

# Reference Access and Interconnect Offer

## Sub Annex C-FI 07 Pre-Paid Calling Card Access Type 1

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## 1 General

- 1.1 This Sub Annex sets out the Omantel offer for Pre-Paid Calling Card Access Type 1 Service.
- 1.2 Omantel shall allow its Customers to originate calls from Omantel's Network by dialing a short code of the Requesting Party preceding any verification numbers and Destination Address.
- 1.3 The call shall be originated by Customers having access to Omantel's Network except those calls and Customers identified in Clause 4 of this Sub Annex.
- 1.4 All calls originated from Omantel's Network with the Requesting Party's short code shall be handed over to the Requesting Party at the nearest existing POI specified in Sub Annex C-FI 01.

## 2 Definitions

- 2.1 The definitions in Annex L shall apply to this Sub Annex in addition to the following definitions:
- 2.1.1 Call Origination – A call handed over from a fixed termination point in Omantel Network to the nearest POI to the Requesting Party.
- 2.1.2 Pre-Paid Calling Card Service – Service offered by the Requesting Party that enables Omantel Customers to use the Requesting Party’s Pre-Paid Calling Cards to originate calls from Omantel Fix network to Destination Address.
- 2.1.3 Verification Number: number that are set by the Requesting Party such as but not limited to scratch card number.
- 2.1.4 Destination Address – Dialed number (B number)
- 2.1.5 Customer – Omantel’s Customer – Omantel Fixed Telephone Customer that might/will be the Requesting Party Customers for this Service.
- 2.1.6 Call – International Call
- 2.1.7 Contract Term – the contract period of the Service provisioning starting from the Service provisioning date.

### 3 Pre-Paid Calling Card Access Type 1

3.1 The Requesting Party can request Pre-Paid Calling Card Access Type 1 from Omantel by using the following Services:

- (a) Fixed Ancillary Services.
- (b) Transmission Service, Terminating Segment of Leased Line, and/ or Trunk Segment of Leased Line in accordance to Sub Annexes.
- (c) Number implementation
- (d) Call Originating Service

3.2 The Requesting Party will bill its Customers for the usage of the Services and will be fully responsible for bad debt or fraud emerging from its Customers.

3.3 The Requesting Party subject to technical feasibility will re-use Omantel Calling Card Platform (CCP) used by Omantel using the same IVR system and IVR responses as currently in use for Pre-Paid calling card products offered in the market by Omantel and will be charged accordingly. The following components will be provided by Omantel:

3.3.1 Systems preparation, configuration and Integration with the Requesting Party's Network.

3.3.2 Short Code configuration and/ or reconfiguration on Omantel CCP upon first set-up.

3.3.3 Tariff configuration on Omantel CCP upon first set-up.

3.3.4 Tariff reconfiguration on Omantel CCP upon the Requesting Party's request.

3.3.5 Any other element which is not listed above and will be required for providing the Service.

3.4 Services described in Clause 3.3 above, will be provided based on full cooperation between the Parties since it will depend totally on the Requesting Party's Requirements and Network. The Parties shall negotiate in good faith regarding the Services, and its associated costs and charges.



## 4 Terms and conditions

### 4.1 Basic Condition:

#### 4.1.1 Omantel shall not be obliged to supply the Pre-paid Calling Cards Type 1 unless and until:

- (a) Both Parties agree upon the related business, IT and Routing processes and short code of the Requesting Party.
- (b) The Requesting Party applies for the establishment of at least two Points of Interconnection, Port Capacity, traffic routes for the Service and any other Service required to set up the Service. The Requesting Party pays the appropriate charges as specified in Clause 6 of this Sub Annex.
- (c) The Requesting Party is also responsible to pay Omantel the cost of originating the call and other relevant charges as specified in Clause 6 for this Sub Annex.
- (d) The Requesting Party will be responsible to pay Omantel any other charges specified in Clause 6 for any Services related to the Pre-Paid Calling Card Service.
- (e) The Parties have successfully completed any pre-commissioning testing requirements set out in a Joint Working Manual.
- (f) The Requesting Party is responsible for charging the Customer for all Calls related to this Service. The Customer continues to pay Omantel for all other Services provided through Omantel.

### 4.2 Routing and Handover

#### 4.2.1 The calls shall be conveyed between the parties and handed over

- (a) At the nearest existing Point of Interconnection from the terminating point at Omantel Network; and

- (b) In accordance with the terms of this Service Description, the Supply Terms and relevant specifications notified by the Omantel to the Requesting Party from time to time.
- (c) Notwithstanding points “a” and “b” above, no calls will be handed over at Omantel’s International switches.

#### 4.3 Conveyance

4.3.1 The Requesting Party shall convey the Calls from the Point of Interconnection to the Called Party such that on receipt of the initial digits of the Called Party’s telephone number, the Requesting Party shall:

- (a) Immediately proceed to connect the calling party to the Called Party.
- (b) Immediately send the Address Complete message when the connection has been made to the called party (i.e. when ringing starts). The Answer Signal is sent when the called party answers.
- (c) The Requesting Party is responsible for all arrangements for the conveyance from the Point of Interconnection to the Called Party. For the avoidance of doubt, this Service description does not include any Services provided by the Requesting Party to the Customer.

#### 4.4 Customer Billing:

- (a) The Requesting Party is responsible for charging the Customer for all his calls and also for any bad debt of the Customer.
- (b) Billing of Services defined in this Sub Annex will be executed according to the procedures agreed upon between the parties.
- (c) Inter-Operator billing procedures shall be executed according to Annex B.
- (d) The call will be charged once the call is answered by the called party, by the Requesting Party system or any other system whichever happens first.



#### 4.5 Out of Scope

4.5.1 The following is the list of Out of Scope Calls for the purposes of this Service description for the Service. This list may be modified from time to time by the Omantel with the approval of the TRA:

- (a) All calls other than the calls specified in this Sub Annex.
- (b) All data calls or access to internet regardless of access point.
- (c) All calls with domestic termination regardless of network termination point.

4.5.2 The Service will be provided only to the Customers who have access to Omantel's Fixed Telephone Network except the followings which may be modified from time to time by Omantel Operator with the approval of the TRA:

- (a) A network origination point associated with a payphone.
- (b) Customers connected to Omantel's network with a PABX which has specific technical requirements that might not be supported by Omantel Network for provisioning of this Service. Such cases shall be dealt on case-by-case basis against specific charges as approved by TRA.
- (c) Omantel's Customer whose access Service is temporarily or permanently suspended.
- (d) Upon Customer request to block the number.

4.5.3 For this Service, the application procedures shall be in accordance with the agreed Business and IT processes, Prefix Coding Scheme and the Routing processes between the licensed and the requesting operators.

#### 4.6 Contract Terms and Termination:

4.6.1 The minimum Contract Term is one (1) Year.

- 4.6.2 If either Party wishes to terminate the contract after the completion of the Contract Term, it shall inform the other party, in writing, three (3) months before the completion of Contract Term, of its intent to terminate the Contract. The Requesting Party shall be responsible of the consequences if it terminated the Service with active Customer on his network. The Providing Party shall not terminate the Contract without the prior approval of the TRA.
- 4.6.3 If no notice is provided at least three (3) months before the completion of Contract, the Contract will be automatically renewed with the same Contract Term.
- 4.6.4 Omantel has the right to suspend the Service in accordance with Clause 17 of the Main Agreement in case the Requesting Party is in breach of its obligation under this Agreement
- 4.6.5 Termination of the Service by the Requesting Party before the expiration of the Contract Term is subject to early Termination Fee equal to the charges of the remaining period of the Contract Term.
- 4.6.6 The termination will be in accordance with the procedures in Annex H.

## 5 Ordering and Delivery

- 5.1 Order and delivery is handled according to Annex H in addition to the following Clauses.
- 5.2 For Business and IT processes, Prefix Coding Scheme and the Routing processes shall be in accordance with the agreed and established processes between the Requesting Party and Omantel.
- 5.3 To enable the service, the Requesting Party shall:
  - 5.3.1 Apply for establishing the Point of Interconnection and any other related service;
  - 5.3.2 Apply for specific port capacity and routes to carry the traffic to be handed over at the Point of Interconnect;
  - 5.3.3 Submit an order for allowing them to reuse Omantel Calling Card Platform (CCP) and all other related Services; and
  - 5.3.4 Submit an order for opening the Prefix approved by the TRA.
- 5.4 Omantel shall open the prefix of the operator in all exchanges.
- 5.5 The delivery time to set up the Service shall be in accordance to the related Sub Annexes of the Services to enable the Pre-Paid Calling Card Service.
- 5.6 Omantel shall target a delivery time of no more than thirty (30) to forty-five (45) Working Days subject to feasibility, cooperation of the Requesting Party and any third party involved. This delivery date is subject to the Requesting Party having fully cooperated with Omantel and that there will be no delays caused by factors outside Omantel's control such as, for example, due to the delay arising from the involvement of governmental entities.
- 5.7 If Omantel rejects the request, Omantel shall inform the Requesting Party on the reasons, which shall be objectively justifiable such as technical feasibility problems.

## 6 Tariff

- 6.1 The up to date tariff for the Services can be found in Annex M.
- 6.2 The cost of additional product features, specialized billing, systems and/or network interfaces, non-standard connectivity and associated configuration, integration and testing are not included in the published tariffs. Such cases will be dealt with on a case-by-case basis against mutual agreed timelines and charges. Omantel shall inform the TRA accordingly, and obtain the necessary approvals from it. For the avoidance of doubt, the cost of integration and testing of standard orders is included in the published NRC/set-up fee for the corresponding service and any such charges shall apply to items that could not reasonably be foreseen or in respect to special requirements from the Requesting Party during the provisioning of the services.

## 7 Fault Management

7.1 Fault Management shall be handled according to Annex H.

## 8 Forecasts

### 8.1 Forecasting shall be handled according to Annex F.