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Schedule 1  
Call Origination Service

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## 1 Service Description

The Call Origination Service is a service for the origination of specific Call Types from a Calling Party on the SingTel Network for conveyance via the StarHub Network to the Requesting Licensee's telecommunications system.

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## 2 General

- (a) This Schedule sets out the specific terms and conditions on which SingTel will provide the Call Origination Service to the Requesting Licensee in respect of the Call Types for which the process in clause 4(a) has been followed.
  - (b) SingTel is not obliged to supply the Call Origination Service to the Requesting Licensee:
    - (i) in respect of Call Types other than those for which the process in clause 4(a) has been followed; and
    - (ii) unless the Requesting Licensee is directly connected to and maintains such connection to the StarHub Network.
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## 3 Customer Registration, Billing & Debt

The Requesting Licensee is responsible for tariffing, Customer billing, collection and bad debts in respect of the provision of telecommunications services to its Customers using the Call Origination Service.

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## 4 Call Types

- (a) The Requesting Licensee must provide the information specified in Annex 1 to SingTel within 5 Business Days of the Effective Date.
- (b) Subject to clause (a), SingTel agrees to commence the supply of Call Origination Service in respect of Call Types for which the process in clause (a) has been followed within 2 months from the Effective Date.
- (c) The Requesting Licensee must pay the Charges for the processing and implementation of the Call Origination Service in respect of a particular Call Type, as specified in Attachment C – Charges.
- (d) The Requesting Licensee is liable for all costs incurred by SingTel in the implementation and continued provision of the Call Origination Service in respect of a particular Call Type, including any charge that SingTel pays to StarHub for the implementation of the call transit arrangement through StarHub for the provision of the Call Origination Service to the Requesting Licensee and any such charge that StarHub may charge SingTel on an on-going basis.
- (e) Nothing in this clause 4 requires SingTel to perform any changes in its Network or to commence the supply of Call Origination Service in respect of a particular Call Type until all Charges, including Network Conditioning Charges, have been agreed to by the Requesting Licensee.

- (f) The Requesting Licensee may at any time request that SingTel cease to supply the Call Origination Service in respect of a Call Type, in which case SingTel will cease to supply the Call Origination Service in respect of that Call Type as soon as is reasonably practicable or at such later time as specified by the Requesting Licensee.
  - (g) The Requesting Licensee will be liable for the Charges incurred in ceasing the supply of the Call Origination Service in respect of that Call Type, as specified in Attachment C – Charges.
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## 5 Charging principles

- (a) The Requesting Licensee agrees to pay SingTel the Origination Charge and the Transit Charge specified in Attachment C – Charges in respect of all Calls for which the Call Origination Service is provided. The Transit Charge comprises the transit charge that SingTel pays to StarHub as well as the charge for the use of SingTel's interconnection links to convey Calls to StarHub for transit to the Requesting Licensee in the provision of the Call Origination Service.
  - (b) For the avoidance of doubt, the Call Origination Service is not provided for the origination of Calls from Third Party Networks.
  - (c) SingTel will use the Call records it collects in accordance with this clause 5 to invoice the Requesting Licensee for the Call Origination Service it provides under this Schedule.
  - (d) SingTel will calculate the Charges for the Call Origination Service:
    - (i) based on the number of Call Durations recorded on the basis of the applicable Billing Unit; and
    - (ii) in accordance with the applicable rates set out in Attachment C – Charges.
  - (e) Calls will be charged for the duration of use of the circuit for the Call. Duration of use of a circuit will start at the time the circuit used for the Call is seized and end at the time the circuit is released (**Call Duration**). All Calls, regardless of whether they are successful or unsuccessful, are chargeable. The Charges will be accounted in per second blocks.
  - (f) The Parties agree that if a Chargeable Call Duration extends over 2 or more charge rate periods, the Call will be recorded as a single Call in the Charge rate period which applies at the commencement of the Call and the Chargeable Call Duration will be determined by adopting the applicable rate set out in Attachment C – Charges for the applicable charging period in which the Call is established.
  - (g) The Parties agree that for Calls that cross over to the next Billing Period, SingTel will invoice the Requesting Licensee for these Calls in the Billing Period in which those Calls end.
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## 6 Billing Verification Information

- (a) SingTel will use its reasonable endeavours to provide Billing Verification Information for the Call Origination Service in accordance with the format set out in Annex 2 within 28 Calendar Days from the end of each Billing Period, together with the invoice for the Call Origination Service to be issued in accordance with Attachment C – Charges.

- (b) In addition to the obligation in clause (a), when there is a dispute in relation to invoices issued for the Call Origination Service, the Parties will exchange the Detailed Billing Verification Information set out in Annex 3.
- (c) In the event that SingTel cannot record Billing Verification Information for the Call Origination Service due to a system error or other fault, upon the request of SingTel, the Requesting Licensee must provide Billing Verification Information to SingTel.
- (d) Where the Billing Verification Information collected by the Requesting Licensee is not available under clause (c), the Parties will negotiate in good faith such alternative Billing arrangements, such as an estimation based on the previous 3 months' Billing Verification Information, that are appropriate in the circumstances.

# Annex 1: Information to be Provided for Introduction of Call Type for Call Origination Service

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## 1 General

- (a) Call Type Name and Description

*The Requesting Licensee is to provide a general description of Call Type.*

- (b) Date to be Introduced (Proposal)

*The Requesting Licensee is to indicate the preferred implementation date for access to be available.*

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## 2 Number Related Information

*The Requesting Licensee is to specify the access code for the Call Type (eg. 00x, 15xy) as well as the number length.*

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## 3 Network Configuration

Network configuration/routing information

*The Requesting Licensee is to indicate the Network configuration (with a diagram) through which the Call Type is to be conveyed.*

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## 4 Billing and Charging Requirement

- (a) Customer billing

*The Requesting Licensee is to specify which Party is to bill the customer and how settlement is to occur.*

- (b) Operator billing

*The Requesting Licensee is to indicate how inter-operator Billing and settlement is to occur.*

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## 5 Billing Integration

*Both Parties are to look at the downstream billing requirements to cater for the settlement between the Parties. Both Parties have to ensure that the agreed arrangements for Customer and operator billing and settlement can be implemented and establish timetables for their implementation.*

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## 6 Other Requirements

*The Requesting Licensee may specify any other requirements for Call Type to be delivered.*

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# **Annex 2: Billing Verification Information for Call Origination Service**

| Call Description  | Time Zone | Call Duration (in secs) | Call Origination Charges (in S\$) | Transit Charge Paid to StarHub (in S\$) |
|---|-----------|-------------------------|-----------------------------------|---|
| Originating from SingTel's Network terminating to Requesting Licensee's system (Origination Charge) | Peak      | xxxx                    | \$xxx.xx                          | \$xxx.xx                                |
|   | Off Peak  | xxxx                    | \$xxx.xx                          | \$xxx.xx                                |
| Total   |           | xxxx                    | \$xxx.xx                          | \$xxx.xx                                |

# Annex 3: Detailed Billing Verification Information

|     |        |        |           | Terminating to Requesting Licensee's System       |                    |
|-----|--------|--------|-----------|---|--------------------|
|     |        |        |           | (Originating from SingTel's Network)              |                    |
|     |        |        |           | Origination Charge payable by Requesting Licensee |                    |
| S/N | ExchID | System | Time Zone | Attempts  | Duration (in secs) |
| 1   | XXX    | XXX    | Peak      | xxxx  | xxxx               |
|     |        |        | Off Peak  | xxxx  | xxxx               |
| 2   | XXX    | XXX    | Peak      | xxxx  | xxxx               |
|     |        |        | Off Peak  | xxxx  | xxxx               |
| 3   | XXX    | XXX    | Peak      | xxxx  | xxxx               |
|     |        |        | Off Peak  | xxxx  | xxxx               |
| 4   | XXX    | XXX    | Peak      | xxxx  | xxxx               |
|     |        |        | Off Peak  | xxxx  | xxxx               |