



**OMANTEL**

**REFERENCE**

**INTERCONNECTION**

**OFFER**

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**ANNEX C10**

**ACCESS SERVICES**



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## Index

INDEX.....	2
1 GENERAL.....	3
2 DEFINITION OF ACCESS SERVICES .....	4
3 DESCRIPTION OF ACCESS .....	5
4 CONNECTION COMPONENT .....	7
5 ROUTING COMPONENT.....	8
6 SERVICE PRODUCTION COMPONENT.....	9
7 BILLING COMPONENT .....	11



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## 1 General

- 1.1 This Sub-Annex sets out the Access Services according to Royal Decree No 30/2002 of the Telecommunications Regulatory Act of the Sultanate of Oman and the TRA instructions based thereof.
- 1.2 The Access Services are applicable to holders of licenses of Class 1 and Class 2 according to Royal Decree No 30/2002 of the Telecommunications Regulatory Act of the Sultanate of Oman and the regulations specified by TRA thereafter.
- 1.3 The Parties shall agree in advance to all necessary technical requirements pursuant to this Sub-Annex.
- 1.4 The Parties shall convey Calls or transmit messages during those periods of time and at the same standard and quality of service as the Parties convey similar Calls or messages to their customers.
- 1.5 Omantel shall be under no obligation to convey Calls or transmit messages that are in violation of Omani law, international agreements or what is considered professional code of conduct in the telecom market in Oman or internationally.
- 1.6 The Operator shall not hand over to Omantel Calls or messages that are in violation of Omani law, international agreements or what is considered professional code of conduct in the telecom market in Oman or internationally and Omantel shall be under no obligation under this Sub-Annex, to convey such Calls or messages.

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## 2 Definition of Access services

2.1 Access services are services that makes it possible for Class 1 and Class 2 license holders to

- have physical and logical access to the Omantel Network
- receive and convey calls and messages
- provide services by using their own hardware and software or service production platforms or by having access to Omantel service platforms.
- bill the consumers of the service by using their own facilities or through the use of Omantel's billing functionality.

2.2 Access shall be made available to provide the following services which are mandatory according to TRA:

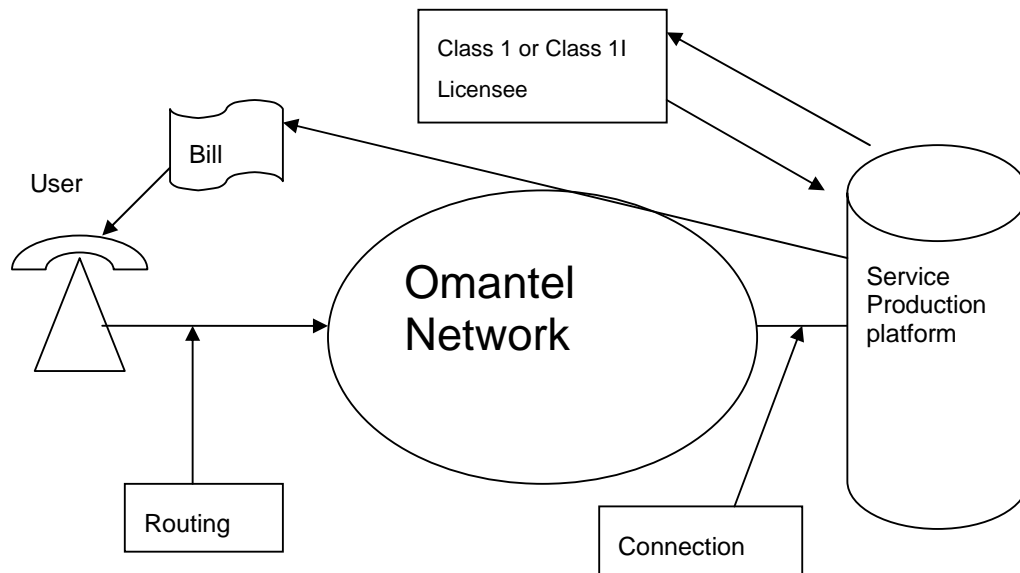
- Pre-paid calling cards
- Audiotext services
- Internet services
- SMS
- Public voice mail

2.3 The services in 2.2 above are considered as Marketed Services.

2.4 Omantel will from time to time revise the list in 2.2 above if required by the TRA or due to business considerations of Omantel.

### 3 Description of Access

3.1 The Marketed Services are provided with different components of the Omantel Network as shown in the schematic below:



- 3.2 The Service Production Platform can be a part of Omantel’s service production platform or a platform owned and run by the Class 1 or Class 2 Licensee.
- 3.3 Omantel offers an unbundled set of telecommunication elements that the Class 1 or Class 2 Licensee can choose to provision its service.
- 3.4 Description of telecommunication elements needed for the provision of respective Marketed Service are listed in the table below:

Marketed Service	Connection to Omantel Network	Implemented routing resources	Omantel production platform	Omantel Billing Functionality
Pre-paid calling cards	N/A	N/A.	Pre-paid billing platform	Pre-paid billing platform
Audiotext services	Leased Line	Telephone number or number range (allocated by	Omantel premium rate platform	Customer Billing functionality



Marketed Service	Connection to Omantel Network	Implemented routing resources	Omantel production platform	Omantel Billing Functionality
		TRA)		
Internet services	Leased Line	IP address or address range (allocated by TRA) Telephone number range (allocated by TRA) for dial up service	GIX in Omantel Network Omantel Internet Service provider platform	Customer Billing functionality
SMS	Leased Line	IP address or address range (allocated by TRA)	SMS Service Central (SMS-C) IP port or Datapac	Not applicable as MT SMS is not billed.
Public voice mail	Leased Line	Telephone number or number range (allocated by TRA)	Omantel voice mail platform	Customer Billing functionality



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## 4 Connection Component

- 4.1 As has been described above, the connection component is accomplished through leased lines.
- 4.2 If the Class 1 or Class2 licensee is entitled to procure leased lines according to what is described in this agreement, the procedures, prices and conditions used shall be the ones described in this agreement, Sub-Annex C8.
- 4.3 If the Class 1 or Class 2 licensee is not entitled to procure leased lines according to what is described in the relevant Annex of this agreement, the licensee can procure leased lines according to the prices and conditions of Omantel's in the retail market in Oman.



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## 5 Routing Component

- 5.1 As has been described above the routing component consists of routing resources such as IP-number ranges or telephone number ranges. The Class 1 or Class 2 licensee shall receive such resources from the TRA.
- 5.2 The implementation of the routing resources of the Class 1 or Class 2 licensee in the Omantel network is accomplished according to the procedures and conditions described, in Sub-Annex C13 to this agreement.

## 6 Service Production Component

- 6.1 The Service production component can consist of a platform owned and operated by the Class 1 or Class 2 licensee itself or by using Omantel's platforms. Omantel's platforms are neither designed nor dimensioned to host external services. Omantel has not defined specific hosting services for its service platforms. Omantel will use its best endeavour to create gateways to the different platforms to make it possible for the Class 1 or Class 2 licensee to set-up, manage, retrieve usage information and maintain its services.
- 6.2 Omantel shall on demand from the Class 1 or Class 2 licensee sign a non-disclosure agreement stating that information supplied to Omantel through the process of offering and signing agreements concerning the Service Production Component are not to be used in way that could harm the licensee in any way.
- 6.3 Omantel will create a Service Production Component Proposal on request from Class 1 or Class 2 licensee. Such a request shall be in written form and include a full description of the service the licensee intends to market, the intended features of the service, intended set-up, operation and maintenance procedures and price- and billing models intended for the use of the Marketed Service.
- 6.4 Below are listed descriptions of methods that can be implemented for set up, maintenance and operating the Marketed Services when using Omantel production platforms:

Marketed Service	Set-up of service	Retrieving usage information (for billing purposes)	Maintenance
Pre-paid calling cards	Secure Internet access (Uploading of voice menus etc)	Secure Internet access	Omantel operation staff
Audiotext services	Secure Internet access	Secure Internet access	Omantel operation staff
Internet services	Internet (IP and FTP)	Secure Internet access	Omantel operation staff
SMS	Not applicable, as connection to SMS-	CD or other electronic media	Not applicable as platform is



Marketed Service	Set-up of service	Retrieving usage information (for billing purposes)	Maintenance
	C is the only set-up needed	(email, secure Internet access). Information extracted from SMS-C	maintained by Omantel operations
Public voice mail	Internet access (uploading of voice menus etc)	Secure Internet access	Omantel operation staff

6.5 Prices are dependent on the configuration of the Service Production Component requested by the Class 1 or Class 2 licensee and will be specified in the Service Production Component Proposal. Prices will be based upon the following considerations but not limited to these

- Investment costs (increasing of capacity, licenses etc)
- Development costs especially software development for Gateways and Input and Output procedures
- Operational costs
- Customer support

6.6 Delivery times will be specified in the Service Production Component Proposal.

6.7 Contractual times are to be specified in the Service Production Component Proposal. The contractual time must be sufficient to cover the costs incurred by the development of the Service Production Component.



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## 7 Billing Component

- 7.1 The Billing component can consist of functionality owned and operated by the Class 1 or Class 2 licensee itself or by using Omantel's Consumer Billing System. Omantel's billing system is neither designed nor dimensioned to host external services. Omantel will use its best endeavour to create functionalities to make it possible for the Class 1 or Class 2 licensee to bill the consumers for their usage.
- 7.2 Omantel will create a Billing Component Proposal on request from Class 1 or Class 2 licensee. Such request shall be in written form and include a full description of the service the licensee intends to bill, the intended features of the service, billing procedures and billing models intended for the usage of the Marketed Service.
- 7.3 Omantel will charge for the development of the Billing Component and for the operations of the Billing component. Omantel will also charge the risk of bad debts.