause 1.1 by deleting "use its reasonable endeavours to" in the second line.*

**SingTel comments : Agreed, the level of performance will be in accordance with the QoS under clause 11 of the main body of the RIO Agreement.**

#### ***CLAUSES 1.2 TO 1.7 – CONDITIONAL APPROVAL***

- 1.2 The Requesting Licensee will route Emergency Calls to POIs in accordance with specifications notified to that Requesting Licensee by SingTel from time to time.
- 1.3 The Requesting Licensee must provide SingTel with CLI for all Emergency Calls for the purpose of enabling an Emergency Service Organisation to locate and identify the Calling Party of, and trace an Emergency Call.
- 1.4 The Requesting Licensee shall cooperate with the Emergency Services Organisation to assist in the investigation to locate and identify the Calling Party of, and trace an Emergency Call as and when required.
- 1.5 The Requesting Licensee shall be responsible to Forecast and order sufficient Interconnect Capacity under Schedule 1 to enable the Emergency Calls to be carried across the Interconnection Link to SingTel's Network.

- 1.6 The Requesting Licensee shall not conduct any testing of Emergency Calls unless with the prior arrangement and express permission from the Emergency Service Organisation and SingTel.
- 1.7 The Requesting Licensee shall pay to SingTel the eCharges for the conveyance of Emergency Calls handed over at the Interconnect Gateway Switch as provided in Schedule 9.