

Reference Access and Interconnection Offer

Annex I Contacts



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1 General

- 1.1 This Annex K 'Contact Points' lists the contact points for both Parties related to 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.

2 Operational Meeting Contact Points

- 2.1 The parties shall meet within one (1) month of commencement of this agreement to establish Operational processes and procedures necessary, including updating the contact details in Clauses 3, 4 and 5 below to ensure that obligations of both Parties under this agreement are fulfilled.

3 Contact Point

3.1 Except, if specifically provided otherwise, all communications relating to this Interconnection Agreement regarding Interconnection Provisioning shall be to the following contact points:

3.1.1 Omantel Contact Points

OMANTEL Name/Position Department / Address	Telephone: Mobile: Fax: E-Mail:	Location/Area
Wholesale Billing	Group Email E-Mail: WholesaleBilling@omantel.om	<ul style="list-style-type: none"> • Sending and Receiving Invoices • Invoice enquiries Level 1
Manager, Billing	Telephone: +968 Mobile: +968 E-Mail: Ahlam.Wahaibi@omantel.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 • Omantel responsible coordinator for the Operational Meetings
GM, Operation		<ul style="list-style-type: none"> • Billing Disputes Level 2
Accounts Receivable Section, Financial Unit	Telephone: +968 E-Mail: Fathiya.Zadjali@omantel.om	<ul style="list-style-type: none"> • Bank details for payment of invoices

3.1.2 The Requesting Party Contact Points

OMANTEL Name/Position Department / Address	Telephone: Mobile: Fax: E-Mail:	Location/Area
		<ul style="list-style-type: none"> • Sending and Receiving Invoices • Invoice enquiries Level 1
		<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 • Omantel responsible coordinator for the Operational Meetings
		<ul style="list-style-type: none"> • Billing Disputes Level 2
		<ul style="list-style-type: none"> • Bank details for payment of invoices

4 Operation and Maintenance Contact Point

4.1 Except, if specifically provided otherwise, all communications relating to this Interconnection Agreement regarding Operation and Maintenance shall be to the following contact points:

4.1.1 Omantel Contact Points

OMANTEL Name/Position Department / Address	Telephone: Mobile: Fax: E-Mail:	Location/Area
Omantel TX team	Omantel NOC Telephone: +968 2424 3900 2424 3902 2424 3905 2424 3903 2424 1710 NOCTxTeam@omantel.om NOCIPMPLSFrontOffice@omantel.om	<ul style="list-style-type: none"> • 24/7 initial fault reporting/receiving national network • General Network Queries • 24/7 support
Fixed NOC Team Leader	Mobile: +968 E-mail: @omantel.om	<ul style="list-style-type: none"> • Fault Escalation Level 1
NOC Manager	Mobile: +968 E-mail: @omantel.om	<ul style="list-style-type: none"> • Fault Escalation Level 2
NOC Senior Manager	Mobile: +968 E-mail: @omantel.om	<ul style="list-style-type: none"> • Fault Escalation Level 3
GM Operations & Maintenance	Mobile: +968 E-mail: @omantel.om	<ul style="list-style-type: none"> • Fault Escalation Level 4
GM Wholesale Operations	Mobile: +968 E-mail: @omantel.om	<ul style="list-style-type: none"> • Commercial / Agreement
Senior Manager Service Delivery & Customer Service	Mobile: +968 E-mail: @omantel.om	<ul style="list-style-type: none"> • Failure Management and Operational & Maintenance meetings with Omantel

Manager, Customer Service	Mobile: +968 E-mail: @omantel.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
Manager, Service Delivery	Mobile: +968 E-mail: @omantel.om	<ul style="list-style-type: none"> • Repetitive problems, performance deterioration, long-duration failures and problems at sensitive sites • Test Calls
Key Account Manager (Commercial Focal Point)	Mobile: +968 E-mail: @omantel.om	<ul style="list-style-type: none"> • Network Planning & Design • Order Management • (placing or receiving: orders, order cancellation or service termination for Interconnection: POIs, switching, signaling, transmission, leased circuits or port capacity

4.1.2 The Requesting Party Contact Points

OMANTEL Name/Position Department / Address	Telephone: Mobile: Fax: E-Mail:	Location/Area
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5 Serving of Notices pursuant Resolution of Disputes of the Main Agreement.

- 5.1 Except, if specifically provided otherwise, all Notices and other communications relating to this Interconnection Agreement (Level 1) shall be in writing and shall be sent as follows:

If to Omantel:

Title: SM National Accounts & Interconnection,
Wholesale Business Unit
Phone: +968
Mobile: +968
E-Mail: @omantel.om
Address: Omantel Head Quarters
Al Mawaleh
Sultanate of Oman

If to the Requesting Party:

Title:
Phone: +968
Mobile: +968
E-Mail:
Address:
Sultanate of Oman
Facsimile:

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

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

If to Omantel:	
Title:	GM, Capacity & National Accounts, Wholesale Business Unit
Phone:	+968
Mobile:	+968
E-Mail:	@omantel.om
Address:	Omantel Head Quarters Al Mawaleh Sultanate of Oman

If to the Requesting Party:	
Title:	
Phone:	+968
Mobile:	+968
E-Mail:	
Address:	
	Sultanate of Oman
Facsimile:	

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

5.3 The Level 3 escalation points within the Parties in relation to resolution of Disputes shall be as follows:

If to Omantel:	
Title:	VP, Wholesale Business Unit
Phone:	+968
Mobile:	+968
E-Mail:	@omantel.om
Address:	Omantel Head Quarters Al Mawaleh Sultanate of Oman

If to the Requesting Party:	
Title:	
Phone:	+968
Mobile:	+968
E-Mail:	
Address:	
	Sultanate of Oman
Facsimile:	

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