

# Reference Access and Interconnection Offer

## Annex L Definintions

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## 1 General

- 1.1 This Annex lists the abbreviations and terms used in the Access and Interconnection Agreement.

## 2 List of Abbreviations

Abbreviation	Definition
AO	Acceptance of Order
AR	Acceptance of Request
CD	Completion of Delivery
CDR	Call Detail Record
CLI	Calling line identification
CLIP	Calling line identification presentation
CLIR	Calling line identification restriction
DDD	Delivery Due Date
DDF	Digital Distribution Frame
DOO	Delivery Order Offer
DRO	Delivery Request Offer
E1	2 Mbit/s transmission
GMP1	Providing Party Primary Switch in Greater Muttrah
GPRS	General Packet Radio Service
HLR	Home Location Register
IMSI	International Mobile Subscriber Identity
ISC1	Providing Party International Switch in Greater Muttrah
ISC2	Providing Party International Switch in Muscat
IP	Internet Protocol
MDF	Main Distribution Frame

## Annex L Definitions

Abbreviation	Definition
MGW	Media Gateway
MMS	Multimedia Message Service
Mobile HSS	Mobile Home Subscriber Server
Mobile PS Core	Mobile Packet Switch Core
MSS	Mobile Soft Switch
NCD	Notification of Non-compliance of Delivery
ND	Notification of Delivery
NGN	Next Generation Network
NIZ1	Providing Party Primary Switch in Nizwa
OA	Order Acknowledgement
POI	Point of Interconnection
POP	Point of Presence
QUR2	Providing Party Primary Switch in Qurum
RA	Request Acknowledgement
RNC	Radio Network Controller
SAL2	Providing Party Primary Switch in Salalah
SMS	Short Message Service
SO	Submission of Order
SOH2	Providing Party Primary Switch in Sohar
SR	Submission of Request
STP	Signaling Transfer Points

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Abbreviation	Definition
STP1	Providing Party Signaling Transfer Point in Ghala
STP2	Providing Party Signaling Transfer Point in Qurum
TAP	Transferred Account Procedure
TRA	Telecommunications Regulatory Authority

### 3 List of Definitions

Terminology	Definition
2 Mbit/s Leased Line	Providing Party 2 Mbit/s transmission element used to provide a part of the link from a Point of Connection.
Acceptance of Order	Acceptance by the Requesting Party, signed Delivery Order Offer and is considered to be a binding agreement by the parties.
Acceptance of Request	Acceptance by the Requesting Party, signed Delivery Request Offer and is considered to be a binding agreement by the parties.
Access and Interconnection Agreement	The agreement between Providing Party and the Requesting Party for the purposes of Access and Interconnection which shall include the main body of this Interconnection Agreement, the Annexes and Sub-Annexes thereto as defined in Clause 3 of Annex A.
Access Provider	Is any licensee who offers or provides wholesale Access and Interconnection Services. In this Agreement, it refers to Providing Party.
Access Provider Exchange	An exchange which has the required access equipment installed to provide the access service.
Access Seeker	Is the licensee who requests or leases an Access and Interconnection Service. In this Agreement, it refers to Requesting Party.
Actual Date of Delivery	The date on which a Service actually comes into use.
ADSL Link	The digital point-to-point communications between an End User premises and the MSAN nearest to that End User premises.
Affiliate	Any entity controlled by, in Control of or under common Control of a Party hereunder. Control herein shall mean the beneficial ownership, directly or indirectly, of more than 50% of the voting rights of a company, or a corporate body or the ability to Control the composition or the decision of the Board of Directors or cause the direction of the management and policies of the company or the body corporate.

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Terminology	Definition
Aggregation Link	The logical or physical link between an End User, via Access Provider aggregation point and Access Seeker's Point of Presence (POP).
Agreement	This agreement, including all its Annexes and as amended, modified, varied, assigned, notated, supplemented, or replaced from time to time.
Answer Signal	The signal required by the call originating Network to indicate connection to the called party.
Associate or Associated Company	Is a Subsidiary and Holding Company of such Party, the terms Subsidiary and Holding Company having the meanings ascribed thereto in the Omani Company Legislation Act or any subsidiary of any such Holding Company.
Available Space	The space intended for collocation excluding the collocated space and reserved space.
Billed Party	Shall mean the Party who receives an invoice from the Billing Party for Access & Interconnect Services it has received from the Billing Party.
Billing Dispute	Shall mean a dispute in relation to billing which is referred to in Annex B.
Billing Information	Information which must be provided by the Billing Party in support of invoices issued under this Agreement as agreed by the Parties to enable the Billed Party to validate an invoice and for the purposes of this Access and Interconnection Agreement the Billing Information shall consist of any or all of the following: Usage Report, General Report, CDR Data, Invoice.
Billing Party	The Party who is issuing any particular invoice.
Billing Period	The agreed intervals at which billing takes place under this Access and Interconnect Agreement.
Call	A successful transmission path established through the Parties' Networks, or a Party's Network, to by which messages can be passed from an originator and delivered through conveyance to a network terminating equipment so that speech and data can be exchanged between the

## Annex L Definitions

Terminology	Definition
	originating network equipment and the terminating network equipment.
Call Charges	The charges payable by Requesting Party for Calls made or received by Requesting Party Customers and utilising the Providing Party Services, as set out in Annex M.
Call Duration	Call Duration is the duration of elapsed time as described by Section 1.2.2 of ITU-T D 150 “conversation time”.
Call Detail Record (CDR)	Records generated in relation to the conveyance of any Call over the Providing Party Network, any data as to the record type, service provider identity, mobile phone number, call direction (whether mobile to mobile, mobile to fixed or other direction), call date, call time, dialled digits, charges, originating cell identity, duration in seconds, length of call in units, zone number (whether national, roamed or other), tariff code (being the pricing profile of the call), package, or call type identity, together with such other data as constitute traffic data from time to time
Calling Line Identification (CLI)	Calling Line Identification as defined by the ITU-T.
Capital area	The great Muscat area including Ruwi, Muttrah and other, served by the switches of Qurum and Muttrah.
Chargeable Call	<p>A Call shall be deemed a Chargeable Call which is chargeable in each Billing Period if:</p> <ol style="list-style-type: none"> <li>1. A Call is handed over at a Point of Interconnection and during the SS7 signaling sequence of that Call, the SS7 Initial Address Message (IAM) sent by one Party has been responded to by an SS7 Address Complete or Release Message (ACM or RM) by the terminating or transiting Network Party; and</li> <li>2. A SS7/C7 answer condition/signal in the backward direction has been received by the terminating or transiting Network Party ('B' number answer).</li> <li>3. A Chargeable Call shall include a Call that is terminated onto any network voice mail system (for the avoidance of doubt a network engaged tone, “B” number engaged tone and a “B” number unobtainable tone do not constitute a Chargeable Call).</li> </ol>

Terminology	Definition
	4. A Chargeable Call is referred to as a Call in the Reference Offer.
Chargeable Call Duration	Is the duration of elapsed time of a Chargeable Call described by Section 1.2.2 of ITU-T D 150 “conversation time.
Charges	The charges for the Providing Party Services as set out in Annex M and any other charges agreed in writing by the parties for services provided by Providing Party under this Agreement.
CLI Code	Shall be the code set out in Annexure I of this Access and Interconnection Agreement which the Parties agree
CLI Data Available	The CLI data available for transmission to the Network Termination Point of the Terminating Network.
CLIP Code	Is the per call basis code *31#.
Collocated Space	The space which has been allocated for collocation to the Requesting Party.
Commencement Date	The effective date of this Agreement.
Commencement Date of Charging	The date on which charging for a service commences.
Completion of Delivery	Acceptance sent to Providing Party from Requesting Party, that the delivery is completed as specified.
Confidential Information	Any information, whether in written or any other form, which has been disclosed in the course of the discussions leading up to or the entering into or performance of this Agreement (including this Agreement) and which is identified as confidential or is clearly by its nature confidential and as set out in Annex J.
Customer	A person or entity who is the end-user of the services and authorizes a Party to act on its behalf for the purpose of securing services from the other Party.
Customer Number Range	Any number range, either geographic or non-geographic, from which individual numbers or groups of numbers are assigned to specific end user customers.

## Annex L Definitions

Terminology	Definition
Data Management Amendment	Such data reconfiguration of the Providing Party Network or the Requesting Party Network as is necessary for the access, routing and charging of Calls.
Delivery Confirmation	Written confirmation that the Delivery Due Date will be met.
Delivery Due Date	The date Providing Party is prepared to deliver the order or request.
Delivery Order Offer	Sent by Providing Party to Requesting Party and consists of the order details given by the Requesting Party and the Delivery Due Date.
Delivery Request Offer	Sent by Providing Party to Requesting Party and consists of the request details given by the Requesting Party and the Delivery Due Date.
Disclosing Party	A Party disclosing information covered by this Access and Interconnection Agreement.
Dispute	Any disagreement between the Parties in respect of the interpretation or resolution of any provision of this Access and Interconnection Agreement (excluding breaches of this Access and Interconnection Agreement).
Disputed Invoice	Any amount in an invoice that is subject to dispute, whether such dispute is partial or entire, and whether it relates to all items or to a specific item. For the avoidance of doubt, the dispute may concern the total amount of the invoice or specific amount thereof. In the latter case, the invoice shall not be deemed disputed in its entirety, and the dispute shall be limited solely to the disputed amount.
Dispute Resolution	A process agreed by the parties for the resolution of disagreements. Such process will not constrain either Party's legal rights.
Due Date	A date which is 30 calendar days after the date of an invoice.
End-User	The actual user consuming the Services providing under this Agreement.
End-User Data	Information relating to the Parties' Customers which constitutes personal data, including their names,

## Annex L Definitions

Terminology	Definition
	addresses, email addresses and account histories, including Call Data Records.
End-User Equipment	Electronic communications equipment which are of a type approved under all applicable legislation and are compliant with relevant standards having legal effect in the Sultanate of Oman and which are used to access services delivered under this Agreement.
End-User Premises	The location where splitter and DSL modem or other equivalent technology necessary to support the End-User ability to use the Services.
Fraud	<p>Any fraudulent, corrupt, dishonest, illegal or other unauthorized use (whether actual or attempted) of the Services provided by either Party including the illegal use of that Party Network, SIM Cards, vouchers, recharge codes or End-User Equipment, SIM boxes / GSM gateways and any other devices that might negatively impact that Party's Network, revenue or degrade the quality of that Party Services. Services which shall be illegal and therefore constitute fraud include but are not limited to the following: (a) any service which is not covered in the license of the Requesting Party but is provided to End-Users without and Access and Interconnection Agreement with Providing Party; and (b) any service which is explicitly forbidden in the Access and Interconnection Agreement but the Requesting Party provides it without the approval of the Providing Party.</p> <p>Cases (a) and (b) shall only apply following an express decision to that effect by the TRA or such other competent authority.</p>
Fraud Prevention Initiatives	The initiatives operated by either Party, or by Third Party Operators, to assist in the detection or prevention of Fraud from time to time and duly notified to the other Party.
General Packet Radio Service (GPRS)	All data services over the Providing Party Mobile Network.
Handover distribution frame	An intermediary distribution frame which connects collocated equipment with the Main distribution frame.
Homes Passed	A premise which the Requesting Party has capability to connect to via an FTTH/FTTB network in a service area. Typically new service activation to such Premise will

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Terminology	Definition
	require the installation and/or connection of a drop cable from the home passed point (e.g. fibre-pedestal, manhole, chamber, utility-pole) to the Customer Access Point, and the installation of an Optical Network Terminal (ONT) inside the Premise. Such Homes Passed excludes Premises that cannot be connected without further installation of substantial fibre plant such as feeder and distribution cables (fibre) to reach the area in which a potential new Customer is located.
GSM Association Permanent Reference Documents	The documents established and classified as binding as at the Commencement Date by the GSM Association Plenary.
GSM Association Plenary	The group of appointed representatives of the signatories of the GSM Association.
Handset	A mobile electronic communications handset or other customer terminal equipment or device.
Intellectual Property	Any patent, copyright, design, trade name, trademark, service mark or other intellectual property right (whether registered or not) including without limitation ideas, concepts, know-how, techniques, designs, specifications, drawings, blueprints, tracings, diagrams, models and other information relating to any such intellectual property.
Interconnect STPs Mobile	Signaling interconnection points at POI for mobile network.
Interconnect STPs PSTN	Signaling interconnection points at POI for fixed network.
Interconnection	The physical and logical linking connection of the Providing Party and Requesting Party Networks, or the Providing Party Network to and with Third Party Operators' networks, for the conveyance of the telecommunications traffic or to access services provided over or via that other network as outlined in Annex C.
Interconnection Link	Providing Party transmission capacity of Leased Line elements between Providing Party Interconnection Node and Requesting Party Interconnection Node.
Interconnection Network	The combination of all the Interconnection Links between the two Parties which represents the totality of the connection of the two Networks.

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Terminology	Definition
Interconnection Service	A telecommunications service for which agreement has been reached by the Parties to convey on the Interconnection. All Interconnection Services are detailed in Annex C.
Interconnection Traffic	Telecommunications traffic conveyed between the Parties by way of Interconnection.
International Mobile Subscriber Identity (IMSI)	A specific number associated with the user, conforming to the ITU E. 212 numbering standard.
International switch	Any of the two switches used by Providing Party for the international traffic.
Manuals	Working documents for such activities as Planning, Provisioning, Testing, Operations and Maintenance which the parties may agree. They will not form part of the Access and Interconnection Agreement.
MDF	Main Distribution Frame located at a telephone central office terminates the cables leading to subscribers on the one hand, and cables leading to active equipment (such as DSLAMs and telephone switches) on the other. Service is provided to an End User by manually wiring a twisted pair (called a jumper wire) between the telephone line and the relevant DSL or POTS line circuit.
Metallic Path	Raw copper pair.
Monthly Review	As defined in Clause 11.3 in the Main Agreement.
MSAN	Multi Service Access Node: the network node that receives signals from multiple customers.
Narrowband Services	Plain old telephony services (POTS).
National Regulator	The Telecommunications Regulatory Authority or any person or body designated as the National Regulatory Authority pursuant to the Royal Decree No 30/2002 Telecommunications Act Sultanate of Oman Chapter two.
Network	The Providing Party Network or the Requesting Party Network as the case may be.

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Terminology	Definition
Network Alteration	A physical change within one Party's Network which is necessitated, to ensure continued efficient operation of the Interconnection, by a change made by the other Party to this Access and Interconnection Agreement without bi-lateral agreement.
Network Information Recorded Announcement	An announcement provided by Providing Party or the Requesting Party which provides information to the calling party in relation to the digits dialed and the progress towards connection of the Call.
Network Termination Point	Telecommunications calls originating on a particular network which terminates on geographic or non-geographic number ranges in another network within Oman.
Notification of Delivery	Notification sent to Requesting Party from Providing Party, informing that the delivery of Service has been completed.
Notification of Non Compliance of Delivery	Notification sent to Providing Party from Requesting Party which states that delivery of service has not been completed.
NTU	Network Termination Unit is a device located at the final interconnect point between the PSTN (Public Switched Telephone Network) and the customers' own equipment.
Number Unobtainable	A tone provided by Providing Party or the Requesting Party of the called Network in cases where the called number is not active.
Order Acknowledgement	Acknowledgement sent by Providing Party to Requesting Party that the Submission of Order has been received
Originating Network	Is the network to which the originating customer is first connected
Party or Parties	A party to the Access and Interconnection Agreement as the context demands.
Performance Bond	Unconditional and irrevocable bank guarantee, issued by a bank registered in the Sultanate of Oman and acceptable to Providing Party.

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Terminology	Definition
Point of Interconnection	The point at which the Providing Party Network connects with the Requesting Party Network on each Interconnection Path.
POP	Point of Presence is an aggregation or network connection point in the Access Seeker's network located at premises owned or shown to be leased by the Access Seeker or at a Access Provider collocation facility but for the avoidance of doubt cannot be at an End User premises.
Port Capacity Order	An order for interconnection port capacity at a Point of Interconnection submitted by the Requesting Party.
Presentation CLI	The digits (the "presentation numbers") that comprise a dialing sequence.
Providing Party	Omantel
Ready for Service Date	The date by which the Service requested will be available.
Receiving Network	The network in receipt of a call across any Interconnection. The Receiving Network may also be a Transit Network or a Terminating Network.
Receiving Party	A Party who received any information from the other Party in relation to the Interconnection or Interconnection Services.
Regulatory Change	In relation to Providing Party, any change to applicable telecommunications law in the Territory or any relevant subordinate legislation or any new legislation or new regulations or amendment thereto which in any case has a material effect (whether immediate, prospective and/or retrospective) on this Agreement.
Regulatory Condition	Any regulation, condition, direction, decision, notification or order made by the Telecommunications Regulatory Authority or any other relevant regulatory body (including any enforcement action by the Telecommunications Regulatory Authority or such other regulatory body) or any code or codes of practice issued by any competent authority, whether or not such code or codes are expressed to be legally binding, and any voluntary codes applied by any industry body or association, governing or affecting a party's activities.

## Annex L Definitions

Terminology	Definition
Request Acknowledgement	Acknowledgement sent by Providing Party to Requesting Party that the Submission of Request has been received.
Requesting Party	The Party who is requesting the other Party to carry out some activity in relation to the Access, Interconnection or Interconnection Services.
Service Credit	An amount payable by Omantel to the Requesting Party for a failure to meet a Service Level or KPI.
Service Credit Claim	A claim by the Requesting Party in writing, within the timelines stipulated in this Agreement, for application of a Service Credit due to non-compliance of Omantel with a particular Service Level or KPI as set out in the RAIO.
Service Levels	The service levels applicable to the provision of the Providing Party Services, set out in Annex H.
Switch	Telecommunications apparatus within a Network which performs the function of switching and routing Calls.
System	Any instance of equipment, device, software program, firmware program or other entity belonging to or otherwise under the control of either Party, the alteration of which by the said Party will have effect on the compatibility of corresponding or other facilities of the other Party or on the ability of the other party to fulfill obligations defined by this Agreement.
System Alteration	Any change, modification or alteration to a System.
Target Acceptance Date	Used in Access and Co-location request which is the same as Delivery Due Date in Annex H.
Telecommunications Regulatory Authority or TRA	Telecommunication Regulatory Authority of Oman
Terminating Network	The network to which the called customer is connected.
Territory	The Sultanate of Oman
Third Party	Any Party other than the Parties to this Access and Interconnection Agreement.

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Terminology	Definition
Third Party Operator	Any telecommunication operator that is not a party to this Agreement.
Toll Free Numbers	These are numbers to which the retail call price to the originating customer is zero in accordance with the numbering conventions of Oman.
Transit	An operator of a network "B" receives traffic from the operator of another network "A" and on behalf of "A" conveys this traffic on to a third (and different to A and B) operators' network "C".
Transit Network	Any public switched telephone network involved in the conveyance of a call which is neither an Originating Network nor Terminating Network.
Unpaid Invoices	Any invoice duly issued by one party to the other which has not been settled by the due date
Working Day	Any day other than Friday, Saturday, public or bank holiday in Oman on which Providing Party Headquarters is open for conducting business.