

## 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.

**3 Billing and Finance Contact Points**

**Table 1 Access Seeker Contact Points**

<b>Access Seeker Name/Position Department / Address</b>	<b>Telephone: Mobile: Fax: E-Mail:</b>	<b>Responsibilities:</b>
Finance Wholesale	Telephone: E-Mail:	<ul style="list-style-type: none"> <li>• Sending and Receiving Invoices</li> <li>• Invoice enquiries <b>Level 1</b></li> </ul>
Finance Wholesale	Telephone: Mobile: E-Mail:	<ul style="list-style-type: none"> <li>• Management of Invoices</li> <li>• Receiving Invoices</li> <li>• Invoice enquiries <b>Level 2</b></li> <li>• Billing Dispute Notices Receipt, pursuant to Annex B Billing and Payment</li> <li>• Billing Disputes <b>Level 1</b></li> <li>• Access Seeker responsible coordinator for the operational meetings</li> </ul>
Manager National Accounts Wholesale Billing	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Billing Disputes <b>Level 2</b></li> </ul>
Finance Accountant	Telephone: E-Mail:	<ul style="list-style-type: none"> <li>• Bank details for payment of invoices</li> </ul>

**Table 2 Access Provider Contact Points**

Access Provider Name/Position Department / Address	Telephone: Mobile: Fax: E-Mail:	Responsibilities:
Wholesale Billing	Telephone: Mobile: +96895103432 Fax: +968 95104099 E-Mail: <a href="mailto:BillingWholesale@ooredoo.om">BillingWholesale@ooredoo.om</a>	<ul style="list-style-type: none"> <li>• Sending and Receiving Invoices</li> <li>• Invoice enquiries <b>Level 1</b></li> </ul>
Manager, Billing	Telephone: Mobile: +96895103432 Fax: +968 95104099 E-Mail: <a href="mailto:Adnan.AI-Raisi@ooredoo.om">Adnan.AI-Raisi@ooredoo.om</a>	<ul style="list-style-type: none"> <li>• Management of Invoices</li> <li>• Receiving Invoices</li> <li>• Invoice enquiries <b>Level 2</b></li> <li>• Billing Dispute Notices Receipt, pursuant to Annex B Billing and Payment</li> <li>• Billing Disputes <b>Level 1</b></li> <li>• Access Seeker responsible coordinator for the operational meetings</li> </ul>
Senior Manager - National Wholesale	Telephone: Mobile: +968 95103998 Fax: +968 95104099 E-Mail: <a href="mailto:Sagar.AI-Hasani@ooredoo.om">Sagar.AI-Hasani@ooredoo.om</a>	<ul style="list-style-type: none"> <li>• Billing Disputes <b>Level 2</b></li> </ul>
Section Head - Accounts Receivables	Telephone: Mobile: +968 95108539 Fax: +968 95104099 E-Mail: <a href="mailto:Badar.AI-Hasani@ooredoo.om">Badar.AI-Hasani@ooredoo.om</a>	<ul style="list-style-type: none"> <li>• Bank details for payment of invoices</li> </ul>

## 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 Operation Centre	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• 24/7 initial fault reporting/receiving national network</li> <li>• General Network Queries</li> <li>• 24/7 support</li> </ul>
NOC Front Office Manager	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 1</b></li> </ul>
Senior Manager Operation	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 2</b></li> </ul>
VP -Networks	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 3</b></li> </ul>
VP Wholesale	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Commercial / Agreement</li> </ul>
VP-Networks	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Repetitive problems, performance deterioration, long-duration failures and problems at sensitive sites</li> <li>• Test Calls</li> </ul>

Access Seeker Name/Position/ Department/ Address:	Telephone: Mobile: Fax: E-Mail:	Responsibilities:
National Wholesale Account Manager	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Order Management</li> <li>• (placing or receiving: orders, order cancellation or service termination for Interconnection: POIs, switching, signalling, transmission, leased circuits or port capacity)</li> </ul>
Senior manager Network Design & Planning	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Network Planning &amp; Design</li> </ul>

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

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**Table 4 Access Provider Contact Points**

Access Provider Name/Position/ Department/ Address:	Telephone: Mobile: Fax: E-Mail:	Responsibilities:
Access Provider NOC - FO	Telephone: +968 22002222 Mobile: Fax: E-Mail: <a href="mailto:NOC-FO@ooredoo.om">NOC-FO@ooredoo.om</a>	<ul style="list-style-type: none"> <li>• 24/7 initial fault reporting/receiving national network</li> <li>• General Network Queries</li> <li>• 24/7 support</li> </ul>
NOC – Fixed Manager	Telephone: +968 22002222 Mobile: Fax: E-Mail: <a href="mailto:NOC-FO-ShiftManagers@ooredoo.om">NOC-FO-ShiftManagers@ooredoo.om</a>	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 1</b></li> </ul>
Engineering - IGW	Telephone: +968 22002222 Mobile: Fax: E-Mail: <a href="mailto:NOC-Mgmt@ooredoo.om">NOC-Mgmt@ooredoo.om</a>	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 2</b></li> </ul>
Engineering - IGW	Telephone: +968 22002222 Mobile: Fax: E-Mail: <a href="mailto:SO&amp;AManagement@ooredoo.om">SO&amp;AManagement@ooredoo.om</a>	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 3</b></li> </ul>
NOC-Operation Director	Telephone: Mobile: +968 96895103245 Fax: E-Mail: <a href="mailto:Bader.AIKemyani@MS.ooredoo.om">Bader.AIKemyani@MS.ooredoo.om</a>	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 4</b></li> </ul>
Head of Wholesale	Telephone: +968 22002222 Mobile: +968 95103998 Fax: E-Mail: <a href="mailto:Nat.Wholesale@ooredoo.om">Nat.Wholesale@ooredoo.om</a>	<ul style="list-style-type: none"> <li>• Commercial / Agreement</li> </ul>
Engineering	Telephone: +968 22002222 Mobile: Fax: E-Mail: <a href="mailto:SO&amp;AManagement@ooredoo.om">SO&amp;AManagement@ooredoo.om</a>	<ul style="list-style-type: none"> <li>• Failure Management and Operational &amp; Maintenance meetings with Access Seeker</li> </ul>

Access Name/Position/ Department/ Address:	Provider Telephone: Mobile: Fax: E-Mail:	Responsibilities:
Engineering	Telephone: +968 22002222 Mobile: Fax: E-Mail: <a href="mailto:NOC-FO@ooredoo.om">NOC-FO@ooredoo.om</a>	<ul style="list-style-type: none"> <li>Planned Works</li> <li>Statistical Measurement of network and interconnect service performance</li> <li>Notifications of Planned Works</li> <li>Notification and receipt of Dispute of Planned Works pursuant to Annex H</li> </ul>
Engineering	Telephone: +968 22002222 Mobile: Fax: E-Mail: <a href="mailto:NOC-FO@ooredoo.om">NOC-FO@ooredoo.om</a>	<ul style="list-style-type: none"> <li>Repetitive problems, performance deterioration, long-duration failures and problems at sensitive sites</li> <li>Test Calls</li> </ul>
Engineering	Telephone: +968 22002222 Mobile: Fax: E-Mail: <a href="mailto:NOC-FO@ooredoo.om">NOC-FO@ooredoo.om</a>	<ul style="list-style-type: none"> <li>Network Planning &amp; Design</li> <li>Order Management</li> <li>(placing or receiving: orders, order cancellation or service termination for Interconnection: POIs, switching, signalling, transmission, leased circuits or port capacity)</li> </ul>

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:

Address:

Telephone:

Facsimile:

Email:

**If to Access Provider:**

Title: Senior Manager National Wholesale

Address: Ooredoo Head Office

Address: PO Box 874, PC 111, CPO, Muscat

Address: Sultanate of Oman

Telephone: +968 95103998

Facsimile: +968 2200 2299

Email: [Saqar.AI-Hasani@ooredoo.om](mailto:Saqar.AI-Hasani@ooredoo.om)

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:

<p><b>If to Access Seeker:</b></p> <p>Title:</p> <p>Address:</p> <p>Telephone:</p> <p>Facsimile:</p> <p>Email:</p>
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<p><b>If to Access Provider:</b></p> <p>Title: Director Carrier &amp; Global Capacity</p> <p>Address: Ooredoo Head Office</p> <p>Address: PO Box 874, PC 111, CPO, Muscat</p> <p>Address: Sultanate of Oman</p> <p>Telephone: +968 95103828</p> <p>Facsimile: +968 2200 2299</p> <p>Email: <a href="mailto:Asaad.Al-Saadi@ooredoo.om">Asaad.Al-Saadi@ooredoo.om</a></p>
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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:

Address:

Address:

Address:

Mobile:

Email:

**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: [Saied.Mohammed@ooredoo.om](mailto:Saied.Mohammed@ooredoo.om)

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.

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