

Reference Access and Interconnect Offer

Sub Annex C-FI 02 Call by Call Carrier Selection (CCS)

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1 General

- 1.1 This Sub Annex sets out Call-by-Call Carrier Selection (CCS) Service on Fixed Network.
- 1.2 Omantel through this Service enables the Requesting Party to offer Omantel's Fixed Service Customers the CCS through which the Customers will be able to make Calls to destinations specified in this Sub Annex.

2 Definitions

- 2.1 The definitions in Annex L shall apply to this Sub Annex in addition to the following definitions:
- 2.1.1 CCS Prefix – Call by Call Carrier Selection Prefix which is the Short Code Prefix allocated by the TRA to the Requesting Party for the purpose of CCS Service.
- 2.1.2 CCS Calls – Call by Call Carrier Selection Calls.
- 2.1.3 Calls – International Calls
- 2.1.4 Call by Call Carrier Selection – Service offered by Omantel to enable its Customer to dial CCS Prefix prior to the Destination Address.
- 2.1.5 Destination Address – Dialed number (B number)
- 2.1.6 Joint Working Manual – Operation manual that contains specific procedures related to the CCS Service and shall be developed jointly by all industry players once the request of CCS Service is received. Within three months of such a request been made, and subject to all the parties having fully cooperated with Omantel, and that there will be no delays caused by factors outside Omantel’s control, Omantel will submit to the TRA for approval the text of the Joint Working Manual together with a note signed by all involved parties stating whether the text is agreed by all. Where any differences exist, these shall be clearly identified in the accompanying note. The Joint Working Manual shall come into force once approved by the TRA.
- 2.1.7 Omantel’s Customer – Customer – Omantel fixed telephone Customer.

3 The Service

- 3.1 The Requesting Party has the opportunity to set-up such CCS Service using the various ancillary Services offered by Omantel under this Sub Annex.
- 3.2 Omantel shall allow its customer to originate a Call from Omantel's Fixed Network by dialing a Call by Call Carrier Selection Prefix (CCS Prefix) of the Requesting Party preceding the Destination Address. The Call will be routed from Omantel's Network to the Requesting Party's Network at Omantel's POI by which the Call can reach the Destination Address.
- 3.3 All CCS Calls originated from Omantel's Network with a specific CCS Prefix shall be handed over to the Requesting Party at the nearest existing POI specified in Sub Annex C-FI 01.
- 3.4 The CCS Prefix will always override all other pre-defined routing such as Carrier Pre Selection (CPS) defined in Sub Annex C-FI 03.

4 Terms and Conditions

4.1 Basic Condition:

4.1.1 A Party to this Agreement shall not be obliged to supply the CCS Service unless and until:

- (a) Left blank.
- (b) Both Parties agree upon the related business, IT and Routing processes, Prefix Coding Scheme and the charges for the same.
- (c) The Requesting Party applies for the establishment of at least two Points of Interconnection, Port Capacity, traffic routes for CCS Service and any other ancillary Service specified in Sub Annex C-FI 01. The Requesting Party pays the appropriate charges as specified in Clause 6 for this Sub Annex.
- (d) The Requesting Party is also responsible to pay Omantel the cost of originating the Call and other relevant charges as specified in Clause 6 of this Sub Annex.
- (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 CCS Calls. The Customer continues to pay Omantel for all other Services provided through Omantel.

4.2 Routing and Handover

4.2.1 The CCS Calls shall be conveyed between the Parties and handed over

- (a) At the nearest existing Point of Interconnection; and
- (b) In accordance with the terms of this Service Description, the Supply Terms and relevant specifications notified by 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 CCS 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 Customers.

4.4 Customer Billing:

- (a) The Requesting Party is responsible for charging the Customer for all 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 CCS Service. This list may be modified from time to time by Omantel:

- (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 CCS Service will be allowed for Customers who have access to Omantel's Fixed Telephone Network except the following which may be modified from time to time by Omantel:

- (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.
- (c) Omantel's Customer who's 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.

5 Ordering and Delivery

- 5.1 Ordering and delivery is handled according to Annex H in addition 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 both Parties.
- 5.3 To enable the service, the Requesting Party shall:
 - 5.3.1 Apply for establishing the Point of Interconnection and any other related services;
 - 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 opening the Carrier Selection Prefix approved by the TRA.
- 5.4 Omantel shall open the prefix of the Requesting Party in all exchanges.
- 5.5 Any other Services required to enable the CCS.
- 5.6 With respect to system preparation for the CCS Service including the setup of the POI, Omantel shall use its best endeavors to have a target delivery time of 34 working days from the date of submitting the order and shall not exceed 75 working Days, subject to feasibility, cooperation of the Requesting Party and/ or his customer 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.
- 5.7 With respect to route link expansions, Omantel shall have a target delivery time thirty (30) Working Days subject to feasibility, cooperation of the Requesting Party and/ or his customer and any other third Party. This delivery date is subject to the Requesting Party and/or the end user 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.

- 5.8 If Omantel rejects the request, Omantel shall inform the Requesting Party on the reasons, which shall be objectively justifiable, such as the request not being technical feasible.

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.