

ANNEX D
CONTACT POINTS

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1 General

- 1.1 This Annex D 'Contact Points' lists the contact points for both Parties related to Interconnection and the Services provided under this Agreement. This Annex will be regularly updated at the operational meetings.
- 1.2 Either Party may amend their contact information within this Annex if required, with one (1) week prior notice to the other Party. In exceptional cases, either Party may make changes to the contact information without prior notice but must inform the other Party as soon as reasonably possible. The case(s) for exceptional circumstances shall be agreed between the Parties during regular operational meetings. Where either Party has made changes to the contact information without prior notice to the other and where the other Party before being notified of the change has sent any notice to the old contact information the Party making the change cannot claim that the notice sent to the old contact has not been valid for any purposes whatsoever.

2 Operational Meeting Contact Points

- 2.1 The Parties shall meet within one (1) month of commencement of the Agreement to establish operational processes and procedures necessary, including updating the contact details in Clause 3, 5, 6 below, to ensure that obligations of both Parties under this agreement are fulfilled.

4 Operation and Maintenance Contact Points

4.1 Except, if specifically provided otherwise, all communications relating to this Interconnection & Access Agreement regarding Operation and Maintenance shall be to the following contact points:

Table 3 Access Seeker Contact Points

Access Seeker Name/Position/ Department/ Address:	Telephone: Mobile: Fax: E-Mail:	Responsibilities:
Network Specialist	Telephone: +968 2458 4702 Mobile: +968 9845 5550 Fax: +968 2458 4760 E-Mail: ams@friendioman.com	<ul style="list-style-type: none"> • 24/7 initial fault reporting/receiving national network • General Network Queries • 24/7 support
Manager of IT & Technical Support	Telephone: +968 2458 4702 Mobile: +968 9844 5599 Fax: +968 2458 4760 E-Mail: em@friendioman.com	<ul style="list-style-type: none"> • Fault Escalation Level 1
VP -Technical Services	Telephone: +968 2458 4702 Mobile: +968 9844 5599 Fax: +968 2458 4760 E-Mail: em@friendioman.com	<ul style="list-style-type: none"> • Fault Escalation Level 2
VP -Technical Services	Telephone: +968 2458 4702 Mobile: +968 9844 5599 Fax: +968 2458 4760 E-Mail: em@friendioman.com	<ul style="list-style-type: none"> • Fault Escalation Level 3
VP -Technical Services	Telephone: +968 2458 4702 Mobile: +968 9844 5599 Fax: +968 2458 4760 E-Mail: em@friendioman.com	<ul style="list-style-type: none"> • Fault Escalation Level 4
Business Development Director	Telephone: +968 2458 4702 Mobile: +968 9844 5599 Fax: +968 2458 4760 E-Mail: em@friendioman.com	<ul style="list-style-type: none"> • Commercial / Agreement
Network Specialist	Telephone: +968 2458 4702 Mobile: +968 9845 5550 Fax: +968 2458 4760 E-Mail: ams@friendioman.com	<ul style="list-style-type: none"> • Failure Management and Operational & Maintenance meetings with Access Seeker

Access Seeker Name/Position/ Department/ Address:	Telephone: Mobile: Fax: E-Mail:	Responsibilities:
IN System Analyst	Telephone: +968 2458 4702 Mobile: +968 9845 5550 Fax: +968 2458 4760 E-Mail: ams@friendioman.com	<ul style="list-style-type: none"> • Planned Works • Statistical Measurement of network and interconnect service performance • Notifications of Planned Works • Notification and receipt of Dispute of Planned Works pursuant to Annex H
VP-Technical Services	Telephone: +968 2458 4702 Mobile: +968 9844 5599 Fax: +968 2458 4760 E-Mail: em@friendioman.com	<ul style="list-style-type: none"> • Repetitive problems, performance deterioration, long-duration failures and problems at sensitive sites • Test Calls
Manager of IT & Technical Support	Telephone: +968 2458 4702 Mobile: +968 9844 5599 Fax: +968 2458 4760 E-Mail: em@friendioman.com	<ul style="list-style-type: none"> • Network Planning & Design • Order Management • (placing or receiving: orders, order cancellation or service termination for Interconnection: POIs, switching, signalling, transmission, leased circuits or port capacity

or to such other addresses as the Parties may notify from time to time pursuant to this Annex D.

Table 4 Access Provider Contact Points

Access Provider Name/Position/ Department/ Address:	Telephone: Mobile: Fax: E-Mail:	Responsibilities:
Access Provider NOC - FO	Telephone: +968 2458 98 25 / 27 Mobile: +968 9510 98 25 / 27 Fax: E-Mail: NOCFixedFO@Ooredoo.om	<ul style="list-style-type: none"> • 24/7 initial fault reporting/receiving national network • General Network Queries • 24/7 support
NOC – Fixed Manager:	Telephone: +968 95109831 Mobile: +968 97859401 Fax: E-Mail: mohammed.sabah@Ooredoo.om	<ul style="list-style-type: none"> • Fault Escalation Level 1
Engineering - IGW	Telephone: Mobile: +968 95103061 Fax: E-Mail: Iftikhar.Ahmed@Ooredoo.om	<ul style="list-style-type: none"> • Fault Escalation Level 2
Engineering - IGW	Telephone: Mobile: +968 95103653 Fax: E-Mail: maidul.hasan@Ooredoo.om	<ul style="list-style-type: none"> • Fault Escalation Level 3
Engineering - IGW	Telephone: Mobile: +96895103196 Fax: E-Mail: dejan.pavlovic@Ooredoo.om	<ul style="list-style-type: none"> • Fault Escalation Level 4
Head of Wholesale	Telephone: +96895103405 Mobile: +96895103405 Fax: E-Mail: Hanan.Al-Maadi@ooredoo.om	<ul style="list-style-type: none"> • Commercial / Agreement
Engineering	Telephone: Mobile: +96895103196 Fax: E-Mail: dejan.pavlovic@Ooredoo.om	<ul style="list-style-type: none"> • Failure Management and Operational & Maintenance meetings with Access Seeker

Access Provider Name/Position/ Department/ Address:	Telephone: Mobile: Fax: E-Mail:	Responsibilities:
Engineering	Telephone: Mobile: +96895103196 Fax: E-Mail: dejan.pavlovic@Ooredoo.om	<ul style="list-style-type: none"> • Planned Works • Statistical Measurement of network and interconnect service performance • Notifications of Planned Works • Notification and receipt of Dispute of Planned Works pursuant to Annex H
Engineering	Telephone: Mobile: +96895103196 Fax: E-Mail: dejan.pavlovic@Ooredoo.om	<ul style="list-style-type: none"> • Repetitive problems, performance deterioration, long-duration failures and problems at sensitive sites • Test Calls
Engineering	Telephone: Mobile: +96895103196 Fax: E-Mail: dejan.pavlovic@Ooredoo.om	<ul style="list-style-type: none"> • Network Planning & Design • Order Management • (placing or receiving: orders, order cancellation or service termination for Interconnection: POIs, switching, signalling, transmission, leased circuits or port capacity

or to such other addresses as the Parties may notify from time to time pursuant to this Annex D.

5 Serving of Notices pursuant to Clause 33 Dispute Resolution of the Main Agreement

- 5.1 Except, if specifically provided otherwise, all Notices and other communications relating to this Interconnection & Access Agreement (**Level 1**) shall be in writing and shall be sent as follows:

If to Access Seeker:

Title: Chief Executive Officer
Address: FRiENDi mobile Head Office
Address: PO Box 471, PC 115, Madinat Al sultan Qaboos, Muscat
Telephone: +968 2458 4706
Facsimile: +968 2458 4760
Email: s.maawali@friendioman.com

If to Access Provider:

Title: Chief Business & Wholesale Officer
Address: Ooredoo Head Office
Address: PO Box 874, PC 111, CPO, Muscat
Address: Sultanate of Oman
Telephone: +968 2200 2200
Facsimile: +968 2200 2299
Email:

or to such other addresses as the Parties may notify from time to time pursuant to this Annex D.

If a dispute is sent via email, the same must be followed up in writing with delivery in person or by fax or mail.

5.2 The **Level 2** escalation points within the Parties in relation to resolution of Disputes shall be as follows:

If to Access Seeker:

Title: Chief Executive Officer
Address: FRiENDi mobile Head Office
Address: PO Box 471, PC 115, Madinat Al sultan Qaboos, Muscat
Telephone: +968 2458 4706
Facsimile: +968 2458 4760
Email: s.maawali@friendioman.com

If to Access Provider:

Title: Chief Business & Wholesale Officer
Address: Ooredoo Head Office
Address: PO Box 874, PC 111, CPO, Muscat
Address: Sultanate of Oman
Telephone: +968 2200 2200
Facsimile: +968 2200 2299
Email:

or to such other addresses as the Parties may notify from time to time pursuant to this Annex D.

If a dispute is sent via email, the same must be followed up in writing with delivery in person or by fax or mail.

6 Serving of Notices pursuant to Clause 32 Notices of the Main Agreement

- 6.1 Except, if specifically provided otherwise, all Notices and other communications relating to Clause 32 Notices of this Agreement shall be in writing and shall be sent as follows:

If to Access Seeker:

Title: Chief Executive Officer
Address: FRIENDi mobile Head Office
Address: PO Box 471, PC 115, Madinat Al sultan Qaboos, Muscat
Telephone: +968 2458 4706
Facsimile: +968 2458 4760
Email: s.maawali@friendioman.com

If to Access Provider:

Title: Chief Business & Wholesale Officer
Address: Ooredoo Head Office
Address: PO Box 874, PC 111, CPO, Muscat
Address: Sultanate of Oman
Telephone: +968 2200 2200
Facsimile: +968 2200 2299

or to such other addresses as the Parties may notify from time to time pursuant to this Annex D.

If a dispute is sent via email, the same must be followed up in writing with delivery in person or by fax or mail.