



**Annex C
Service Schedules**

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Interconnection Services

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Additional services

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SERVICE SCHEDULE I

Epic National Fixed Termination

1 DESCRIPTION OF SERVICE

- 1.1 Subject to the provisions of this Service Schedule, Epic shall convey Epic National Termination Calls handed over from the Operator Network for termination on fixed numbers and special numbers served by Epic as specified in Appendix A to this Service Schedule I.
- 1.2 Epic National Termination Calls shall be limited to Calls to the fixed numbers and special numbers served by Epic as specified in Appendix A to this Service Schedule I.

2 TERMS AND CONDITIONS

- 2.1 The Parties shall agree in advance all necessary technical requirements identified in Annex E for the conveyance of Calls pursuant to this Service Schedule.
- 2.2 Epic shall convey National Termination Calls during those periods of time and at the same standard and quality of service as Epic conveys all other Calls originating within the Epic Network.
- 2.3 Epic shall correct faults that occur in its Network which affect the conveyance of Epic National Termination Calls in accordance with its normal engineering practices. For the avoidance of doubt, Epic does not warrant that its Network is, or will be, free from faults.
- 2.4 CLI for network and presentation purposes shall be made available for all Epic National Termination Calls presented for delivery in the Epic Network, subject to the right of privacy and data protection of any Customer under applicable legislation. In any case, CLI is to be provided in accordance with Clause 14 of the Main Body of this Agreement.

3 ROUTING

- 3.1 Epic National Termination traffic may be delivered through any of the Epic Interconnection Nodes.

4 CHARGING

- 4.1 For the conveyance by Epic of Epic National Termination traffic, the Operator shall pay Epic a charge calculated in accordance with the rates as specified in Epic's Services Price List as may be amended from time to time in accordance with the Main Body of this Agreement and any applicable legislation.
- 4.2 Charges for Epic National Termination Calls shall be based on the actual Interconnection Node in the Epic Network through which such Calls are conveyed. In the case where congestion of an Interconnection Path takes place and the Operator requests alternative routing, the charge shall be based on the actual Epic Interconnection Node through which the Call is conveyed after re-routing. There shall be no impact on the charge to the Operator for any alternative routing implemented as a result of congestion within the Epic Network. Traffic charging shall be based on chargeable cumulative seconds for each Billing Period rounded to the nearest minute.

APPENDIX A to Service Schedule I

Epic Fixed National Termination Service applies for calls towards non-portable numbers from fixed and special number ranges allocated to Epic as established in the National Numbering Plan Allocations matrix, as well as for calls towards ported-in fixed numbers.

List of the above-mentioned number ranges may be accessed via the following link: [MCA - Numbering Plans](#)

SERVICE SCHEDULE II

Epic National Mobile Termination

5 DESCRIPTION OF SERVICE

- 5.1 Subject to the provisions of this Service Schedule, Epic shall convey Epic National Termination Calls handed over from the Operator Network for termination on mobile numbers and special numbers served by Epic as specified in Appendix A to this Service Schedule II.
- 5.2 Epic National Termination Calls shall be limited to Calls to the mobile numbers and special numbers served by Epic as specified in Appendix A to this Service Schedule II.

6 TERMS AND CONDITIONS

- 6.1 The Parties shall agree in advance all necessary technical requirements identified in Annex E for the conveyance of Calls pursuant to this Service Schedule.
- 6.2 Epic shall convey Epic National Termination Calls during those periods of time and at the same standard and quality of service as Epic conveys all other Calls originating within the Epic Network.
- 6.3 Epic shall correct faults that occur in its Network which affect the conveyance of Epic National Termination Calls in accordance with its normal engineering practices. For the avoidance of doubt, Epic does not warrant that its Network is, or will be, free from faults.
- 6.4 CLI for network and presentation purposes shall be made available for all Epic National Termination Calls presented for delivery in the Epic Network, subject to the right of privacy and data protection of any Customer under applicable legislation. In any case, CLI is to be provided in accordance with Clause 14 of the Main Body of this Agreement.

7 ROUTING

- 7.1 Epic National Termination traffic may be delivered through any of the Epic Interconnection Nodes.

8 CHARGING

- 8.1 For the conveyance by Epic of Epic National Termination traffic, the Operator shall pay Epic a charge calculated in accordance with the rates as specified in Epic's Services Price List as may be amended from time to time in accordance with the Main Body of this Agreement and any applicable legislation.
- 8.2 Charges for Epic National Termination Calls shall be based on the actual Interconnection Node in the Epic Network through which such Calls are conveyed. In the case where congestion of an Interconnection [PathLink](#) takes place and the Operator requests alternative routing, the charge shall be based on the actual Epic Interconnection Node through which the Call is conveyed after re-routing. There shall be no impact on the charge to the Operator for any alternative routing implemented as a result of congestion within the Epic Network. Traffic charging shall be based on chargeable cumulative seconds for each Billing Period rounded to the nearest minute.

APPENDIX A to Service Schedule II

Epic Mobile National Termination Service applies for calls towards non-ported numbers from mobile number ranges allocated to Epic as established in the National Numbering Plan Allocations matrix, as well as for calls towards ported-in mobile numbers.

List of the above-mentioned number ranges may be accessed via the following link: [MCA - Numbering Plans](#)

SERVICE SCHEDULE III

Access to Epic Premium Rate Services

1 DESCRIPTION OF SERVICE

- 1.0 Subject to the provisions of this Service Schedule, Epic shall convey and terminate Epic Premium Rate Services Access Calls handed over from the Operator Network for delivery to Premium Rate Service numbers on the Epic Network. This shall comprise all traffic towards premium numbers with prefix '5' served by Epic. Provided that Epic shall not unreasonably withhold access by the Operator to any other Epic Premium Rate Services which may be added and notified to the Operator by Epic from time to time.
- 1.1 Epic shall, with respect to the available Premium Rate Service Number Ranges, adhere to the timeframes emanating from MCA's Decision 'Framework for Premium Rate Services in the '5' Number Range'.
- 1.2 The Parties shall engage their best efforts to provide each other with access to their respective Premium Rate Services on an open network basis.
- 1.3 Epic further undertakes to provide the Operator with Premium Rate Services Access under this Service Schedule within a reasonable time from when Epic receives a request therefor from the Operator, and subject to any terms and conditions that may be imposed on Epic by any particular Premium Service Customer and in adherence to the timeframes emanating from MCA's Decision 'Framework for Premium Rate Services in the '5' Number Range'.

2 TERMS AND CONDITIONS

- 2.1 The Parties shall agree in advance all necessary technical requirements for the conveyance of Calls pursuant to this Service Schedule.
- 2.2 Epic shall convey Epic Premium Rate Services Access Calls during those periods of time and at the same standard and quality of Service as Epic conveys all other Calls originating within the Epic Network.
- 2.3 Each Party shall correct faults that occur in its Network which affect the conveyance of Epic Premium Rate Services Access Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 2.4 CLI for network and presentation purposes shall, where available, be made available for all Epic Premium Rate Services Access Calls presented for delivery in the Epic Network, subject to the right of privacy and data protection of any Customer under applicable legislation. In any case, CLI is to be provided in accordance with Clause 14 of the Main Body of this Interconnection Agreement.
- 2.5 The Operator acknowledges that some Premium Rate Service Numbers may not be permanently active but available for callers for specific periods as agreed by and between Epic and the Premium Rate Content Provider. The Operator subscribers will only be able to access these Premium Rate Service Numbers during the relevant periods during which the said Premium Rate Service Numbers are active.
- 2.6 Whenever the agreement between Epic and the Premium Rate Service Provider obliges Epic to provide statistics regarding Calls received on specific Premium Rate Service Numbers, Epic shall be responsible to collect and forward the agreed statistics to the Premium Rate Content Provider.
- 2.7 Unless authorised in writing by Epic or by a competent authority, the Operator shall not, under any circumstances, communicate directly or indirectly with the Premium Rate Content Provider for the purpose of providing any statistical data related to traffic handed over from the Operator Network for termination onto Epic Premium Rate Service Numbers.

3 CHARGING

- 3.1 For the conveyance and termination by Epic of Epic Premium Rate Services Access traffic originating from the Operator Network, the Operator shall pay Epic a charge as shall be agreed by the Parties in accordance

with the MCA's decision 'A Framework for Premium Rate Services in the '5' Numbering Range' (published in November 2010, and as subsequently amended by the MCA).

SERVICE SCHEDULE V

Access to Epic Freephone Service

1 DESCRIPTION OF SERVICE

- 1.0 Subject to the provisions of this Service Schedule, Epic shall convey and terminate Epic Freephone Service Access Calls handed over from the Operator's Network for delivery to Freephone Service numbers on the Epic Network. This shall comprise of all traffic towards freephone numbers with prefix '800' served by Epic where the leading digits correspond to freephone numbering blocks, as specified in Appendix A to this Service Schedule.
- 1.1 The Parties hereby agree that any modifications to Appendix A to this Service Schedule shall be notified unilaterally by Epic to the Operator on an ad hoc basis from time to time subject to the Operator objecting and/or requesting an amendment within ten (10) working days from the date of the said unilateral notification.

2 TERMS AND CONDITIONS

- 2.1 The Parties shall agree in advance all necessary technical requirements identified in Annex E for the conveyance of Calls pursuant to this Service Schedule.
- 2.2 Epic shall convey and terminate Epic Freephone Service Access Calls during those periods of time and at the same standard and quality of service as Epic conveys all other Calls originating within the Epic Network.
- 2.3 Each Party shall correct faults that occur in its Network, which affect the conveyance and termination of Epic Freephone Service Access Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 2.4 CLI for network and presentation purposes shall, where available, be made available for all Freephone Service Access Calls presented for conveyance and termination in the Epic Network, subject to the right of privacy and data protection of any Customer under applicable legislation. In any case, CLI is to be provided in accordance with Clause 14 of the Main Body of this Interconnection Agreement.

3 3. ROUTING

- 3.1 The Epic Freephone Service Access Traffic may be delivered through any of the Epic Interconnection Nodes.

4 CHARGING

- 4.1 For the conveyance and termination by Epic of Epic's Freephone Service Access Calls originating from the Operator Network, the Operator shall pay Epic a charge as shall be agreed by the Parties in accordance with the MCA's decision 'A Framework for Freephone Services in the 800 Range' (published in August 2008, and as subsequently amended by the MCA).

APPENDIX A to Service Schedule IV

This Schedule applies for calls towards non-ported numbers from freephone number ranges allocated to Epic as established in the National Numbering Plan Allocations matrix, as well as for calls towards ported-in freephone numbers.

List of the above-mentioned numbering ranges may be accessed via the following link: [MCA - Numbering Plans](#)