SCHEDULE A

Basic Public Telephone Access Services: Availability and Quality Specifications

1. Telephony Services

(a) The USF Service Provider shall provide Basic Public Telephone Access Service in all of the cities, towns, villages or Muzas identified in Schedule C as being mandatory for USF Network and USF Service coverage. For the purposes of this Schedule A, Basic Public Telephone Access Service means the provision of:

(i) two-way live voice telephone service; and

(ii) international telephony service.

(b) For the purposes of this Schedule A, the PSTN includes the networks of PTCL, all licensed providers of Local Loop ("LL") and Wireless Local Loop ("WLL") services, all licensed providers of Long Distance International ("LDI") services, and all licensed providers of Mobile Cellular services.

(c) The Telephony Services are further defined as follows:

(i) **Public Voice Telephony –** Each city, town, village and Muza with a population greater than 2,000 people or as identified in Schedule C shall be provided with at least one Public Call Office compliant with relevant ITU voice quality recommendations and standards and also in accordance with the following:

a) Each Public Call Office shall be equipped with at least one (1) Public Telephones. "Public Telephones" include payphones, phone kiosks or any other provisioning of telephones for public use in accordance with Section 3 of this Schedule A.

b) The Public Voice Telephony service must interconnect, either directly or via the network of another operator, with the PSTN, and provide incoming and outgoing local direct dial calling and national direct dial long distance calling, including access to 0800 services.

c) The Public Voice Telephony service must also provide international direct dial long distance calling. Unless the USF Service Provider is authorized by PTA to provide Long Distance International (LDI) services, the USF Network must interconnect

with the network of an authorized provider of such services to provide international direct dial long distance calling.

(ii) **Private Voice Telephony –** Private voice telephony service, including incoming and outgoing local direct dial calling and national and international direct dial long distance calling shall be provided throughout the USF Areas described in Schedule C as being mandatory for USF Network and USF Service coverage, in accordance with the Project Implementation Milestones and the following:

a) The availability of the Private Voice Telephony service shall be effectively advertised to the public in the USF Areas, and the USF Service Provider must invite requests for service and publish its service plan and tariffs.

b) Subscriber contracts for the Private Voice Telephony service shall be of a standard form approved in advance by the PTA.

c) Once the USF Services are available in a coverage area, the USF Service Provider shall fulfill requests for the Private Voice Telephony service within a period of ten (10) Business Days from receipt of the request.

d) Subscriber terminal or customer premises equipment required to make use of the voice telephony service shall be as affordable (including installation or service charges if any) to the public as that of common subscriber terminals for voice telephony available in urban areas of the country.

(iii) **Operator and National Emergency Services** – The Telephony Services provided by the USF Service Provider in the USF Areas shall provide access to an operator service and an emergency response service, which are either compatible with or connected to the operator and emergency response services provided by other licensed service providers, and which meet any other requirements for such services identified by the PTA.

2. <u>Service Availability</u>

(a) The Telephony Services shall become available in in all of the cities, towns, villages and Muzas identified in Schedule C as being mandatory for USF Network and USF Service coverage in accordance with the USF Project Implementation Milestones identified in Schedule D.

(b) The USF Service Provider shall ensure that the Telephony Services are maintained and continued, and meet applicable service requirements and quality of service standards, throughout the Term of the Agreement.

3. Public Telephone Availability

(a) The USF Service Provider shall ensure that each Public Telephone is available to any member of the public to make calls for a minimum of 12 hours during reasonable daytime, afternoon and early evening hours (for example, 08:00 to 20:00 hours), seven days per week, and that these hours of operation are sufficiently communicated to the public.

(b) Where a Public Telephone does not have access to the electrical power grid, the USF Service Provider must provide an alternate source of power for the Public Telephone. The alternate source of power must be sufficient to meet the actual demand for local, national long distance and international long distance calling services during the required hours of operation specified in Section 3(a) of this Schedule A.

4. Quality of Service

(a) **Quality Criteria for Telephony Services –** The USF Service Provider shall meet all quality of service requirements for the Telephony Services identified in the USF Service Provider's Licence(s), or otherwise established by the PTA.

(b) **Quality of Service Reporting for Telephony Services –** Quality of service reports for the Telephony Services shall be provided in accordance with Section 9.01 of the Agreement and any requirements for quality of service reporting established by the PTA.