#### **ANNEX D**

###### CONTACT POINTS

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1. **General**
   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.
   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**
   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: : | * Sending and Receiving Invoices * Invoice enquiries **Level 1** |
| IN System Analyst | Telephone:  Mobile:  Fax:  E-Mail: | * Management of Invoices * Receiving Invoices * Invoice enquiries **Level 2** * Billing Dispute Notices Receipt, pursuant to Annex B Billing and Payment * Billing Disputes **Level 1** * Access Seeker responsible coordinator for the operational meetings |
| IN System Analyst | Telephone:  Mobile: :  Fax:  E-Mail: | * Billing Disputes **Level 2** |
| Assistant Manager-Finance and Accounting | Telephone:  Mobile:  Fax:  E-Mail: : | * Bank details for payment of invoices |

Table 2 Access Provider Contact Points

|  |  |  |
| --- | --- | --- |
| Access Provider Name/Position  Department / Address | Telephone:  Mobile:  Fax:  E-Mail: | Responsibilities: |
| Wholesale Billing | Telephone:  Mobile:  Fax:  E-Mail: | * Sending and Receiving Invoices * Invoice enquiries **Level 1** |
| Manager, Billing | Telephone:  Mobile:  Fax:  E-Mail: | * Management of Invoices * Receiving Invoices * Invoice enquiries **Level 2** * Billing Dispute Notices Receipt, pursuant to Annex B Billing and Payment * Billing Disputes **Level 1** * Access Seeker responsible coordinator for the operational meetings |
| Wholesale Manager | Telephone:  Mobile:  Fax:  E-Mail: | * Billing Disputes **Level 2** |
| Accounts Receivable Section, Financial Unit | Telephone:  Mobile:  Fax:  E-Mail: | * Bank details for payment of invoices |

1. **Operation and Maintenance Contact Points**
   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: | * 24/7 initial fault reporting/receiving national network * General Network Queries * 24/7 support |
| Manager of IT & Technical Support | Telephone:  Mobile:  Fax:  E-Mail: | * Fault Escalation **Level 1** |
| VP -Technical Services | Telephone:  Mobile:  Fax:  E-Mail: | * Fault Escalation **Level 2** |
| VP -Technical Services | Telephone:  Mobile:  Fax:  E-Mail: | * Fault Escalation **Level 3** |
| VP -Technical Services | Telephone:  Mobile:  Fax:  E-Mail: | * Fault Escalation **Level 4** |
| Business Development Director | Telephone:  Mobile:  Fax:  E-Mail: | * Commercial / Agreement |
| Network Specialist | Telephone:  Mobile:  Fax:  E-Mail: | * Failure Management and Operational & Maintenance meetings with Access Seeker |
| IN System Analyst | Telephone:  Mobile:  Fax:  E-Mail: | * Planned Works * Statistical Measurement of network and interconnect service performance * Notifications of Planned Works * Notification and receipt of Dispute of Planned Works pursuant to Annex H |
| VP-Technical Services | Telephone:  Mobile:  Fax:  E-Mail: | * Repetitive problems, performance deterioration, long-duration failures and problems at sensitive sites * Test Calls |
| Manager of IT & Technical Support | Telephone:  Mobile:  Fax:  E-Mail: | * Network Planning & Design * Order Management * (placing or receiving: orders, order cancellation or service termination for Interconnection: POIs, switching, signalling, transmission, leased circuits or port capacity |

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

| **Access Provider Name/Position/**  **Department/ Address:** | **Telephone:**  **Mobile:**  **Fax:**  **E-Mail:** | **Responsibilities:** |
| --- | --- | --- |
| Access Provider NOC - FO | Telephone:  Mobile:  Fax:  E-Mail: | * 24/7 initial fault reporting/receiving national network * General Network Queries * 24/7 support |
| NOC – Fixed Manager | Telephone:  Mobile:  Fax:  E-Mail: | * Fault Escalation **Level 1** |
| Engineering - IGW | Telephone:  Mobile:  Fax:  E-Mail: | * Fault Escalation **Level 2** |
| Engineering - IGW | Telephone:  Mobile:  Fax:  E-Mail: | * Fault Escalation **Level 3** |
| Engineering - IGW | Telephone:  Mobile:  Fax:  E-Mail: | * Fault Escalation **Level 4** |
| Head of Wholesale | Telephone:  Mobile:  Fax:  E-Mail: | * Commercial / Agreement |
| Engineering | Telephone:  Mobile:  Fax:  E-Mail: | * Failure Management and Operational & Maintenance meetings with Access Seeker |
| Engineering | Telephone:  Mobile:  Fax:  E-Mail: | * Planned Works * Statistical Measurement of network and interconnect service performance * Notifications of Planned Works * Notification and receipt of Dispute of Planned Works pursuant to Annex H |
| Engineering | Telephone:  Mobile:  Fax:  E-Mail: | * Repetitive problems, performance deterioration, long-duration failures and problems at sensitive sites * Test Calls |
| Engineering | Telephone:  Mobile:  Fax:  E-Mail: | * Network Planning & Design * Order Management * (placing or receiving: orders, order cancellation or service termination for Interconnection: POIs, switching, signalling, transmission, leased circuits or port capacity |

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

1. **Serving of Notices pursuant to Clause 33 Dispute Resolution of the Main Agreement** 
   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.

* 1. The **Level 2** escalation points within the Parties in relation to resolution of Disputes shall be as follows:

**If to Access Seeker:**

Title:

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone:

Mobile:

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.

1. **Serving of Notices pursuant to Clause 32 Notices of the Main Agreement** 
   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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone:

Mobile:

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

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.