Schedule 8 – Dictionary
SCHEDULE 8 – DICTIONARY AND RULES OF INTERPRETATION AND CONSTRUCTION
PART 1 – DICTIONARY

Unless the context otherwise requires:

Acceptable Long Term Credit Rating means a credit rating (which shall not be more than 6 months old) from Moody’s Investor Services, of “BA” or higher, or from Standard & Poors, of “BB” or higher.

Acceptance Criteria means the set of technical parameters including the Quality of Service Parameters, and test procedures, which the Service has to meet before a Service Request can be considered as completed.

Access Provider means NBNNetCo, the entity separated from Bahrain Telecommunications Company B.S.C (Batelco), which is licensed by the Regulator to offer wholesale services to Licensed Operators, in its capacity as the provider of the Services.

Access Provider Equipment means equipment provided by, or utilised by, the Access Provider to enable it to provide the relevant Service to the Access Seeker.

Access Seeker means, in relation to a Service, the Licensed Operator that has requested the Access Provider to supply that Service.

Access Seeker Customer means an End User directly connected to the Access Seeker’s Network to whom the Access Seeker supplies end to end services utilizing the Service provided by the Access Provider.

Actual RFS Date means the date on which the Access Seeker receives the RFS Certificate from the Access Provider.

Actual RFT Date means the date on which the Access Seeker receives a notice from the Access Provider confirming that the Service has been provisioned that day and is ready for testing.

(i) to progress the Service Request to the service delivery process; or
(ii) Accepted Service Request (explicit acceptance from the Access Provider) which happens when the Access Seeker receives a notice from the Access Provider confirming that the information provided by the Access Seeker in the Service Request Form is correct and sufficient to progress the Service Request to the service delivery process; or
(iii) Accepted Service Request (deemed acceptance from the Access Provider) which happens at the end of the Maximum Time for Service Request Confirmation, where absent formal notice from the Access Provider, the Service Request is deemed to have been accepted by the Access Provider and thus progressed to the service delivery process.
Affiliate means, as used with respect to any person, any other person directly or indirectly Controlling, Controlled by, or under common Control with, that person and “Affiliated” shall be construed accordingly.

Authorized Person has the meaning set out in the Supply Terms.

Autonomous System or AS means the collection of routers and associated Network elements under a single administration using a common BGR for routing packets.


Billing Dispute has the meaning set out in the Supply Terms.

Billing Dispute Notice means a notice in writing in the form setting out the information required under clause 5.1 of Schedule 4 (Billing) of the Reference Offer.

Billing Representative means the individual or department nominated by a Licensed Operator or the Access Provider (as applicable) to receive and/or process and/or issue the Access Provider’s invoices.

Calendar Year means each year commencing on 1 January and ending on 31 December.

Cancellation Request means a Service Request for cancelling an existing Service/Connection.

Carrier System Fault means a Fault resulting in the total loss of ability by either party to transmit calls between the two Networks due to transmission faults on the 2.048 Mbit/s Interconnect Links or an entire Network.

Change of Control means a material change in the equity structure of a company giving rise to a change in the ability of a stakeholder to appoint the board of the company.

Change Request means a Service Request for amending an existing Service. This includes a request to Upgrade/Downgrade the speed of an existing Service.

Charges mean the charges set out in a Service Description for a Service, in Schedule 3 (Pricing) of the Reference Offer, as the case may be.

Complex Case means a project which for the implementation of a New Service involves significant changes to the Access Seeker’s existing Network features and services and/or significant systems development and/or work with external suppliers and/or has a major impact on and/or requires major interaction or negotiation with one or more Licensed Operators.

Confidential Information means all information or business secrets reasonably considered to be commercially confidential (regardless of whether it has been formally designated as such) and shall include without limitation information pertaining to network coverage and/or capabilities, data, trade
secrets, ideas, concepts, know-how, knowledge, and information whether in writing or otherwise, relating to a party's People, Services, Network, affairs, business, Subscribers and End Users exchanged between the parties before, on or after the Effective Date but excludes information:
(a) which is in or becomes part of the public domain other than through breach of this agreement or an obligation of confidence owed to the disclosing party;
(b) which a party can prove by contemporaneous written documentation was already known to it at the time of disclosure by the disclosing party (other than if such knowledge arose from disclosure of confidential information in breach of an obligation of confidentiality);
(c) which the recipient acquires from a third party entitled to disclose it; or
(d) which was independently developed by a party without breach of any obligation of confidentiality owed to the other party.

Confidentiality Agreement means the terms and conditions of the mutual confidentiality obligations between an Access Seeker and the Access Provider as provided for in the Supply Terms.

Consequential Loss means:
(a) direct loss of business revenue or profits; and
(b) indirect, incidental, consequential, punitive or special damages, including economic loss such as loss of profits or expectations, business revenue, goodwill, wasted expenditure or anticipated savings, cost of replacement services, whether such costs or damages are based in contract, tort (including negligence), statute or otherwise, even if the other party is warned or has been warned of the possibility of that loss or damage.

Construction and Work Plan means, in relation to a Facility, a plan to be produced by the Access Seeker when carrying out Make Ready Work and incorporating the following information:
(a) plans for all Make Ready Work;
(b) a construction timetable for all Make Ready Work and a work program;
(c) the Equipment which the parties seek to place in or on the Facility including the nature, dimension and, where relevant, the model number of the Equipment;
(d) the location of the Equipment;
(e) the method and procedures that the Access Seeker will use in installing its Equipment in or on the Facility and whether it will be necessary to modify or strengthen the Facility;
(f) a timetable and program for the installation of all Equipment; and
(g) any other matters which may be reasonably necessary or appropriate having regard to the circumstances.

Control means, as applied to any person, the possession, directly or indirectly, of the power to influence the direction of the management of that person, whether through ownership, voting or other means and "Controlling" and "Controlled" shall be construed accordingly.

Disclosing Party has the meaning set out in the Supply Terms.

Dispute has the meaning set out in the Supply Terms.

Dispute Officer means a senior executive of a party nominated to negotiate and resolve disputes
with the other party.

**Dispute Resolution Procedures** means the procedures set out in the Supply Terms.

**Downgrade** means a decrease in the throughput of the relevant Service or Connection.

**Duct** means an underground facility that is used, installed ready to be used, or intended to be used to hold lines or cables and owned, maintained or operated by the Access Provider.

**Due Date** means the date on which an invoice is payable in accordance with Schedule 4 (Billing) of the Reference Offer, or as may be agreed by the parties and if there has been no agreement or if there is any inconsistency between specified dates or the manner in which a date is to be calculated, shall be a date which is thirty (30) days from the date of receipt of the relevant invoice.

**Effective Date** has the meaning set out in the Supply Terms.

**Emergency Event** means an event (which may be a Force Majeure Event) which poses an urgent threat, or has caused actual damage, to any persons or property at the Facility or to any of the Equipment at the Facility, or the operating capability of the Access Provider’s Equipment, the Access Seeker’s Equipment or third party Equipment in a material way. Such events include, but are not limited to, fire, electrical malfunction, and structural damage. It also includes an unscheduled Outage which has or is likely to have a significant impact on a party’s Network.

**Emergency Maintenance** means work required in response to an Emergency Event in order to protect or restore any Equipment, the Facility, or the operating capability of Equipment.

**End User** means the ultimate recipient of a Service who is a legal or natural person, that is neither a Licensee, nor Affiliated to or Controlled by a Licensee.

**End User Consent** means the written consent obtained by an Access Seeker on behalf of an End User to receive a Service/Connection by means of the relevant Service supplied to the Access Seeker in accordance with a Service Request.

**End User Management** means all aspects of interface with the End User by the Access Seeker in relation to each End User contracting with the Access Seeker for using the Service and first line support by the Access Seeker in relation to maintenance issues related to the End User.

**End User Premises** means the End User’s permanent physical location in Bahrain.

**Equipment** means equipment that is owned or used by a person and used or designed for use for the supply of a telecommunications service by means of radiocommunications or any other means and includes:

(a) antennae, microwave dishes or satellite dishes of less than 2.5 meters in diameter;

(b) associated transmission equipment, power plant (including standby power), and air conditioning plant;

(c) associated feeders, waveguides and waveguide pressuring equipment;
(d) cabling and cabling works;
(e) prefabricated modules, risers or other structures housing any of the above;
(f) cable gantries;
(g) lines, joints/splices and such other ancillary equipment as necessary to support the use of a line which may be housed in pits or manhole where suitable space is available or as agreed between the parties;
(h) towers, masts, poles, antennae mountings and other similar structures which bear or are capable of bearing items noted in paragraph (a) – (g);
(i) Underground Plant; and
(j) such other ancillary equipment as may be agreed by the parties from time to time.

Equipment Shelter means a building or other structure constructed or installed by a party to house Equipment.

Estimated Implementation Date has the meaning given to it in Schedule 5 (Forecasting) of the Reference Offer.

Exceptional Delivery Date means the alternative Delivery Date, notified by the Access Provider to the Access Seeker when the Expected RFS Date cannot be met due to exceptional circumstances as specified in the relevant Service Description.

Expected RFS Date means the date on which the Access Provider expects the Service to be ready for Service as indicated in the notice of Expected RFT and RFS Dates. The Expected RFS Date shall be set no later than the Maximum Delivery Date.

Expected RFT Date means the date at which the Access Provider expects the Service to be ready for testing as indicated in the notice of Expected RFT and RFS Dates. The Expected RFT Date shall precede the Expected RFS Date by a period of time equal to the Maximum Validation Time.

Facility means a:

(a) Tower;
(b) Radiocommunications Site;
(c) Duct,
(d) main distribution frame equipment room;
(e) local exchange;
(f) Duct chamber;
(g) Underground plant;
(h) earth station;
(i) power room;
(j) street cabinet; and
(k) riser room.

as the context requires, which has already been constructed and is owned by the SE at the time a Service Request is made.
Fault means a fault arising in segments of a Network (classified as either a Carrier System Fault or a Network Fault).

Field Study means the study to be undertaken by the Access Provider, which includes but is not limited to:
(a) details of the Make Ready Work required (including who will be responsible for undertaking each part) and the time required to perform the Make Ready Work;
(b) the estimated Charges for Make Ready Work; and
(c) the time required to access the relevant Service, after being ordered.

First Service Request means where an Access Seeker submits its first Service Request or submits a Service Request six (6) months or more after the last Service Request was submitted to and was approved by the Access Provider for an existing Service in accordance with the provisions of Schedule 2 (Notification and Acceptance of Service Request) of the Reference Offer.

Forecasting Procedures means the procedures set out in as set out in Schedule 5 (Forecasting) of the Reference Offer.

Force Majeure Event means any cause affecting the performance by a party of any obligation hereunder arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control including (but without limiting the generality thereof) governmental or States’ acts or regulations, fire, flood, inclement weather, terrorism or any disaster or an industrial dispute (other than relating to the that party’s own workforce) affecting the provision of the Services. Any act, event, omission, happening or non-happening only will be considered a Force Majeure Event if it is not attributable to the wilful act, neglect or failure to take reasonable precautions of that party, its officers, contractors, sub-contractors, agents, servants or employees.

Indemnifying Party means the party giving an indemnity under the Supply Terms.

Industry Forum means the industry group established by the Access Provider that will enable, among other items, Licensed Operators to discuss their needs and requirements, including technical requirements, with the Access Provider at regular intervals.

Insolvent means the state of affairs where a company's business has fallen into disruption and it has suspended payment of its commercial debts.

Intellectual Property Rights means all rights conferred under statute, common law and equity in and in respect of intellectual property rights, including trade marks, trade names, logos and get up, inventions, patents, designs, copyright, circuit layouts, Confidential Information, know-how and trade secrets, whether registered or not, and all rights and interests in them whether vested or contingent or licenses to use any of them.

Intermediate Case means a project for which the implementation of a New Service requires some additions to or modifications of the Access Seeker’s existing network features and services and/or may involve some moderate systems development and work with external suppliers and/or has a
minor impact and/or requires minor interaction or negotiation with another Licensed Operator.

**Interest Rate** means LIBOR plus 3%.

**Joint Working Manual** means the operations and procedures manual to be developed within the Industry Forum (as amended or updated from time to time).

**Law** means the Legislative Decree No. 48 of 2002 with respect to Telecommunications in the Kingdom of Bahrain.

**License** means an individual license issued pursuant to the Law and "Licensed" shall be construed accordingly.

**Licensed Operator** means a party who has been issued with an individual license pursuant to the Law to provide telecommunications services.

**Main Body Terms** means Schedule 1 of the Reference Offer.

**Make Ready Work** means the work that is reasonably necessary to make a Facility ready for Equipment installation by the Access Seeker which may include (but is not limited to):

- structural analysis;
- strengthening, modifying or augmenting a Tower necessarily and proportionally required to condition the Tower to bear the wind and weight loading directly added by the Access Seeker's Equipment;
- constructing, installing or modifying head frames, cable risers, cable trays and other Tower fittings required to house the Equipment of the parties on the Tower;
- where the Tower is a replacement Tower, removing the Tower if required;
- constructing a New Facility or replacement Tower, including all design, approval and construction work and the doing of relevant things lawfully required by the Regulator;
- rearranging Equipment;
- the provision of temporary facilities to accommodate Equipment;
- making alterations to ducts;
- providing ducts, installing subducts and manhole breakouts, clearing roots or silt and repair work;
- installing or extending cable trays or other works to house the Access Seeker's lines, cables and/or any Equipment; and
- any other matters specified by the parties from time to time.

**Maximum Delivery Date** means the last working day after which the Maximum Delivery Time lapses.

**Maximum Delivery Time** means the maximum time within which the Access Provider shall set the Expected RFS Date in the notice of Expected RFT and RFS Dates. The Maximum Delivery Time may differ according to the type of Service Request and/or the availability of access lines or access ducts. The Maximum Delivery Time starts at Accepted Service Request.

**Maximum Fault Acknowledgment Time** means the maximum Actual Fault Acknowledgment Time
that the Access Provider should meet as required under Schedule 7 (Service Levels) of the Reference Offer.

**Maximum Monthly Penalty Cap** means the maximum Penalties for Restoration Time the Access Seeker is entitled to for a specific Service, on a monthly basis, as a result of the Access Provider not meeting the Maximum Restoration Time.

**Migration Request** means a Service Request for changing the End User address of an existing Connection, requiring disconnection and reconnection of the Connection end point. A “hot migration” happens when the Connection is not disrupted and a “cold migration” when the Connection can be disrupted.

**Minimum Service Period** has a meaning given to it in each applicable Service Description.

**Mobile Network** means:
(a) a GSM Network; or
(b) a mobile telephone network used and accessible by the public provider of switching and transmission facilities using digital technologies as defined in a globally accepted standard which the Licensed Operator is permitted to use by its License.

**Monthly Recurring Charge (MRC)** means the maximum monthly Service Charge chargeable by the Access Provider and payable by Access Seeker, after the Actual RFT Date.

**Network** means a public telecommunications network or system of a party, which is used or intended to be used for telecommunications services supplied under the party’s License.

**Network Fault** means a Fault located within the Access Provider’s Network or within the Licensed Operators Network. Network Faults include Faults within the signalling networks.

**New Connection Request** means a Service Request for establishing a new Connection for the provision of Services to an End User Premises.

**New Service** means a Service relating to access to the Access Provider’s Network or services by the Access Seeker (including any commercial services required to facilitate that access) that is not currently provided or able to be provided under the Reference Offer.

**New Service Request** means a request for a New Service submitted by a party in accordance with the Main Body Terms of the Reference Offer.

**Non-recurring Charge (NRC)** means those charges incurred where additional infrastructure is required to provide new or extended service at a customer’s site, or at another requested location where the Access Provider would otherwise not choose to extend its network based on normal commercial criteria.

**Non-residential** means an End User with a commercial registration.
Notification means a written communication sent by any means.

Notification of Expected RFT and RFS Dates means the Service Level for the timely notification of the Expected RFT Date and the Expected RFS Date as provided for under Schedule 7 (Service Levels) of the Reference Offer.

Outages mean that period during which the Access Provider's Equipment is temporarily decommissioned or not operating.

Penalties for Service Request Acknowledgment means the penalties due by the Access Provider for not meeting the Maximum Service Request Acknowledgement Time.

Penalties for Fault Acknowledgment Time means the penalties due by the Access Provider for not meeting the Maximum Fault Acknowledgement Time.

Penalties for Response Time means the penalties due by the Access Provider for not meeting the Maximum Response Time.

People means directors, officers, employees, agents, contractors, advisors and representatives other than that party's customers who act as end users of services provided by means of the Services.

Planned Maintenance means planned work to protect or restore any Equipment, the Facility, or the operating capability of Equipment, which is not in response to an Emergency Event.

Point of Presence (POP) means a permanent physical location where an aggregation link or connection of a relevant Service is terminated at premises owned or shown to be leased by the Access Seeker or at the Access Provider's colocation facility, but for the avoidance of doubt cannot be at an End User Premises, earth station, manhole, power room, lead-in pipe, duct, outdoor cabinet, MDF, riser room or anywhere not on the main island of Bahrain unless connected by a permanent physical connection above sea level and accessible the Access Provider.

Preliminary Information means the Information the Access Provider reasonably requires to process a Service Request as set out in the Joint Working Manual.

Public Internet Protocols means the following:
(a) Hyper Text Transfer Protocol (HTTP);
(b) File Transfer Protocol (FTP);
(c) Simple Message Transfer Protocol (SMTP);
(d) Secure HTTP; and
(e) such other Internet protocols as the parties may agree from time to time, provided that such protocols are consistent with any BIX Rules.

Public Radio Communications Station shall have the meaning as defined in the Regulation on Permitting, Installation, Upgrading and Maintenance of Public Radio Communications Stations issued by the Regulator’s Board of Directors Decision No. 10 of 2018 but excluding Temporary Public Radio
Communications Stations as also defined therein.

**Quality of Service (QoS) Parameters** means the set of technical parameters for a Service set out in the relevant Service Description.

**Ready for Service (RFS) Date** means the date the Access Seeker and the Access Provider have agreed that all elements of the Service have been successfully installed and ready for use by the Access Seeker in accordance with Schedule 7 (Service Levels) of the Reference Offer.

**Ready for Test (RFT) Date** means the date when all elements of the relevant Service have been successfully installed and are ready for end-to-end testing by the Access Provider and the Access Seeker, such testing to be carried out in accordance with the relevant Service Description.

**Reconfiguration Request** means a Service Request for reconfiguring the technical parameters of an existing Connection.

**Reference Offer** means the reference offer published by the Access Provider incorporating the wholesale products and Services (including the price and non-price terms) to be offered by the Access Provider to Licensed Operators, as may be amended from time to time, as approved by the Regulator.

**Regulator** means the Telecommunications Regulatory Authority of the Kingdom of Bahrain.

**Regulatory Event** means:
(a) an amendment of or change in any applicable law;
(b) the grant of an injunction against a party in respect of a breach or alleged contravention of an applicable law; or
(c) the making of a determination or direction by, or an omission of, a competent authority.

**Response Time** means the Service Level for the timely start of troubleshooting of a Fault following the Fault Acknowledgement.

**Restoration Time** means the Service Level for the timely restoration of a Service affected by a Fault following the Fault Acknowledgement.

**Reversal Request** means a Service Request for returning a Service to its set up or configuration prior to the most recent Service Request. This type of Service Request can either be made by the Access Seeker (on behalf of the End User) to the Access Provider or by the End User directly to the Access Provider.

**RFS Certificate** means the certificate issued by the Access Provider to the Access Seeker to confirm that:
(a) the Service has been provisioned and tested by the Access Provider;
(b) the Service is properly registered in all of Access Provider’s systems (e.g. OSS/BSS, service level monitoring platform, fault reporting system etc.).
(c) the Service has been validated by the Access Seeker (or deemed to have been validated by the Access Seeker if the Maximum Validation Time has lapsed); and
(d) the Service is ready for service and the Access Seeker will be invoiced accordingly.

SE means NBNNetCo BSC(c), the holder of a Fixed Telecommunications Infrastructure Network License.

SE License means the Fixed Telecommunications Infrastructure Network License granted to the SE on 2019 by the Regulator, pursuant to the requirements of Article 40(bis)(a) of the Law.

Security means any security reasonably required by the Access Provider in accordance with the Supply Terms. The form of security may include a bank guarantee, a letter of credit, security over a bank deposit or a parent company guarantee, provided that the form of security selected is acceptable to the Access Provider, such acceptance not to be unreasonably withheld or delayed.

Service means a Service the Access Provider is required to supply to Licensed Operators under the SE License issued pursuant to the requirements of section 40(bis)(a) of the Law, and as further described in the relevant Service Description in Schedule 6 (Service Descriptions) of the Reference Offer.

Service Commencement Date means, for each Service Request for a Service, the date of successful implementation and notified handover of the Service by the Access Provider to the Access Seeker.

Service Credit (SC) means an amount payable by the Access Provider to the Access Seeker for a failure to meet a Service Level. In relation to a single Service Credit, it means that amount represented by 1% of the MRC.

Service Description means the description, terms and procedures and other matters relevant to a particular Service and which are set out in Schedule 6 (Service Descriptions) of the Reference Offer.

Service Level means the set of parameters defining the minimum performance expected from the Access Provider in the delivery and maintenance of the relevant Service.

Service Level Penalties means the set of defined penalties expressed in Service Credits which are payable by the Access Provider for not having met the relevant Service Level Terms.

Service Level Terms means the set of defined performance targets that must be met by the Access Provider in relation to the request, delivery, quality management and fault management, of the relevant Service, as set out in Schedule 7 (Service Level Schedule) of the Reference Offer.

Service Qualification means the analysis carried out by the Access Provider via the Internet or manually to confirm whether the Service can be provided on the Access Provider Network by checking:
i. line loss;
ii. infrastructure availability;
iii. interference.

**Service Request** means a formal request for a Service made by an Access Seeker. Service Requests include New Connection Requests, Transfer Requests, Upgrade/Downgrade Requests, Migration Request, Reconfiguration Requests, and Cancellation Requests.

**Service Request Acknowledgment** means the Service Level for the timely acknowledgment of a Service Request sent by an Access Seeker as required under Schedule 7 (Service Levels) of the Reference Offer.

**Service Request Confirmation** means the Service Level for the timely acceptance or rejection of a Service Request sent by an Access Seeker as required under Schedule 7 (Service Levels) of the Reference Offer.

**Service Request Form** means the form used by an Access Seeker to request a Service as required under Schedule 7 (Service Levels) of the Reference Offer.

**Service Request** means a written request by the Access Seeker in the format specified by the Access Provider (subject to change from time to time) for a Service.

**Service Request Acceptance** has a meaning set out in Schedule 2 (Notification and Acceptance of Service Request) of the Reference Offer.

**Simple Case** means a project for the implementation of a New Service which uses the Access Seeker's existing network features and services, can be activated using the Access Seeker's existing operational systems and procedures and does not require any consultation with any external supplier and does not require any interaction or negotiation with, and has no impact on, any other Licensed Operator.

**SS7 Signaling** is signaling in accordance with the Supply Terms.

**Statement Error** means an error in the calculation of a Charge, such as an error in the addition of Charges, the duplication of Charges or charging for Services which were not provided.

**Statement of Requirements** means a formal description of a New Service, addressing in detail the technical and functional characteristics and commercial terms relating to its supply as agreed by the parties pursuant to the Main Body Terms of the Reference Offer.

**Supply Terms** means the terms set out in Schedule 9 (Supply Terms) of the Reference Offer.

**Suspension Event** means:
(a) the Access Seeker has failed to pay undisputed monies owing under the Supply Terms; or
(b) the Access Seeker breaches any other material obligation under the Supply Terms.
Switchports means a 2Mbit/s trunk connection to an exchange to support interconnection comprising 31 time slots used for speech or signalling information and time slot 0 used for synchronization.

TCP/IP means transmission control Protocol/Internet Protocol in general use in accordance with good practice.

Telecommunications License has the meaning given to it in the Law.

Tower means the towers, poles, masts or similar structures and facilities used in the supply of a telecommunications service by means of radiocommunications or any other means and owned, maintained or operated by the Access Provider.

Transfer Request means a Service Request for transferring an existing Service from one Licensed Operator to another Licensed Operator.

Underground Plant means:
(a) duct systems containing one or more ducts or subducts and includes associated building entry tunnels, manholes, exchange cable chambers and joining pits; and
(b) tunnel systems.

Upgrade means an increase in the throughput of the relevant Service or Connection.

Upgrade/Downgrade Request means a Service Request for upgrading/downgrading the speed or throughput of an existing Service or Connection.

Wireless Radio Site means a mast, tower, pole or roof top radio station or any other type of Public Radio Communications Station, excluding temporary cell sites (cell on wheels) owned, leased or licensed by Access Seekers that hold an Individual Mobile Telecommunications License.

Working Day means any day other than a Friday, Saturday or public holiday in the Kingdom of Bahrain.

Working Hours means between the hours of 08:00 to 17:00 AST on a Working Day.
PART 2 – RULES OF INTERPRETATION AND CONSTRUCTION

Interpretation

Unless otherwise specified:

(a) singular includes the plural and vice versa;
(b) different grammatical forms of the same word have the corresponding meaning;
(c) words of inclusion are not words of limitation;
(d) the expression "person" includes a reference to a person, firm, corporation or other legal entity;
(e) references to either party shall include its legitimate successors or assigns;
(f) a reference to a Part, Schedule, Clause, Annexure or Attachment is a reference to a part, schedule, clause, annexure or attachment forming part of the Reference Offer or the Supply Terms between the Access Provider and an Access Seeker, as the case may be;
(g) headings are used for convenience only and do not affect interpretation.