

SCHEDULE 4A
EMERGENCY SERVICES

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1. GENERAL

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- 1.1 In addition to the conveyance of Interconnected Calls pursuant to Schedule 2, SingTel will convey in accordance with clause 11.1 of the main body of this RIO Agreement Emergency Calls that are handed over to SingTel at a POI by the Requesting Licensee to the appropriate Emergency Service Organisation.
- 1.2 The Requesting Licensee will route Emergency Calls to POIs in accordance with specifications notified to that Requesting Licensee by SingTel from time to time.
- 1.3 The Requesting Licensee must provide SingTel with CLI for all Emergency Calls for the purpose of enabling an Emergency Service Organisation to locate and identify the Calling Party of, and trace an Emergency Call.
- 1.4 The Requesting Licensee shall co-operate with the Emergency Service Organisation to assist in the investigation to locate and identify the Calling Party of, and trace an Emergency Call as and when required.
- 1.5 The Requesting Licensee shall be responsible to Forecast and order sufficient Interconnect Capacity under Schedule 1 to enable the Emergency Calls to be carried across the Interconnection Link to SingTel's Network.
- 1.6 The Requesting Licensee shall not conduct any testing of Emergency Calls unless with the prior arrangement and express permission from the Emergency Service Organisation and SingTel.
- 1.7 The Requesting Licensee shall pay to SingTel the Charges for the conveyance of Emergency Calls handed over at the Interconnect Gateway Switch as provided in Schedule 9.