



*Welcome to TRA, Batelco Operators
meeting*

to discuss

Batelco Reference Offer





- Introduction
 - Alan Horne
 - Peter Kaliaropoulos
- Background
 - Rob Middlehurst
- Reference Offer charges
 - John Ford
- Reference Offer update
 - Adel Darwish
- Q&A session
- Lunch



Current Batelco Reference Offer Structure

as of May 2008



- Been there since 2003 (and amended)
 - Comprises of 39 Documents
 - Average of 14 pages (without JWM average of 9 pages)
 - Max 193 pages (JWM & 55 pages Supply Terms)
 - Min 1 pages
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The Reference Offer
Batelco

Joint Working Manual

Body Terms

Schedule 1
Service Description

Schedule 2
Notification & Acceptance

Schedule 2
Request Offered Service

Schedule 2
Request New Service

Schedule 3
Charges

Schedule 4
Billing & Collection

Schedule 5
Ordering & Provisioning

Schedule 6
Fault Management

Schedule 7
Facilities Access Service

Schedule 8
Dictionary and Supply Terms

Schedule 9
Supply Terms

Schedule 1 - 1

- Schedule 1-1-1**
In-Span Interconnect link service
- Schedule 1-1-2**
Customer Sited Interconnect service
- Schedule 1-1-3**
PSTN Terminating Access Service
- Schedule 1-1-4**
Mobile Terminating Access Service
- Schedule 1-1-5**
Paging Terminating Access Service
- Schedule 1-1-6**
SMS Terminating Access Service

- Schedule 1-1-7**
Emergency Call Access Service
- Schedule 1-1-8**
Free Phone Originating Access Service
- Schedule 1-1-9**
International BTC in-bound connection and termination service to another operator's mobile telephones
- Schedule 1-1-10**
Calling card origination Access Service
- Schedule 1-1-11**
MMS Delivery Service

Schedule 1-2

- Schedule 1-2-1**
PSTN Transit
- Schedule 1-2-2**
Directory Assistance Service
- Schedule 1-2-3**
-
- Schedule 1-2-4**
Dial-up Internet Access Service
- Schedule 1-2-5**
Local Leased Circuit for OLO
- Schedule 1-2-6**
Customer Access Tail Service
- Schedule 1-2-7**
On web but link does not work
International Inbound Calls to Batelco
Fixed Telephones

- Schedule 1-2-8**
On web but link does not work
International Inbound Calls to Batelco
Mobile Telephones
- Schedule 1-2-9**
Inter-Operator Transit Access Service
- Schedule 1-2-10**
International Private Leased Circuit
- Schedule 1-2-11**
Wholesales DSL Service
- Schedule 1-2-12**
Bit stream Service
- Schedule 1-2-13**
Carrier Pre Select Service

Schedule 1-3

- Schedule 1-3-1**
Speaking Clock Service
- Schedule 1-3-2**
National Collect Call Service
- Schedule 1-3-3**
Inbound International Collect Call Access
- Schedule 1-3-4**
International Operator Assisted Call Service

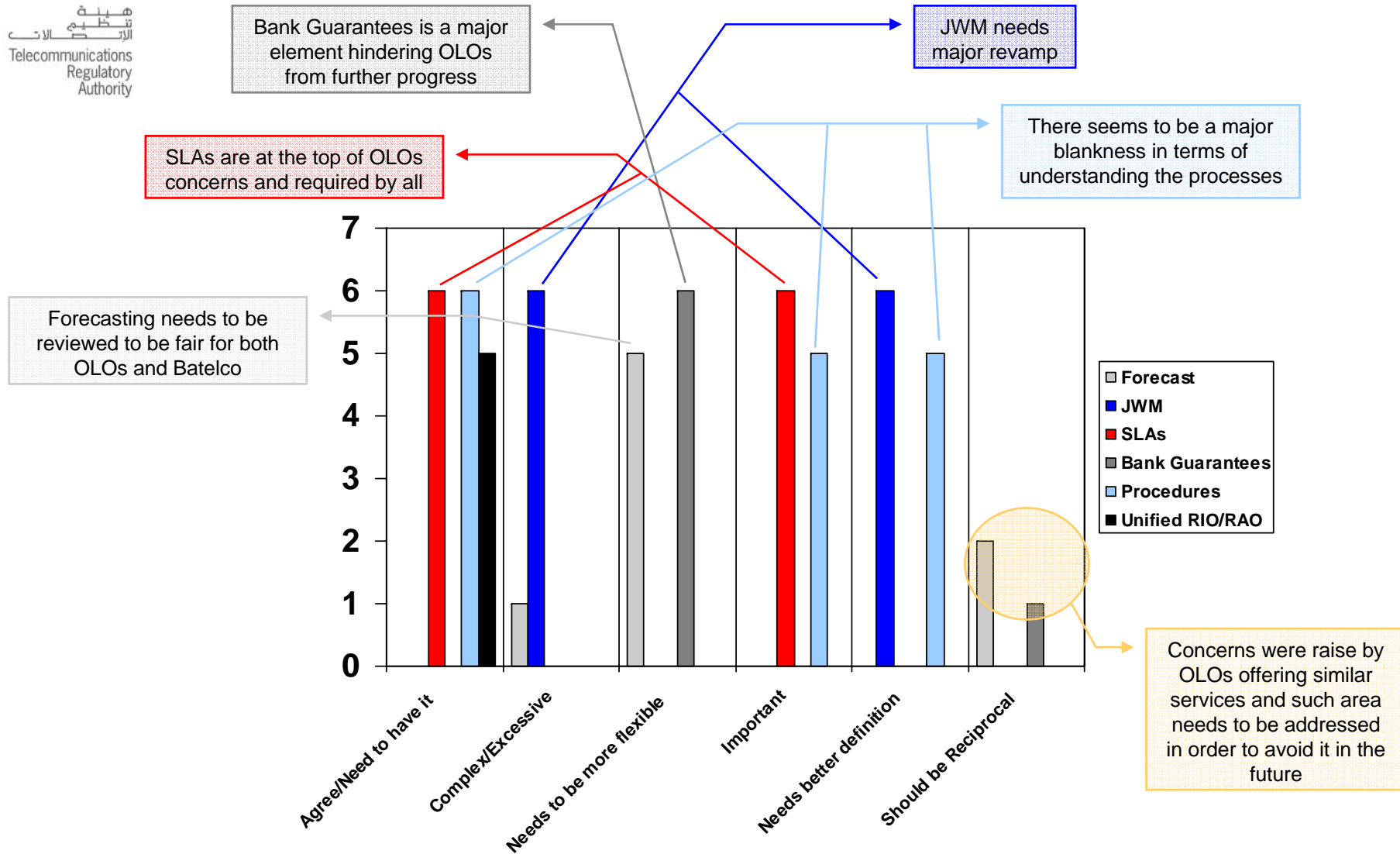
- Schedule 1-3-5**
Wholesale International Outbound Switched Service
- Schedule 1-3-6**
-
- Schedule 1-3-7**
Directory Listing Service



Consultation Finding

Public Consultation LAU-1107-251 - November 2007







Why restructure?



- To make the finding of information easier
 - To be able to find all related details in one documentation rather than missing out on things due to multiple & complex referencing
 - To reduce the complexity of the Reference Offer structure in general
 - To further help the market place evolve
 - to arrive at a flexible structure and introduce more features such as Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) ... etc
-



So, what are we proposing?



The Reference Offer
Batelco

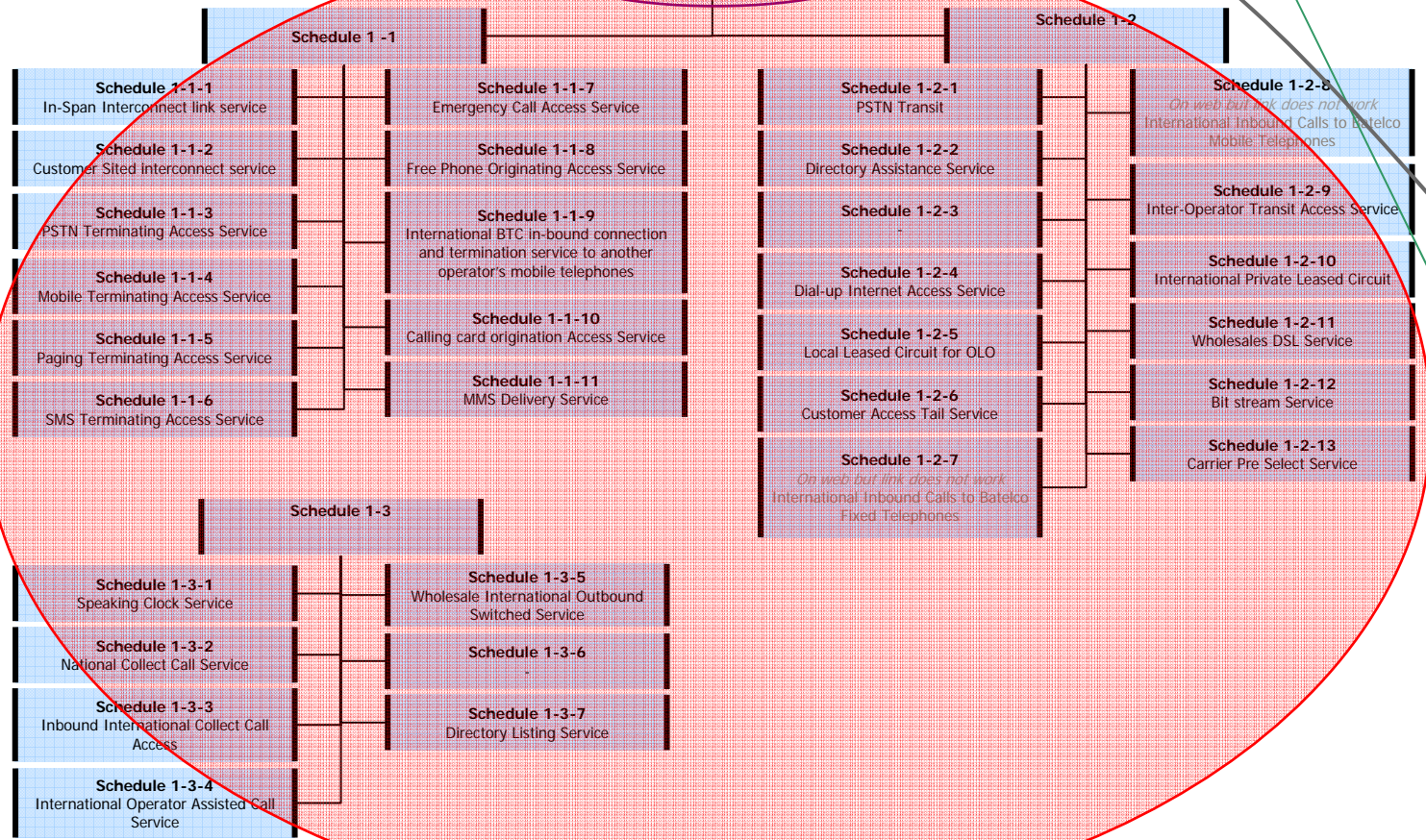
Commercial JWM
Technical JWM

Joint Working Manual
Body Terms

Merge

- Schedule 2
Notification & Acceptance
- Schedule 2
Request Offered Service
- Schedule 2
Request New Service
- Schedule 3
Charges
- Schedule 4
Billing & Collection
- Schedule 5
Ordering & Provisioning
- Schedule 6
Fault Management
- Schedule 7
Facilities Access Service
- Schedule 8
Dictionary and Supply Terms
- Schedule 9
Supply Terms

Schedule 1
Service Description



- Proper understandable structure
 - Clear Contact Lists with escalation processes
 - Forecast & Ordering (As a separate document)
 - Service Level Agreements (SLAs)
 - Quality Measures
 - Key Performance Indicators (KPIs)
 - Supporting Processes with Lead Times (Flowcharts)
-

| Activity Name | Activity Descriptions | Owner |
|---------------|--|-------------------------------|
| | use by the Licensed Operator. The bringing into service activities are described in paragraph Error! Reference source not found. of this Paragraph 5 (Bringing into Service). | |
| Testing | At the time when Testing is due to start the testing teams in both Batelco and the Licensed Operator will contact each other and then jointly carry out the Tests as specified in the relevant in Schedule 30 | Batelco and Licensed Operator |

6.2.3 Provision of the Cessation of Capacity

The stages, key activities and activity descriptions for the provision of the cessation of Capacity are shown in Annex 6 to this Paragraph **Error! Reference source not found.** (Cessation of Interconnect Capacity).



Service Schedule Revamp

What is it missing and what to include?





The Service Schedule is intended to give guidance on the offered service and should include:

- Document Control
 - An overview of the service
 - Network diagram
 - Commercial aspects
 - Placing an Order
 - Fault Reporting & Fault Escalation Process
 - Billing (*Referenced to a master document*)
 - Pricing (*Referenced to a master document*)
 - Key contacts (*Referenced to a master document*)
 - Performance levels and reporting
 - Technical specifications
-



Tracking Reference Offer Changes



Tracking changes made to the Reference Offer

- An example of tracking changes on regulation used in the motor sport industry.

REGLEMENT TECHNIQUE
TECHNICAL REGULATIONS

DECISIONS OF THE WMSC ON PROPOSALS OF THE CIK

deleted text = ~~crossed-out-text~~

new text = **text in bold underlined**

Implementation: **01/01/2008**

RÈGLEMENT TECHNIQUE
TECHNICAL REGULATIONS

2.8) TRANSMISSION

Shall always be to the rear wheels. The method is free but any type of differential, whether through the axle, the wheel mounting hub or by any other means, is prohibited. Any device for chain lubrication is forbidden, except in the case of a system approved by the CIK-FIA.

2.9) CHAIN GUARD / DRIVING BELT GUARD

It is compulsory and must efficiently cover the sprocket and the crown-wheel down to the centre of the crownwheel axis. ~~In addition, it must incorporate efficient side protection.~~ **A full protection totally covering the sprocket, the chain and the crown-wheel is mandatory in all categories without a gearbox.**





The Implementation



- **Phase 1**

- Proper understandable structure
- Forecast (As a separate document)
- Contact Lists

- **Phase 2**

- More Commercial Elaboration & Review of service terms (Mainly the JWM and Service Schedules)

- **Phase 3**

- Quality Measures
- Support Processes
- Key Performance Indicators (KPIs)

- **Phase 4**

- Processes with Lead Times (Flowcharts)
- Service Level Agreements (SLAs)



There are a number of dependencies
such as SRMR requirements



Thank you

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