

Annex (A)

Licensed Service

The Licensee is authorised to provide Audio Text Services in accordance with the conditions of this License and its annexes:

1 Scope of Services:

- 1.1 The Licensee may establish, install, maintain and operate the equipment and facilities to connect Customers to a live operator or recording which provides information or advice on specific topics over the telephone.
- 1.2 Access by a Customer shall be gained only through a Public Telecommunications System operated by a Licensed Operator.

2 Transmission of the Live Audiotext Services:

- 2.1 In the delivery of the announcement or programme, the Licensee shall ensure:
 - 2.1.1 That there shall be no significant delay in starting the announcement or programme when a call is connected;
 - 2.1.2 That each of the Audiotext services shall be assigned a different telephone number;
 - 2.1.3 That there shall be no significant interruptions during the announcement or programme;
 - 2.1.4 To comply with such other transmission standards as may be specified by the Regulatory Authority;
- 2.2 The Licensee shall make reasonable efforts to obtain sufficient capacity and facilities to ensure that the number of attempted calls does not significantly exceed the number of lines for the Audiotext services, and to prevent congestion to other users of the Public Telecommunications System.
- 2.3 The Licensee shall not, except in accordance with prior arrangements with affected Licensed Operators, organise any mass calling event which will generate a significant increase in calls to the Audiotext services.
- 2.4 The Licensee shall not enable callers to communicate amongst themselves directly in real-time.
- 2.5 The Licensee shall ensure that the Audiotext services provided through it are not used for any unlawful purpose and comply with all applicable laws, regulations and industry codes of practice.

3 Content and Accuracy of Programmes:

- 3.1 The Licensee shall be solely responsible for the content and its accuracy and shall obtain all necessary approvals from relevant authorities in the Sultanate of Oman.

3.2 The Licensee shall take the necessary measures to prevent any change or access to the content by unauthorized persons.

3.3 The Licensee shall indemnify and keep indemnified at all times the Regulatory Authority, any other public authority and any Licensed Operators against all claims for libel, slander, infringement of intellectual property rights or any other liability whatsoever arising from or in connection with the information transmitted or received by or through the Audiotext services.

4 Announcement of Call Duration:

4.1 The Licensee may either charge an information fee on a per-minute basis or a fixed fee on a per-call basis.

4.2 If the Licensee charges on a per-minute basis, the Licensee shall arrange for announcements of call duration to Customers at regular intervals of a maximum of (15) minutes.

5 Announcement of Call Charges:

5.1 All service advertisements or publications shall indicate the telephone contact numbers assigned for the service advertised only. The Licensee shall ensure that its current call charges are clearly published in all advertisements for the Audiotext services so that the public are made fully aware before obtaining the service.

5.2 The Licensee shall announce the current call charges for the Audiotext services at the beginning of the call. The Licensee shall ensure that Customers are not charged for the duration of any charge announcement or other administrative announcement at the start or end of a call.

Annex (B)

Quality of Service for Audio Text Service

Key Performance Indicators	Target Value
Annual Service availability over 12 months period	Not less than 99%
Transmission of the Audio Text Service a) Maximum delay permitted in starting the announcement or program a call is connected b) Interruptions during the announcement period are permissible. c) Grade of service on PSTN link with licensed Class I operator to permitted	a) 5 seconds b) No interruption is allowed (except in case of routine maintenance). c) One in 100 on PSTN link
Billing Performance a) General customer complaints per 100 customers in one month period. b) Parentage of billing complaints to be resolved within 20 working days. c) Parentage of billing complaints to be resolved within 30 working days. d) Time taken to refund of deposit after closure (if applicable).	a) Not exceeding 1 compliant b) More then 96% c) 100% d) 100% within 30 days