

# Access and Interconnection Agreement

## Annex C-MI 03 SMS Termination Services

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Access and Interconnection Agreement – Omantel – Ooredoo

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# 1 General

1.1 This Sub Annex sets out the following Services:

1.1.1 SMS Termination

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1.2 The Requesting Party shall request for Mobile Ancillary Interconnection Services to be able to convey calls between Omantel and the Requesting Party.

1.3 The Parties shall agree in advance to all necessary technical requirements, set-up and clear-down sequences, for the conveyance of SMS pursuant to this Sub Annex.

1.4 The Requesting Party shall not hand over to Omantel and Omantel shall be under no obligation under this Sub Annex, to convey the Services not listed in this Sub Annex and not listed in Annex M.

1.5 Each Party shall correct faults that occur in its Network which affect the conveyance of Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.

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## 2 Definitions

2.1 The definitions in Annex L shall apply to this Sub-Annex in addition to:

2.1.1 Contract Term – the contract period of the Service starting from the Service provisioning date.

2.1.2 SMS Termination – A Short Message originated on the Requesting Party's Network or transited from the Requesting Party's Network and handed over at the nearest Omantel Mobile Point of Interconnection in Omantel Mobile Network.

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### 3 Short Messages Service (SMS) Termination

- 3.1 A Short Message Service Termination is an Interconnect Service which consists of the conveyance by one Party of Short Messages to that Party's subscribers.
- 3.2 This Clause 3 sets out the Basic Termination Service for Short Messages (referred to as SMS) termination on each Party's Network.
- 3.3 Each Party shall convey SMSs during those periods of time and at the same standard and quality of Service as each Party conveys similar SMSs to their own customers.
- 3.4 Each Party shall accept and terminate all SMSs to numbers that form part of its number ranges as allocated by the TRA and are included in this Clause 3.
- 3.5 Each Party shall correct faults that occur in its Network which affect the conveyance of SMSs in accordance with Annex H, where such faults affect directly or indirectly SMS traffic crossing a Point of Interconnection between the Parties' Networks and the delivery of such SMS to the destination number. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.6 The unmodified originating "A" number shall be transferred with the SMS and CDR across the Point of Interconnection and the relevant instruction relating to presentation (CLIP) or non-presentation restriction (CLIR) of the "A" number to the Network Termination Point device display screen. The "A" number shall be handled according to the rules and procedures defined in Annex I.
- 3.7 The total load of the MAP signalling links handling the SMS traffic (as defined in the Technical Specifications Annex E) must not be higher than 0.2 Erlang. Both Parties agree to manage the signalling links load in good faith to reach a fair usage of them. If the total load of the MAP signalling links would go beyond the maximum value defined here above, each Party shall not be able to guarantee the delivery of the SMS termination Service and each Party will be entitled to take the appropriate measures to reduce the MAP signalling links load.
- 3.8 Both parties will work in good faith in order to address SMS-scenario's which are not explicitly covered by the current agreement.

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- 3.9 Each Party shall, pursuant to this Interconnect Service, convey and terminate SMSs to its subscriber numbers that have been originated on and handed over by the other Party's Network or by any other relevant licence holder in Oman on a direct physical interconnection.
- 3.10 If the Terminating Party's mobile customer is not located within the Terminating Party's mobile Network, that Party will endeavour to provide routing information to the other Party's Short Message Service Switching Centre in order to route the SMS to the current destination of that customer. In such a case, the Terminating Party is not responsible for the delivery of the SMS traffic.
- 3.11 Traffic covered by other Interconnection Services are not conveyed and terminated pursuant to this Service.
- 3.12 National or international SMS transit traffic shall be handed over to the other Party and the Party receiving those SMSs is required to accept and terminate such traffic.
- 3.13 As part of this Short Message Service, each Party shall only send MAP traffic related to SMS to the other Party.
- 3.14 Each Party will manage all inquiries from its own subscribers.
- 3.15 Each SMS conveyed across the Point of Interconnection shall be limited to 160 characters.
- 3.16 Should either Party not comply fully with any obligations contained in this Service Annex, it will be considered breach of this Agreement and shall be dealt with in accordance with Clause 17 of the Main Agreement.

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## 4 Routing Regimes

### 4.1 To Mobile Termination Point

- 4.1.1 The Services handed over from the Requesting Party System to Omantel Mobile System designated to be terminated at a Mobile Network terminal point in the Omantel Mobile Network shall be handed over at the POI closest to where the Services call are originated.

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## 5 Ordering and Delivery

- 5.1 Ordering and delivery shall be handled according to Annex H.
- 5.2 Omantel shall target a delivery time of no more than forty (40) to seventy (70) Working Days subject to feasibility, cooperation of the Requesting Party and any other third Party. This delivery date is subject to the Requesting Party having fully cooperated with Omantel and that there will be no delays caused by factors outside Omantel's control such as, for example, due to the delay arising from the involvement of governmental entities.
- 5.3 The Service provision shall be subject to a technical feasibility study. If the result of the feasibility study is that the order shall be rejected, Omantel will justify that conclusion and share the reasons with the Requesting Party in writing.

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## 6 Prices

- 6.1 The up to date prices for the Services can be found in Annex M.
- 6.2 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. Omantel shall inform the TRA accordingly, and obtain the necessary approvals from it. For the avoidance of doubt, the cost of integration and testing of standard orders is included in the published NRC/set-up fee for the corresponding service and any such charges shall apply to items that could not reasonably be foreseen or in respect to special requirements from the Requesting Party during the provisioning of the services.

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## 7 Fault Management

7.1 Fault Management shall be handled according to Annex H.

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## 8 Forecasts

8.1 Forecasting shall be handled according to Annex F.

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