

ANNEX B-6
WHOLESALE TRUNK SEGMENTS OF LEASED LINES

Index

INDEX	2
1 GENERAL	3
2 DEFINITIONS	4
3 LEASED LINE PORTFOLIO	5
4 CHANGING AND DISCONNECTION	6
5 DATABASE	7
6 DISCOUNTS	8
7 NETWORK OPERATIONS AND MAINTENANCE	9
8 CHARGES	10
9 CANCELLATION AND EARLY TERMINATION	11
10 ORDERING AND DELIVERY	12
11 FAULT MANAGEMENT	13

1 General

- 1.1 This Annex sets out the Ooredoo offer for Wholesale Trunk Segments of Leased Lines.
- 1.2 The Wholesale Trunk Segments of Leased Lines under this Agreement are considered to be delivered as basic standard services.
- 1.3 The Wholesale Trunk Segments of Leased Lines requested in remote areas, outside exchange areas or outside present coverage area will be provided where available subject to TRA approvals.
- 1.4 Distance is measured in straight line (as crow flies) from exchange in A address to the exchange in B address
- 1.5 For the sake of clarity it should be noted that an Operator Wholesale Trunk Segment of Leased Line, 34 or 155 Mbps, normally consists of three legs. Two access legs and one transport leg.
- 1.6 This service is available to customers directly connected to the network.
- 1.7 The technical standards and specifications shall be in accordance with the technical annexes to this agreement
- 1.8 Access Seeker shall be responsible for all content of data conveyed, and parties will be responsible for network safety and protection as set out in the main body of the Agreement.

2 Definitions

2.1 The definitions in Annex A shall apply

.

3 Leased Line portfolio

- 3.1 Ooredoo through this access Service enables the Access Seeker to request leased capacity between two Trunk Nodes on Ooredoo's Network.
- 3.2 There are two types of Trunk Segment of Leased Lines:
 - 3.2.1 Trunk segment of the local lines that uses terrestrial links.
 - 3.2.2 Trunk segment of the local lines that uses submarine cables.
- 3.3 Distance is measured in a straight line (as crow flies * 1.30) between the Trunk Nodes.
- 3.4 The Ooredoo Leased Lines portfolio consists of the following bandwidths
 - 3.4.1 64 Kbit/s
 - 3.4.2 2 Mbit/s
 - 3.4.3 34 Mbit/s
 - 3.4.4 155 Mbit/s
- 3.5 Upon request, Ooredoo can provide other bandwidths on terms and conditions agreed between the parties. Such products and related charges shall be notified by Ooredoo to the TRA so as to obtain the necessary approvals.

4 Changing and disconnection

- 4.1 Ooredoo offers the following options:
 - 4.1.1 up-grading of bandwidth
 - 4.1.2 changing one end-point in urban area
 - 4.1.3 changing one end-point in rural area
 - 4.1.4 disconnecting of leased line
- 4.2 Up-grading orders are placed according to order procedures in the main body.
- 4.3 Monthly fees for the increased bandwidth are due and counted from the month following the month when upgrading is executed. Installation fees are to be paid according to the selected procedure.
- 4.4 Changing one end-point from an address in an urban area to another address in an urban area or rural area is ordered according to standard ordering as per the main body. Installation fees are to be paid according to the selected procedure.
- 4.5 Changing one end-point from an address in a rural area to an address in an urban or rural area is placed as a request according to the main body.
- 4.6 All changes, not belonging to the above specified options, are to be considered as a disconnection of one leased line and order of a new leased line.
- 4.7 Disconnections of leased lines are ordered according to procedures in main body and Ooredoo will on a case by case basis issue a disconnection proposal including disconnection fees according to the price list in this Sub-Annex with appropriate discounts as may be applicable.
- 4.8 Uncommitted term is considered to be minimum 12 months.

5 Database

5.1 Ooredoo will install and keep updated a database consisting of all active and ordered transmission links of the Access Seeker. The database will consist of at least the following parameters:

- 5.1.1 Company name
- 5.1.2 Actual bandwidth
- 5.1.3 Former bandwidth(s)
- 5.1.4 Address of end-points
- 5.1.5 Order date
- 5.1.6 Agreed and promised delivery date
- 5.1.7 Actual delivery date
- 5.1.8 Reported faults
- 5.1.9 Maintenance actions taken
- 5.1.10 Installation fee
- 5.1.11 Monthly fee

6 Discounts

6.1 Discounts based on volume of leased lines

Table 1

Monthly leased line value	Discount (percent) on monthly lease
50 000 – 100 000 OMR	2 %
100 001 – 300 000 OMR	5 %
300 001 – 400 000 OMR	6 %
More than 400 001 OMR	7 %

6.2 When ordering additional 34Mbps or 155Mbps link to a location where the service already is provided by Ooredoo and the physical access can be reused, the monthly fee for the specific access part will be discounted by 30 %

7 Network operations and maintenance

- 7.1 Network operations and maintenance shall be as set out in the main body of the Agreement.
- 7.2 Network alteration and data management
- 7.2.1 In order to ensure the timely implementation of Network Alterations, requests for Network Alterations shall be provided by the Access Seeker requesting the alteration at least one (1) calendar month in advance of the requested implementation date.
- 7.2.2 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.
- 7.2.3 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 requesting the Network Alteration.
- 7.2.4 Network Alterations shall be carried out within the timescales laid down in this Section 7. 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 main body of the Agreement.
- 7.2.5 In order to ensure the timely implementation of Data Management Amendments, notice of Data Management Amendments shall be provided by the Access Seeker requesting the amendment at least two 2 calendar months in advance of the requested implementation date.
- 7.2.6 Data Management Amendments shall be carried out within the time-scales laid down in this Section. If a requested Party believes that it is not in a position to proceed with the requested Data Management Amendment, either within the timescales requested or in any circumstances, the Access Seeker shall be advised within two [2] Weeks of receipt of the request. In these circumstances both Parties shall make all reasonable efforts to resolve the situation, including recourse to the dispute resolution process as per main body of the Agreement.
- 7.3 The Parties shall agree following signature of the Agreement on a Network Termination Unit Installation Manual, as and if required.

8 Charges

8.1 Charges are outlined in Annex F – Pricing.

9 Cancellation and Early Termination

The cancellation time will be 3 months from the day Ooredoo receives the request for cancellation.

If for any reason a leased line with a committed contractual period with given discount is terminated before the minimum period an early termination fee shall be applied. Termination of the Service by the Requesting Party before the expiration of the Contract Term is subject to an early Termination Fee equal to all dues for the remaining contractual period.

10 Ordering and delivery

- 10.1 Generic ordering shall follow the process stipulated in the Agreement. For service specific ordering and delivery, the following requirements will need to be complied with:
- 10.1.1 All network planning requirements shall be agreed between the Parties prior to service ordering;
 - 10.1.2 With respect to Trunk Segment of Leased Line request, Ooredoo shall have a target delivery time of 30 Working Days.
 - 10.1.3 The Access Seeker may only request the Service once a week on a week day agreed between both Parties.
 - 10.1.4 Ooredoo shall inform the Access Seeker once the link is activated. The Access Seeker shall test the link and within three (3) days return back to Ooredoo for any issues otherwise Ooredoo has the right to charge the Access Seeker from the Delivery Date.
 - 10.1.5 The Delivery Date is 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 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.
 - 10.1.6 If Ooredoo rejects the request, Ooredoo shall inform the Access Seeker on the reasons.

11 Fault management

11.1 Fault management is handled according to Clause 17 of the main body of this Agreement.