

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:
Opex & Capex Junior Accountant	Hajer Al Rashdi Telephone: Mobile: +968 96991989 E-Mail: hajar.rashdi@vodafone.om	<ul style="list-style-type: none"> Sending and Receiving Invoices Invoice enquiries Level 1
Finance	Bogdan Gheorghe Telephone: +968 22464414 Mobile: +968 E-Mail: bogdan.gheorghe1@vodafone.com	<ul style="list-style-type: none"> 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
Finance	Bogdan Gheorghe Telephone: +968 22464414 Mobile: +968 E-Mail: bogdan.gheorghe1@vodafone.com	<ul style="list-style-type: none"> Billing Disputes Level 2
Finance	Bogdan Gheorghe Telephone: +968 22464414 Mobile: +968 E-Mail: bogdan.gheorghe1@vodafone.com	<ul style="list-style-type: none"> 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: +968 95108124 Fax: +968 95104099 E-Mail: Abdullah.AI-Harthy@ooredoo.om	<ul style="list-style-type: none"> • Sending and Receiving Invoices • Invoice enquiries Level 1
Section Head - Wholesale Billing Operation	Telephone: Mobile: +968 95103026 Fax: +968 95104099 E-Mail: Tarik.AI-Ady@ooredoo.om	<ul style="list-style-type: none"> • 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
Senior Manager - National Wholesale	Telephone: Mobile: +968 95108257 Fax: +968 95104099 E-Mail: Ahmed.AI-Azizi@ooredoo.om	<ul style="list-style-type: none"> • Billing Disputes Level 2
Section Head - Accounts Receivable	Telephone: Mobile: +968 95103149 Fax: +968 95104099 E-Mail: Saif.AI-Hasani@ooredoo.om	<ul style="list-style-type: none"> • Bank details for payment of invoices

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:
Regional Standardization Senior Specialist	Ali Al Bimani Telephone: +968 22464463 Mobile: +968 E-Mail: ali.bimani@vodafone.om	<ul style="list-style-type: none"> 24/7 initial fault reporting/receiving national network General Network Queries 24/7 support
Head of Operations	Pramod chinchunsure Telephone: +968 22464413 Mobile: +968 E-Mail: pramod.chinchunsure2@vodafone.com	<ul style="list-style-type: none"> Fault Escalation Level 1
Head of Operations	Pramod chinchunsure Telephone: +968 22464413 Mobile: +968 E-Mail: pramod.chinchunsure2@vodafone.com	<ul style="list-style-type: none"> Fault Escalation Level 2
Head of Operations	Pramod chinchunsure Telephone: +968 22464413 Mobile: +968 E-Mail: pramod.chinchunsure2@vodafone.com	<ul style="list-style-type: none"> Fault Escalation Level 3
Technology Lead	Stelios Savvides Telephone: +968 22464415 Mobile: +968 E-Mail: stelios.savvides@vodafone.om	<ul style="list-style-type: none"> Fault Escalation Level 4
Interconnect Senior Specialist	Khalid Al Araimi Telephone: +968 99441898 Mobile: +968 22464437 E-Mail: khalid.araimi@vodafone.om	<ul style="list-style-type: none"> Commercial / Agreement

Access Seeker Name/Position/ Department/ Address:	Telephone: Mobile: Fax: E-Mail:	Responsibilities:
Regional Standardization Senior Specialist	Ali Al Bimani Telephone: +968 22464463 Mobile: +968 E-Mail: ali.bimani@vodafone.om	<ul style="list-style-type: none"> • Failure Management and Operational & Maintenance meetings with Access Seeker
Head of Operations	Pramod chinchunsure Telephone: +968 22464413 Mobile: +968 E-Mail: pramod.chinchunsure2@vodafone.com	<ul style="list-style-type: none"> • 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

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: +968 2458 9825/27 Mobile: Fax: E-Mail: NOC-FO@ooredoo.om	<ul style="list-style-type: none"> • 24/7 initial fault reporting/receiving national network • General Network Queries • 24/7 support
NOC – IMSINGN Engineer	Telephone: Mobile: +968 95021154 \ 93825059 Fax: E-Mail: Qiu.Zhenrong@MS.ooredoo.om	<ul style="list-style-type: none"> • Fault Escalation Level 1
Engineering - Core Network	Telephone: Mobile: +968 95103913 Fax: E-Mail: Sarvesh.Yadav@ooredoo.om	<ul style="list-style-type: none"> • Fault Escalation Level 2
Engineering - Mobile Core Network	Telephone: Mobile: +968 95103209 Fax: E-Mail: Mohammed.Katbi@ooredoo.om	<ul style="list-style-type: none"> • Fault Escalation Level 3
Engineering - Communication Services Planning	Telephone: Mobile: +968 95103220 Fax: E-Mail: Vladimir.Knezevic@ooredoo.om	<ul style="list-style-type: none"> • Fault Escalation Level 4
Senior Manager - National Wholesale	Telephone: Mobile: +968 95108257 Fax: E-Mail: Ahmed.AI-Azizi@ooredoo.om	<ul style="list-style-type: none"> • Commercial / Agreement
Engineering - Communication Services Planning	Telephone: Mobile: +968 95103220 Fax: E-Mail: Vladimir.Knezevic@ooredoo.om	<ul style="list-style-type: none"> • Failure Management and Operational & Maintenance meetings with Access Seeker

Access Provider Name/Position/ Department/ Address:	Telephone: Mobile: Fax: E-Mail:	Responsibilities:
NOC- Management	Telephone: Mobile: +968 97164321 Fax: E-Mail: Rafiullah.khan@MS.ooredoo.om	<ul style="list-style-type: none"> • 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

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: Interconnect Senior Specialist
Address: Vodafone Oman Head Office
P.O Box C4238, Postal Code.900 Ruwi
Sultanate of Oman
Telephone: +968 99441898
Facsimile:
Email: **khalid.arami@vodafone.om**

If to Access Provider:

Title: Senior Manager - National Wholesale
Address: Ooredoo Head Office
PO Box 874, PC 111, CPO, Muscat
Sultanate of Oman
Telephone: +968 95108257
Facsimile:
Email: **Ahmed.AI-Azizi@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:

If to Access Seeker:	
Title:	Wholesale Lead
Address:	Vodafone Oman Head Office P.O Box C4238, Postal Code.900 Ruwi Sultanate of Oman
Telephone:	+447782325085
Facsimile:	
Email:	william.mccabe1@vodafone.com

If to Access Provider:	
Title:	Director- Wholesale, Wholesale
Address:	Ooredoo Head Office PO Box 874, PC 111, CPO, Muscat Sultanate of Oman
Telephone:	+968 95108448
Facsimile:	
Email:	Khoshed.Ashraf@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.

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: Wholesale Lead
Address: Vodafone Oman Head Office
P.O Box C4238, Postal Code.900 Ruwi
Sultanate of Oman
Telephone: +447782325085
Facsimile:
Email: **william.mccabe1@vodafone.com**

If to Access Provider:

Title: Chief Business & Wholesale Officer
Address: Ooredoo Head Office
PO Box 874, PC 111, CPO, Muscat
Sultanate of Oman
Telephone: +96895103912
Facsimile: +968 22013912
Email: **Sultan.AI-Wahaibi@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.