ANNEX B-3

MOBILE CALL TERMINATION

Index

1 General

1.1 This Annex sets out the Access Provider mobile services relating to the Network Points of Interconnection for the following services. The relevant charges are in Annex F – pricing.

    1.1.1. Mobile Call Termination Service (National)

    1.1.2. Mobile Call Termination Service (International)

    1.1.3. SMS Termination

    1.1.4. MMS Termination

1.2. The mobile terminating service is a service for the carriage of a Call from an agreed Point of Interconnection to a called mobile party on the Access Provider's mobile Network.

1.3. Available to: A public telecommunications operator with a telecom license and having one or more interconnection links with Access Provider.

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

1.5. Nothing in Clauses 6 to 9 of this Annex shall imply that the Access Seeker is under any obligation to offer reciprocal service or terms and conditions.

1.6. Should either Party not comply fully with any obligations contained in this Annex it will be in breach of the Agreement. The other Party shall be entitled to escalate the issue within the breaching Party's organisation and, subject to Clause 33 of the Main Agreement, if no arrangement has been reached within 4 (four) weeks of the initial written communication from the Party not in breach to the breaching Party, the Party not in breach shall be entitled (upon 2 Working Days written notice to the breaching Party) to suspend the service to which the breach relates (subject to the TRA approval) on its mobile Network without any liability or obligation to pay any type of compensation to the Party in breach.

2 Definition

2.1 The definitions in Annex A shall apply

3 Points of Interconnection

3.1   Please refer to Annex C.4

4 Access Provider Mobile Termination Services

4.1 The mobile terminating access service conveys a call handed over from the "Interconnected Operator's" System, at Oredoo's Access Point for termination on any national mobile number of Oredoo's network.

4.2 The tariffs applied by Access Provider for the provision of the terminating access service are indicated in the Pricing Annex. Only calls that have been setup successfully and answered will be charged. The charging time starts with the answering signal and ends with the first clear signal generated either by the calling or the called party.

4.3 Whenever CLI is transferred to the telecommunications network of "The Interconnected Operator", Access Provider will not communicate such CLI to an end-user if such CLI is marked as CLIR unless the call is directed to an emergency number.

4.4 The interconnection link service consists in the physical linking between Access Provider's Access Point and the Access Seeker's access point. The "Interconnected Operator" must interconnect to a Point of Interconnection defined in Annex C.4.

4.5 The Access Seeker is responsible for the dimensioning and payment of the interconnection links required for the conveyance of its own traffic. The "Interconnected Operator" is responsible for the traffic conveyed through its System and handed over at Access Provider's Access Point in order to use Access Provider's terminating mobile access services.

4.6 Access Provider shall, pursuant to the mobile Calls Service, convey to their respective destinations number Mobile Calls, handed over by the Access Seeker Network at a Point of Interconnection.

4.7 Access Seeker shall pay Access Provider a setup charge, for the acceptance, conveyance and termination of each Call, calculated as specified in this Agreement

4.8 Charging and Billing processes shall be as provided for according to the provisions of Clause 12 of the Agreement.

5 Call Termination Charges

Charges are outlined in Annex F – Pricing.

6 Short Message Service Termination

6.1 A "Basic Terminating service: Short Message Service" is an Interconnect service which consists of the conveyance by one Party of Short Messages to that Party's subscribers

6.2 This Section 15 sets out the Basic Termination Service for Short Messages (referred to as SMS) termination on each Party's Network.

6.3 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.

6.4 Each Party shall accept and terminate all SMSs, except SMSs defined in 15.12, and only to numbers that form part of its number ranges as allocated by the TRA and are included in this Section 15 as a termination service.

6.5 Each Party shall correct faults that occur in its Network which affect the conveyance of SMSs in accordance with Clause 17 of the Agreement 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.

6.6 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.

6.7 Both Parties agree to manage the signalling links load in good faith to reach a fair usage of them.

6.8 Both parties will work in good faith in order to address SMS-scenario's which are not explicitly covered by the current Agreement.

6.9 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 on a direct physical interconnection.

6.10 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.

6.11   Traffic covered by other Interconnect services are not conveyed and terminated pursuant to this service.

6.12   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.

6.13   As part of this Short Message Service, each Party shall only send MAP traffic related to SMS to the other Party.

6.14   Each Party will manage all inquiries from its own subscribers.

6.15   Each SMS conveyed across the Point of Interconnection shall be limited to 160 characters.

7 Short Message Service Termination Charges

Charges are outlined in Annex F – Pricing.

8   Multimedia Message Service Termination

8.1   A " Basic Terminating service: Multimedia Message Service" is an Interconnect service which consists of the conveyance by one Party of MMSs based on an Internet Protocol packet data bearer service, addressed to a Ooredoo IP address, referred to as "MMS".

8.2   This Section sets out the Basic Termination Service for a Multimedia Message (referred to as MMS in this service) termination on the each Party's Network.

8.3   Each Party shall convey MMSs during those periods of time and at the same standard and quality of service as the Party conveys similar MMSs to their customers.

8.4   Each Party shall correct faults that occur in its Network which affect the conveyance of MMSs in accordance with Clause 17 of the Agreement where such faults affect directly or indirectly MMS traffic crossing a Point of Interconnection between Parties' Networks and the delivery of such MMS to the destination IP addresses. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.

8.5   Both parties will work in good faith in order to address MMS scenario's which are not explicitly covered by the current agreement.

8.6   Each Party shall only accept and terminate MMSs addressed to its Access Point Node MMSS IP addresses that form part of its Multimedia Message Service IP address ranges as allocated by the TRA and is included in this Section 17 as a termination service.

8.7   Each Party shall, pursuant to this Interconnect service, convey and terminate MMSs to its own subscriber numbers that have been originated on and handed over by the other Party's Network on a direct physical interconnection.

8.8   If the Terminating Party's mobile customer is not located within the Terminating Party's mobile Network, the Terminating Party will endeavour to provide routing information to the other Party's Multimedia Message Service switching centre in order to route the MMS to the current destination of that customer. In such a case, Terminating Party is not responsible for the delivery of the MMS traffic.

8.9   Traffic covered by other Interconnect services are not conveyed and terminated pursuant to this service.

8.10   National or international MMS transit traffic shall be handed over to the other Party and the Party receiving those MMSs is required to accept or terminate such traffic.

8.11   Each Party will manage all inquiries from its own subscribers.

9   Multimedia Message Service Termination Charges

Charges are outlined in Annex F – Pricing.

10 Network Alteration and Data Management Amendments

10.1 In order to ensure the timely implementation of Network Alterations, requests for Network Alterations shall be provided by the Access Seeker the alteration at least one (1) calendar month in advance of the requested implementation date.

10.2 The requested Party shall, if in a position to accept the Network Alteration proposed, provide an estimate of the costs involved within two (2) weeks of receipt of a Network Alteration request.

10.3 In the event that any Network Alteration causes the requested Party to incur costs then, unless it is otherwise agreed between the Parties, such costs shall be borne in full by the Access Seeker the Network Alteration.

10.4 Network Alterations shall be carried out within the timescales laid down in this Section 19. If the requested Party believes that it is not in a position to proceed with the requested Network Alteration, either within the timescales requested or in any circumstances, the Access Seeker shall be advised within two (2) weeks of receipt of the Network Alteration request. In these circumstances both Parties shall make all reasonable efforts to resolve the situation, including recourse to the dispute resolution process as per the Agreement.

11 Ordering and Delivery

11.1 Ooredoo shall target a delivery time of no more than 30 to 70 Working Days for Mobile Call Termination and no more than 40 to 70 Working Days for SMS and MMS termination subject to feasibility, cooperation of the Requesting Party and any other third Party (assuming no new physical routes need to be added). These delivery dates are 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.

11.2 All other ordering and delivery shall follow the process stipulated in the Main Body of the Agreement.

12 Fault Managment

12.1   Fault Management shall follow the process stipulated in the Agreement

13   Forecast

13.1   Forecasting shall follow the process stipulated in the Agreement