

ANNEX B-8
WHOLESALE IP INTERNATIONAL BANDWIDTH
CAPACITY



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1 General

- 1.1 This Annex sets out the Ooredoo offer for wholesale IP international bandwidth capacity
 - 1.2 This service may be used for such products and services as the Requesting party is legally permitted to provide and is so authorized by the laws and appropriate authorities of the Sultanate.
 - 1.3 The Wholesale IP International Bandwidth Capacity under this agreement are considered to be delivered as basic standard services.
 - 1.4 Wholesale IP International Bandwidth Capacity requested outside exchange areas or outside present coverage area will be provided on specific conditions subject to TRA approvals.
 - 1.5 Wholesale IP International Bandwidth Capacity for temporary use may be provided on conditions determined on case by case basis.
 - 1.6 Wholesale IP International Bandwidth Capacity with bandwidth higher than 2 Mbit/s will be provided only on locations where Ooredoo has existing capability to provide these.
 - 1.7 Physical redundancy for the access of Wholesale IP International Bandwidth Capacity will be offered on conditions determined on case by case basis subject to TRA approval.
 - 1.8 This service is available to customers directly connected to the network.
- 1.1. The technical standards and specifications shall be agreed in advance
- 1.9 Company shall be responsible for all content of data conveyed, and parties will be responsible for network safety and protection as set out in the main body of the Agreement.



2 Definitions

2.1 Definitions are handled according to Annex A of the Agreement.



3 Internet Leased Line Portfolio

- 3.1 The Ooredoo Internet Leased Line portfolio for Access Service Providers is a dedicated link to the Internet intended to give a cost effective connectivity.
- 3.2 The Ooredoo Internet Leased Lines portfolio consists of the following bandwidths:
- i. 2 Mbit/s
 - ii. 4 Mbit/s
 - iii. 8 Mbit/s
 - iv. 16 Mbit/s
 - v. 34 Mbit/s
 - vi. 155 Mbit/s
- 3.3 Upon request, Ooredoo can provide other bandwidths on terms and conditions agreed between the parties so far as approved by TRA. Such requests are handled according to the ordering procedures in the Agreement.

4 Changing and Disconnection

- 4.1 Ooredoo offers the following options concerning delivered Internet Leased Lines:
- i. Up-grading of bandwidth
 - ii. Changes of the end point in urban area
 - iii. Disconnection of leased line
- 4.2 Up-grading orders are placed according to order procedures in the Main Body of the Agreement.
- 4.3 Monthly fees for the increased bandwidth are due and counted from the month following the month when upgrading is executed. Installation fees are to be paid according to the selected procedure.
- 4.4 Changing of the end-point from one address in an urban area to another address in an urban area is ordered according to standard ordering procedures in the Main Body of the Agreement. Installation fees are to be paid according to the selected procedure.
- 4.5 All changes, not belonging to the above specified options, are to be considered as a disconnection of the Internet Leased Line and order of a new Internet Leased Line.
- 4.6 Disconnections of Internet Leased Lines are ordered according to procedures in the main body of the Agreement and Ooredoo will on a case by case basis issue a disconnection proposal including disconnection fees according to the tariffs specified herein as may be applicable.
- 4.7 Cancellation of leased lines will have a notice period of 3 months.

5 Charges

5.1 Conditions

- 5.1.1 All non-recurrent fees such as installation fees, up-grade fees, etc. will be paid in arrears.
- 5.1.2 All recurrent fees such as monthly fees etc. will be paid in advance.
- 5.1.3 Upgrades and downgrades
- 5.1.4 Upgrade to a higher bandwidth is charged as 50% of installation fee for the new bandwidth.
- 5.1.5 Charges to downgrade will be determined in case by case taken into consideration location, bandwidth and other relevant circumstances.

5.2 Cancellations

- 5.2.1 The cancellation time will be 3 months from the day Ooredoo received the request for cancellation.

If for any reason the Wholesale IP International Bandwidth Service with a committed contractual period with given discount is terminated before the minimum period an early termination fee shall be applied. Termination of the Service by the Requesting Party before the expiration of the Contract Term is subject to an early Termination Fee equal to all dues for the remaining contractual period.

5.3 Charges are outlined in Annex F – Pricing.

- 5.4 The cost of additional product features, specialized billing systems and/or network interfaces, non-standard connectivity and associated configuration, integration and testing are not included in the published tariffs. Such cases will be dealt with on a case-by-case basis against mutual agreed timelines and charges subject to TRA approvals.

6 Ordering and Delivery

- 6.1 IP International Bandwidth Capacity shall be delivered within no more than three (3) months (excluding the interconnect links). This delivery date is subject to the Requesting Party having fully cooperated with Ooredoo and that there will be no delays caused by factors outside Ooredoo's control such as, for example, due to the delay arising from the involvement of governmental entities. All other ordering and delivery is handled according to the procedures in the main body of the Agreement.



7 Fault management

- 7.1 Fault management, reporting, and repairing shall be as specified in the main body of the Agreement.



8 Forecasts

8.1 Forecasting is handled according to the main body of the Agreement.



9 Network Operations and Maintenance

- 9.1 Network operations and maintenance shall be as set out in the main body of the Agreement.

