

**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**

Access Seeker Name/Position Department / Address	Telephone: Mobile: Fax: E-Mail:	Responsibilities:
Assistant Manager-Finance and Accounting	Telephone: Mobile: : E-Mail: :	<ul style="list-style-type: none"> <li>• Sending and Receiving Invoices</li> <li>• Invoice enquiries <b>Level 1</b></li> </ul>
IN System Analyst	Telephone: Mobile: Fax: 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>
IN System Analyst	Telephone: Mobile: : Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Billing Disputes <b>Level 2</b></li> </ul>
Assistant Manager-Finance and Accounting	Telephone: Mobile: Fax: E-Mail: :	<ul style="list-style-type: none"> <li>• Bank details for payment of invoices</li> </ul>

**Table 2 Access Provider Contact Points**

<b>Access Provider Name/Position</b> <b>Department / Address</b>	<b>Telephone:</b> <b>Mobile:</b> <b>Fax:</b> <b>E-Mail:</b>	<b>Responsibilities:</b>
Wholesale Billing	Telephone: Mobile: Fax: E-Mail:	<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: Fax: 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>
Wholesale Manager	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Billing Disputes <b>Level 2</b></li> </ul>
Accounts Receivable Section, Financial Unit	Telephone: Mobile: Fax: E-Mail:	<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 Specialist	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>
Manager of IT & Technical Support	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 1</b></li> </ul>
VP -Technical Services	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 2</b></li> </ul>
VP -Technical Services	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 3</b></li> </ul>
VP -Technical Services	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 4</b></li> </ul>
Business Development Director	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Commercial / Agreement</li> </ul>
Network Specialist	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Failure Management and Operational &amp; Maintenance meetings with Access Seeker</li> </ul>

<b>Access Seeker Name/Position/ Department/ Address:</b>	<b>Telephone: Mobile: Fax: E-Mail:</b>	<b>Responsibilities:</b>
IN System Analyst	Telephone: Mobile: Fax: E-Mail:	<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>
VP-Technical Services	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>
Manager of IT & Technical Support	Telephone: Mobile: Fax: E-Mail:	<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.

**Table 4 Access Provider Contact Points**

<b>Access Provider Name/Position/ Department/ Address:</b>	<b>Telephone: Mobile: Fax: E-Mail:</b>	<b>Responsibilities:</b>
Access Provider NOC - FO	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 – Fixed Manager	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 1</b></li> </ul>
Engineering - IGW	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 2</b></li> </ul>
Engineering - IGW	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 3</b></li> </ul>
Engineering - IGW	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Fault Escalation <b>Level 4</b></li> </ul>
Head of Wholesale	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Commercial / Agreement</li> </ul>
Engineering	Telephone: Mobile: Fax: E-Mail:	<ul style="list-style-type: none"> <li>• Failure Management and Operational &amp; Maintenance meetings with Access Seeker</li> </ul>
Engineering	Telephone: Mobile: Fax: E-Mail:	<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>

Access Provider Name/Position/ Department/ Address:	Telephone: Mobile: Fax: E-Mail:	Responsibilities:
Engineering	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>
Engineering	Telephone: Mobile: Fax: E-Mail:	<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: Chief Legal, Regulatory & 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:

<p><b>If to Access Seeker:</b></p> <p>Title: _____</p> <p>Address: _____</p> <p>_____</p> <p>_____</p> <p>Telephone: _____</p> <p>Mobile: _____</p> <p>Facsimile: _____</p> <p>Email: _____</p>
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<p><b>If to Access Provider:</b></p> <p>Title: Chief Legal, Regulatory &amp; Wholesale Officer</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 2200 2200</p> <p>Facsimile: +968 2200 2299</p> <p>Email: _____</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:

<b>If to Access Seeker:</b>	
Title:	
Address:	_____
	_____
	_____
Telephone:	
Mobile:	
Facsimile:	
Email:	

<b>If to Access Provider:</b>	
Title:	Chief Legal, Regulatory & 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.