1. Commercial Proposal for

Reference Access and Interconnection Offer Annex K Contacts

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# General

* 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.
	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.

# Operational Meeting Contact Points

* 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.

# Contact Point

* 1. Except, if specifically provided otherwise, all communications relating to this Interconnection Agreement regarding Interconnection Provisioning shall be to the following contact points:
		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 | * Sending and Receiving Invoices
* Invoice enquiries **Level 1**
 |
| Manager, Billing | Telephone: +968 Mobile: +968 E-Mail: Ahlam.Wahaibi@omantel.om | * 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 |  | * Billing Disputes **Level 2**
 |
| Accounts Receivable Section, Financial Unit | Telephone: +968 E-Mail: Fathiya.Zadjali@omantel.om | * Bank details for payment of invoices
 |

* + 1. The Requesting Party Contact Points

|  |  |  |
| --- | --- | --- |
| **OMANTEL Name/Position****Department / Address** | **Telephone:****Mobile:****Fax:****E-Mail:** | **Location/Area** |
|  |  | * Sending and Receiving Invoices
* Invoice enquiries **Level 1**
 |
|  |  | * 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
 |
|  |  | * Billing Disputes **Level 2**
 |
|  |  | * Bank details for payment of invoices
 |

# Operation and Maintenance Contact Point

* 1. Except, if specifically provided otherwise, all communications relating to this Interconnection Agreement regarding Operation and Maintenance shall be to the following contact points:
		1. Omantel Contact Points

|  |  |  |
| --- | --- | --- |
| **OMANTEL Name/Position****Department / Address** | **Telephone:****Mobile:****Fax:****E-Mail:** | **Location/Area** |
| Omantel TX team | Omantel NOCTelephone: +968 2424 3900 2424 3902 2424 3905 2424 3903  2424 1710 NOCTxTeam@omantel.om

|  |
| --- |
|  NOCIPMPLSFrontOffice@omantel.om  |

 | * 24/7 initial fault reporting/receiving national network
* General Network Queries
* 24/7 support
 |
| Fixed NOC Team Leader  | Mobile: +968 E-mail: @omantel.om  | * Fault Escalation Level 1
 |
| NOC Manager  | Mobile: +968 E-mail: @omantel.om  | * Fault Escalation Level 2
 |
| NOC Senior Manager  | Mobile: +968 E-mail: @omantel.om  | * Fault Escalation Level 3
 |
| GM Operations & Maintenance | Mobile: +968 E-mail: @omantel.om  | * Fault Escalation Level 4
 |
| GM Wholesale Operations  | Mobile: +968 E-mail: @omantel.om  | * Commercial / Agreement
 |
| Senior Manager Service Delivery & Customer Service  | Mobile: +968 E-mail: @omantel.om  | * Failure Management and Operational & Maintenance meetings with Omantel
 |
| Manager, Customer Service  | Mobile: +968 E-mail: @omantel.om  | * 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  | * 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  | * 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
 |

* + 1. The Requesting Party Contact Points

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

* 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.omAddress: 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.

* 1. 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.omAddress: 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.

* 1. 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.