

# Reference Access and Interconnection Offer

## Sub Annex C06 Special Services Fixed

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## 1 General

- 1.1 This Sub Annex sets out the Services
  - 1.1.1 Calls to Emergency Services
  - 1.1.2 Calls to Directory Services.
  - 1.1.3 Calls to Local Time Enquiry Service
  - 1.1.4 Calls to Omantel Service Center
- 1.2 The Requesting Party shall request for Fixed Ancillary Interconnect Services to be able to convey calls between Omantel and the Requesting Party.
- 1.3 The Parties shall agree in advance on all necessary technical requirements, including Call set-up and clear-down sequences, for the conveyance of Calls pursuant to this Sub Annex. Where a RAIO agreement exists between the Parties no further requirements for a specification documents shall exist.
- 1.4 The Parties shall convey Calls during those periods of time and at the same standard and quality of Service as Parties convey similar Calls to their Customers.
- 1.5 Omantel shall be under no obligation to convey Transit Calls to destinations that are not available to Omantel Customers.
- 1.6 Each Party shall correct faults that occur in its Network which affect the conveyance of Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 1.7 The minimum contract period will be one (1) year.

## 2 Calls to Emergency Services

2.1 Emergency Services Implemented on Omantel Network.

2.2 Omantel offers the Requesting Party the Call to Emergency Services. The Service allows the Requesting Party to convey calls from the Requesting Party Network to Omantel Network through the Point of Interconnection to be delivered to an emergency call handling center number implemented on Omantel Network.

2.3 Omantel shall offer access to the following emergency Services through the use of the 4-digit number set out below in respect to each of these emergency Services:

No.	Service	Definition
1	General Emergencies	9999

Table 2-1 Calls to Emergency Service

2.4 Any Emergency Call with a CLIR instruction shall have such CLIR instruction disregarded, allowing full CLIP to be presented to the relevant emergency call center.

2.5 The Service includes the termination fee, as listed in Clause 7 of this Sub Annex, which will be invoiced to the Requesting Party. The Service might also include additional fees such as but not limited to the emergency call center fee and the administration fee. Any such fees shall be those either imposed by other relevant authorities of the Sultanate of Oman or any such other charges that shall be cost based and objectively justified. Any fees shall be subject to prior TRA approval.

### 3 Calls to Directory Enquiry Services

3.1 Omantel shall offer to the Requesting Party access to certain Services offered by Omantel through the use of special 4-digit numbers and number series. The numbers are set out below for each of these Services:

No.	Service	Definition
1	Local Number Enquiries	1318
2	International Number Enquiries	1319

Table 3-1 Calls to Directory Enquiry Services

3.2 The Service includes the termination fee, as listed in Clause 7 of this Sub Annex, which will be invoiced to the Requesting Party. The Service also includes the Directory Enquiry Services fee.

## 4 Calls to Local Time Enquiry Service

4.1 Omantel shall offer to the Requesting Party access to Local Time Enquiry Service offered by Omantel through the use of special 4-digit numbers as shown in the table below:

No.	Service	Definition
1	Time in Arabic & English	1306

Table 4-1 Access to Telephone Services' Numbers

4.2 The Service includes the termination fee, as listed in Clause 7 of this Sub Annex, which will be invoiced to the Requesting Party. The Service also includes the Local Time Enquiry fee.

## 5 Calls to Omantel Service Center

5.1 Omantel shall offer to the Requesting Party access to Omantel Service Center listed below.

No.	Service	Definition
1	Omantel Service Center	1234

Table 5-1 Calls to Omantel Service Center

## 6 Ordering and Delivery

- 6.1 Ordering and delivery shall be handled according to Annex H.
- 6.2 Omantel shall target a delivery time of no more than thirty (30) to seventy (70) Working Days 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 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.



## 7 Tariff

7.1 The up to date tariff for the Services can be found in Annex M.

7.2 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.

## 8 Fault Management

### 8.1 Fault Management shall be handled according to Annex H.

## 9 Forecasts

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