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CLASS I LICENCE

**FOR THE OMANI-QATARI TELECOMMUNICATIONS COMPANY
(SAOG) FOR INSTALLATION AND OPERATION OF A
FIXED PUBLIC TELECOMMUNICATIONS SYSTEM**

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PART I – DEFINITIONS AND GENERAL PROVISIONS

ARTICLE (1)

Definitions

In the application of the provisions of this Licence and its annexes, the following terms and expressions shall have the meanings assigned to each of them unless the text otherwise requires:

1. "**The Minister**" means the Minister of Transport and Communications;
2. "**The Authority**" means the Telecommunications Regulatory Authority set out in the Telecommunications Regulatory Act;
3. "**Accounting and Settlement Rates**" means the amounts and settlements in any currency or method payable or subject to settlement by or to the Licensee under any International Correspondent Agreements, for the termination or transit of International Telecommunications Services;
4. "**International Correspondent Agreements**" means any written agreement, in whatever form, between the Licensee and another International Telecommunications Operator for the termination or transit of international calls;
5. "**International Telecommunications Operator**" means any telecommunications operator in another country or territory who is authorised to run an international Telecommunications System for the provision of Telecommunications Services;
6. "**Affiliate**" means any natural or juristic person directly or indirectly controlled by another natural or juristic person;
7. "**Control**" means direct or indirect power to direct or cause the direction of the management of a natural or juristic person, whether through ownership of shares or quotas, voting, securities, partnership or other ownership interest, from whatever source;
8. "**Effective Date**" means the operative date of the Royal Decree issuing this Licence;
9. "**Licensed Area**" means the territory of the Sultanate of Oman as described in Annex A;
10. "**Licensed Operator**" means any natural or juristic person granted a Class-One Licence to operate infrastructure for a public telecommunications system or provide public telecommunications services through utilising public telecommunications networks capacity, according to the provisions of the Telecommunications Regulatory Act;
11. "**Service Provider**" means any natural or juristic person licensed to provide Additional Public Telecommunications services according to the provisions of the Telecommunications Regulatory Act;

12. **“Licensee Gross Revenues”** means all revenues realised by the Licensee during a year resulting from selling or leasing Licensed Services including all revenues from the supply of any Licensed Services, or payments receivable by the Licensee from other Licensed Operators or Service Providers (for interconnection or Access Services), after deducting cost of Interconnection paid to other Licensed Operators, but excluding selling and leasing of Terminal Equipment;
13. **"Basic Voice Service"** means a Telecommunications Service involving the transmission of two-way real-time speech or a facsimile transmission, and shall be deemed to include the provision of voice telephony services over the Internet and international call-back services, but to exclude Telecommunications Services provided via cellular mobile and other means to subscribers capable of moving;
14. **"Public Data Service"** means a Telecommunications Service permitting the transmission or reception of information in electronic form, to or between members of the public, by means of the Licensee’s own Telecommunications System and shall not include Basic Voice Services;
15. **"Cellular Mobile Services"** means a Telecommunications Service permitting the emission, transmission or reception of radio electronic impulses within the designated bandwidth by Radiocommunications via a cellular Telecommunications System to users, which service is capable of use while a user is moving.
16. **"Global Mobile Personal Communications Services"** means a Telecommunications Service permitting the emission, transmission or reception of radio electronic impulses within the designated bandwidth by Radiocommunications via a satellite Telecommunications System to moving subscribers;
17. **"Private International Telecommunications Services"** means those Telecommunications Services connecting a Telecommunications System in the Sultanate with an outside Telecommunications System with or without the provision of Telecommunications Services via this system to other countries;
18. **"Information Service"** means a service providing a capability for generating, acquiring, storing, transforming, processing, retrieving, utilising or making available any information via a Telecommunications System, including Internet access and related content services, Telegraph Service and Telex Service, but not including Basic Voice Services;
19. **"Telegraph Service"** means the transmission of telegraph signals of a written matter via the Licensed Systems;
20. **"Telex Services"** means a service which is provided for the purposes of text communication by directly transmitting text messages between Customer Terminal Equipment connected to a Telecommunications System;
21. **“Broadcasting Transmission Service”** means the transmission and distribution of Broadcasting signals, audio or video programmes but excludes radio broadcasting;
22. **“Calling Card Service”** means a service whereby the Licensee provides Customers with a debit, prepaid or credit card for the charging or payment of Telecommunications Services;

23. **"Satellite Telecommunications Service"** means a Telecommunications Service provided through connections from earth stations to the INTELSAT, INMARSAT, ARABSAT or other public or private satellite Telecommunications System (but excludes Global Mobile Personal Communications Service);
24. **"Satellite"** means an earth orbiting Telecommunications apparatus;
25. **"Force Majeure"** means any action outside of the control of the Licensee that can not be anticipated or avoided;
26. **"Nomadic Communications Services"** means Telecommunications Services provided to a user by means of a wholly or partly wireless Telecommunications System, which can be originated or received by a user in more than one location, but which do not allow 'handover' between base stations included within that Telecommunications System;
27. **"Broadband Access Services"** means the provision of Public Data Service at a Minimum Data rate of 512 Kbps or the provision of Nomadic Communications Services over a local fixed or wireless access network;
28. **"Service Area"** means the area within the Licensed Area (according to Annex A) where the Licensee has established his Telecommunications System and is generally able to offer Telecommunications Services on request to any person in that area;
29. **"International Cable Landing Station"** means the point at which any international cable landed in the Sultanate of Oman connects to another Basic Public Telecommunications Network within the Sultanate of Oman, and includes, but is not limited to, the facilities, equipment necessary to establish and maintain such connection and the land and buildings on which they are located;
30. **"Special Concession"** An exclusive arrangement involving services, facilities, or functions on the foreign end of a Sultanate international route that are necessary to land, connect, or operate submarine cables, where the arrangement is not offered to similarly situated Oman submarine cable owners

ARTICLE (2)

Scope

This Licence has been granted to the Omani-Qatari Telecommunications Company (Nawras) S.A.O.G to install and operate Public Fixed Telecommunications Systems including spectrum for nomadic broadband access networks and to provide Telecommunications Services in accordance with the Terms and Conditions set out in this Licence and its Annexes.

ARTICLE (3)

Connection

The Licensee is authorised to connect the Licensed Systems to:

1. Any Telecommunications System licensed in accordance with Article 21 of the Telecommunications Regulatory Act;

2. Any Telecommunications System outside the Sultanate of Oman.
3. Any satellite in accordance with the applicable rules and requirements; and
4. Any Telecommunications Equipment approved for interconnection in accordance with the provisions of the Telecommunications Regulatory Act and its executive regulations or applicable Regulations, or other technical specifications identified or approved by the Authority.

ARTICLE (4)

Royalties and Licence Fees

1. The Licensee shall pay a Royalty of seven percent (7%) of the Licensee Gross Revenues each year during the Licence Term, with each annual Royalty calculated on the basis of revenues received through 31 December of the relevant year and paid before 30 January of the following year. The Royalty shall be proportionately calculated with respect to the first year of this Licence.
2. The Licensee shall pay the licence fees determined by the Authority pursuant to Condition 31 of Part II of this Licence.

ARTICLE (5)

Duration

1. The licence with the exception of broadband spectrum Rights is for a period of twenty five years with the ability to renew it under the provisions of the Act.
2. Nomadic Broadband spectrum Rights shall be granted for fifteen years with the ability to renew it for ten years in condition of continuing providing the same service.

ARTICLE (6)

Modification

1. The Authority and the licensee may agreed in writing to modify the Licence.
2. The Authority may modify the license in accordance with the provisions of the Telecommunications Regulatory Act.

ARTICLE (7)

Termination

The Authority may by a justified decision terminate the Licence or any rights granted hereunder in their entirety with respect to particular services in accordance with the provisions of the Telecommunications Regulatory Act.

ARTICLE (8)

Expiration

1. The Licence terminates upon expiry of the Licence Term if it is not renewed in accordance with the Telecommunications Regulatory Act.
2. It also terminates if the Licensee is dissolved, or enters into liquidation, bankruptcy or equivalent proceedings or makes a general assignment for the benefit of creditors or due to any other similar reason.

ARTICLE (9)

Compliance

1. The Licensee shall, in addition to complying with the Conditions identified in this License, comply with the provisions of the Telecommunications Regulatory Act, Executive Regulations, Regulations, code of practices, guidelines and all relevant decisions, orders of the Authority and all other relative laws.
2. The Licensee shall make 40% of its shares in the fixed network and Nomadic Broadband Access Services available for public subscription in Muscat Securities Market within five years of the Effective Date. This text shall not alter the extant obligations under Royal Decree No. 17/2005 issuing Class One License to the Omani Qatari Telecommunications Company for the provision of Basic Mobile Public Telecommunications Services.
3. Without violating the obligation of the Licensee's Executive President /CEO to execute the terms and conditions of this License, the Licensee shall, where necessary, designate a senior manager not below the grade of senior managers of the Authority to liaise with the Authority and follow up the full implementation of its decisions.

ARTICLE (10)

Notices

All notices required to be given to the Licensee by the Authority shall be satisfied by serving the document by post or by hand on the Licensee at the Licensee's registered office and their receipt shall be acknowledged.

PART II – CONDITIONS

1. LICENSED SERVICES

- 1.1 The Licensee is authorised to provide local, long distance and international telecommunication services on a non-exclusive basis in the Licensed Area by means of the Licensed Systems and the network connections that the Licensee has installed or is installing. This includes the following:-

1. Basic Voice Service;
2. Public Data Service;
3. Public Payphones;

4. Calling Card Service;
5. Satellite Telecommunications Services;
6. Information Services;
7. Private Telecommunications Services;
8. Leased Line Services;
9. Value Added Services;
10. Broadcasting Transmission Service;
11. Sale, lease and maintenance of Terminal Equipments ;
12. Broadband Access Services
13. International Cable Landing Stations;
14. Submarine Cables Service;
15. Terrestrial Cables service (Cross Borders);

1.2 The Licensee may, with the written prior approval of the Authority, provide through a separate subsidiary or Affiliate or sub-contract any or all of the Licensed Services. In any of these cases, the Licensee shall not provide such services by itself.

2. ROLLOUT OBLIGATIONS

2.1 The Licensee shall comply with the Rollout requirements set out in Annex B.

2.2 Without prejudice to Condition 28, the Licensee shall ensure that it maintains information records in a form to be agreed with the Regulatory Authority within twelve (3) months from the Effective Date for the purposes of satisfying the Authority that the Licensee is meeting the System Expansion and Coverage Requirements. The Licensee shall also comply with any special information disclosure or reporting requirements in accordance with Telecom Act, the Licence, Regulations or orders of the Authority.

2.3 If the Licensee fails in any of the years to achieve the target obligations in relation to coverage and system expansion, it will be in breach of the Licence Conditions and the Authority may impose any of the penalties set out in Annex B (4).

3. UNIVERSAL PROVISION OF TELECOMMUNICATIONS SERVICES

3.1 The Licensee shall provide to every person on request and at a price agreed by the Regulatory Authority for Basic Voice Services and Broadband Access Services at a data rate of minimum 512 kbps within the Service Area.

3.2 The Licensee shall not be entitled to any subsidy in relation to universal service or rollout obligations if these fall in its Service Area within the Licensed Area (as per Annex (B) attached) including the rollout made in fulfilment of the rollout obligations or the expansions made voluntarily as service areas.

3.3 System expansion outside the Service Area may be the subject of periodic tenders or requests for proposal implemented by the Authority. The Licensee shall be entitled to

participate in such tenders and projects in competition with other bidders as per the provision of article 39 of the Telecommunication Regulatory Act.

4. PROVISION OF PUBLIC EMERGENCY CALL SERVICES

- 4.1 The Licensee shall provide access to emergency services within the Service Area which access shall be provided free of charge to the public.
- 4.2 The Licensee shall ensure that 9999 or such number as is designated by the Authority as the public emergency call number is continuously available without restriction.
- 4.3 The Licensee may restrict the Public Emergency Call Service to be provided under this Condition, in respect of any emergency organisation licensed to provide police, fire, ambulance or coastguard services to the extent agreed by the Government authority responsible for that emergency organisation or, in the absence of such agreement, to such extent as may be authorised by the Authority.

5. PROVISION OF DIRECTORY INFORMATION SERVICES

Subject to the Customer's request not to provide information in relation to him, the Licensee shall:

- 5.1 Provide or make available, free of charge, printed directories upon request to a Customer, the form and content of which may be determined by the Authority from time to time.
- 5.2 Provide directory information services upon request to a Customer against a reasonable tariff as approved by the Authority.
- 5.3 Allow any other Licensed Operator and public service provider access to the Licensee's directory information, in such form as may reasonably be determined by the Licensee, on reasonable and fair terms as approved by the Authority including reimbursement of the Licensee's direct costs reasonably incurred in granting access provided that;
 - 5.3.1 The Licensed Operator undertakes to use the information only to provide directory information services (provided it does not provide its customers with any services in respect of any person who has requested the Licensee not to provide such information in relation to him), or routing of calls;
 - 5.3.2 The Licensed Operator provides access to his own directory to other Licensees at reasonable cost.
 - 5.3.3 The provision by the Licensee of the information is not unlawful.
- 5.4 Use all reasonable efforts to supply Customer(s) upon request with information relating to directory information services available in any other country to which the Licensee provides Telecommunications Services, against a reasonable tariff as approved by the Authority.

6. PROVISION OF OPERATOR ASSISTANCE SERVICES

The Licensee shall provide an operator-assisted voice telephony service to any Customer upon request against a reasonable tariff as approved by the Authority.

7. PUBLIC EMERGENCIES AND NATIONAL SECURITY

- 7.1 The Licensee shall undertake to provide, at his/its own cost, all the technical facilities such as telecommunications equipment, apparatus, systems and programs within its licensed telecommunications network which enable the security bodies to access its network in realization of National security requirements. The provision of services should evolve time with the technological advancement. The licensee shall, in case of changing its network systems, incur the cost of upgrading the equipment used by the security bodies affected by such change pursuant to the decisions issued by the Authority in accordance with the provisions of the prevailing laws.
- 7.2 In case of a natural disaster or exceptional public emergency accidents, the Minister may call upon all the telecommunications services and networks of any Licensee, and its employees who operate and maintain these services and networks, for the purpose of combating such disasters and accidents. Within twelve (12) months of the Effective Date, the Licensee shall submit to the Authority its plan for the procedures and operations the Licensee will follow in the event of any such emergency (the "**Emergency Plan**") and shall update the Emergency Plan upon request from the Authority.
- 7.3 If the emergency accidents or the crisis are related to the national security, the Licensee shall cooperate with the security bodies determined by the Authority and shall implement the Emergency Plan as per the instructions of the Authority..

8. INTERNATIONAL SERVICES

- 8.1 The Licensee is hereby authorised by the Authority to enter into agreements with International Telecommunications Operators for the provision of International Telecommunications Services, provided the Licensee gives prior notification to the Authority before entering into such agreement, notifies the Authority of the bases of accounting and settlement rates agreed with such Operators under this Condition and provides the Authority upon request with any information relating to the origination, transit and termination of International Telecommunications Services from, through or in the Sultanate of Oman and with the information that may assist the Authority in fulfilling its obligations in respect of any international telecommunications body.
- 8.2 In entering into interconnection agreements with such International Telecommunications Operators, the Licensee shall comply with all applicable international treaties and bilateral agreements now or hereafter binding upon the Government of the Sultanate of Oman as well as any rules which may be adopted by the Authority from time to time concerning interconnection with International Telecommunications Operators.
- 8.3 The Licensee shall not enter into any International Correspondent Agreement, the Accounting and Settlement Rates or any other term or condition of which would, according to regulations issued by the Authority, prejudice any other Public Telecommunications Operator or public service provider authorised to provide International Telecommunications Services to and from the Sultanate of Oman.

9. LICENSEE'S OBLIGATIONS TOWARDS BENEFICIARIES

- 9.1 The Licensee shall establish and maintain an efficient information and customer service system to assist Customers with queries relating to the Licensed Services, including installation services and directory assistance.
- 9.2 In the provision of Licensed Services, the Licensee shall provide equal opportunity for access to the same type and quality of Licensed Services to all Customers in the Licensed Areas at substantially the same tariff, limiting variations to available or appropriate technologies required to serve specific categories of Customers.
- 9.3 The Licensee shall provide at least twelve (12) months written notice to the Authority:
1. Regarding any termination of an existing Licensed Service; or
 2. Any change to a Licensed Service which would render any Customer equipment obsolete. As part of its written notification the Licensee shall identify appropriate service transition and customer migration arrangements, and shall comply with any related requirements imposed by the Authority, to ensure availability of Basic Voice Services and Broadband Access Services in accordance with Condition 3.1.
- 9.4 Within three (3) months following the Effective Date, the Licensee shall submit to the Authority for its approval a form of standard customer agreement containing the terms and conditions for the provision of Licensed Services to Customers (the "**Standard Customer Agreement**").
- 9.5 The Standard Customer Agreement form shall become effective if the Authority did not object to it within thirty (30) days of its receipt or of a later date specified for its execution. If the Authority has objected to the Standard Customer Agreement form during such period, the Authority shall notify the Licensee in writing of the reasons for this objection and the Licensee shall accordingly modify the Customer Agreement form and present it to the Authority within fifteen (15) days of its receipt of such objection. This shall be applicable to the modified Standard Customer agreement form.
- 9.6 The Licensee may from time to time modify the Standard Customer Agreement This modification shall be subject to the provisions of Item 9.5 above.
- 9.7 The Licensee shall notify all Customers of the terms and conditions of the Standard Customer Agreement and any modifications thereto and shall thereafter provide Licensed Services based upon the Standard Customer Agreement.
- 9.8 The Licensee shall, no later than three (3) months after the Effective Date, prepare a regulation containing efficient procedures for the resolution of disputes with Customers in respect of the provision of Telecommunications Services. The Authority shall determine the method to be followed for the publication of this regulation or its perusal and the Licensee shall resolve disputes promptly and in accordance with any decisions, orders or guidelines published by the Authority.
- 9.9 The licensee undertakes to refund the amounts due to customers or others during the term specified by the Authority in the event of cancellation, non-renewal of the Licence or cessation of the provision of any Licensed Service.

10. QUALITY OF SERVICE REQUIREMENTS

Without prejudice to Article 51 Repeat of the Telecommunication Act, the Licensee shall

- 10.1 meet the quality of service requirements listed in Annex C according to regulations determined from time to time by the Authority. Failure to meet the quality of service requirements may result in penalties.
- 10.2 Subject to Condition 29 the Licensee shall ensure that it maintains information records in a form to be agreed with the Authority within six (6) months of the Effective Date for the purposes of satisfying the Authority that the Licensee is meeting the Quality of Service Requirements. The Licensee shall also comply with the requirement to disclose any additional information requested by the Authority and publish Quality of Service Indicators in the media.

11. PROVISION OF MAINTENANCE SERVICES

- 11.1 The Licensee shall ensure the provision of maintenance services, on the reasonable request of any person to whom it provides any Licensed Services, in respect of both the Licensed System, and approved Telecommunications Equipment supplied by the Licensee and which is under that person's control.
- 11.2 Condition 11.1 shall not apply in the following circumstances:
 - 11.2.1 in relation to any relevant system or apparatus which is beyond economic repair or to the extent that the necessary components are no longer available; or
 - 11.2.2 in the event that it is not, in the Authority's view, reasonable to require the Licensee to provide the service requested by means of the Licensed Systems in the particular circumstances, including, but not limited to circumstances:
 - a) beyond the Licensee's control;
 - b) where the provision of the service would expose any person engaged in its provision to undue risk to health or safety; or
 - c) where it is not reasonably practicable.

12. INTERRUPTIONS TO THE LICENSED SERVICES

- 12.1 The Licensee shall not intentionally interrupt the operation of the Licensed Systems (or any part thereof) in the normal course of business, nor may it in the normal course of business suspend the provision of any type of Licensed Service without having first notified the Authority in writing and having provided reasonable advance notice to persons affected by such interruption or suspension.
- 12.2 Condition 12.1 shall not apply if:
 - 12.2.1 the interruption or suspension is due to an emergency, such as an event of Force Majeure; or

- 12.2.2 the interruption or suspension is to a Licensed Service supplied by the Licensee to a person whose Telecommunications System is endangering the integrity of the Licensed Systems.

13. CHARGES, TERMS AND CONDITIONS

- 13.1 The Licensee shall file, in a form to be agreed with the Authority within three (3) months of the Effective Date, the charges and the terms and conditions upon which it proposes to offer the Licensed Services at least thirty (30) working days prior to the date on which it is proposing they are to come into effect.
- 13.2 The Authority must approve or disapprove the charges, terms and conditions of the Licensed Services set out in Condition 13.1 within fifteen (15) working days from the date on which they were filed with the Authority. The Authority shall disapprove the proposed charges, terms and conditions if the calculations contain mathematical errors or violate Pricing Control Regulations, or are unfair or unreasonable or violate applicable laws and Regulations or Licence Conditions.
- 13.3 In the event the Authority disapproves the charges, terms and conditions of the Licensed Services, it shall notify the Licensee of its disapproval and state its objections within fifteen (15) working days. Within fifteen (15) working days of receipt of the Regulatory Authority's notice of disapproval, the Licensee may submit revised charges, terms and conditions for approval by the Regulatory Authority.
- 13.4 If the Authority has not notified the Licensee of its objections and disapproval within fifteen (15) working days, the proposed charges, terms and conditions shall take effect on the earlier of the expiry of the fifteen working day period or the effective date proposed by the Licensee.

14. PROVISION OF ACCESS SERVICES/LEASED LINES

- 14.1 Without prejudice to the provisions of the Telecommunication Regulatory Act and its executive regulations The Licensee shall provide access to the Licensed Systems on the reasonable request of any Service Provider or Licensed Operator (the "**Access Services**").
- 14.2 Access Services shall be provided in accordance with the applicable recommendations of the International Telecommunication Union and other international entities, and all applicable decisions, orders and guidelines published by the Authority.
- 14.3 The Licensee shall provide the Access Services within a maximum period of three (3) months from the date of request. In the event that the Licensee and the requesting Service Provider or Licensed Operator do not conclude an agreement for the requested Access Services within three months, the matters in dispute shall be referred to the Authority for resolution.
- 14.4 The Licensee shall not be required to provide Access Services where in the Authority's view it is not reasonable to require the Licensee to provide Access Services including, but not limited to the following circumstances:
- 14.4.1 where it is beyond the Licensee's control;

- 14.4.2 where it would cause or would be likely to cause danger, damage or injury to any person or to any property;
- 14.4.3 where it would cause damage or otherwise interfere with the running of the Licensed Systems or the provision over those Licensed Systems of Telecommunications Services; or
- 14.4.4 where it is not reasonably practicable.

15. PROVISION OF SERVICES FOR RESALE

- 15.1 Subject to any Regulations on interconnection, the Licensee shall, within thirty (30) working days of a request by a Service Provider, enter with the Service Provider into an agreement with reasonable terms and conditions including terms and conditions in relation to charges to provide such Telecommunications Services as are reasonably requested to enable that Service Provider to provide Resale Services.
- 15.2 The Licensee shall not be required to enter into an agreement under Condition 15.1 above where to do so would, in its reasonable opinion and with the agreement of the Authority:
 - 15.2.1 cause or would be likely to cause danger, damage or injury to any person or to any property;
 - 15.2.2 cause damage or otherwise interfere with the running of the Licensed Systems or delay the provision over those Licensed Systems of Telecommunications Services; or
 - 15.2.3 not be reasonably practicable in light of any of the Conditions of this Licence and the System Expansion Requirements under Condition 2.1, or would be inappropriate on a technical or economic basis.

16. THIRD-PARTY SERVICE PROVISION

- 16.1 The Licensee shall permit any Licensed Operator or service provider to connect its licensed Telecommunications System to the Licensed Systems so as to enable such Licensed Operator to provide Telecommunications Services by means of the Licensed Systems.
- 16.2 Condition 16.1 shall not be applicable if it is not, in the Authority's view, reasonable to require the Licensee to provide such services, including, but not limited to the following circumstances:
 - 16.2.1 where it is beyond the Licensee's control;
 - 16.2.2 where it would cause or would be likely to cause danger, damage or injury to any person or to any property;
 - 16.2.3 where it would cause damage or otherwise interfere with the running of the Licensed Systems or delay the provision over those Licensed Systems of Telecommunications Services; or
 - 16.2.4 where it is not reasonably practicable.

17. INTERCONNECTION

17.1 Interconnection Agreements:-

Without prejudice to the provisions of the interconnection stated in the Act and its executive regulations, the licensee shall,

17.1.1 within three (3) months of a request by a Public Telecommunications Operator or service provider, enter into an agreement with the Public Telecommunications Operator or service provider in accordance with the limits and controls set out in Condition 17.1.3 below to connect and keep connected to the Licensed Systems the Telecommunications System run by the Public Telecommunications Operator at technically feasible points of connection and provide such other Telecommunications Services as are reasonably necessary in order for the Public Telecommunications Operator to provide to its customers Telecommunication Services.

In the event that the Licensee and the requesting Public Telecommunications Operator do not conclude an interconnection agreement within the specified period, the matters in dispute shall be referred to the Authority under Condition 17.3 below.

17.1.2 Condition 17.1.1 shall not be applicable where to do so would, in a reasonable opinion and with the agreement of the Authority:

- (a) be contrary to the Telecommunications Regulatory Act, other applicable law or Regulations or decisions, orders or guidelines issued by the Authority;
- (b) cause or would be likely to cause danger, damage or injury to any person or to any property;
- (c) cause damage or otherwise interfere with the running of the Licensed Systems or delay the provision over the Licensed Systems of Telecommunications Services; or
- (d) not be reasonably practicable in light of the System Expansion Requirements set out in Condition 2.1 or would be inappropriate on a technical or economic basis.

17.1.3 The Licensee shall ensure that any agreement offered in response to a request made under Condition 17.1.1 shall be transparent, non-discriminatory and objective and be suited to reasonable terms and conditions and shall include the following:

- (a) the method required to establish and maintain connections;
- (b) the number of points of connection to be established;
- (c) access to necessary premises or lands for use in support of interconnection;
- (d) the dates or periods for which interconnection is required;
- (e) the transmission capacity necessary to permit effective interconnection;

- (f) the form in which signals must be transmitted (including numbering and signalling methods) and any special provisions required to maintain acceptable signal quality;
- (g) provisions for contingencies by the parties as a result of the interconnection; and
- (h) provisions required for payment of charges and rates.
- (i) maintaining service quality levels between end to end points including remedy to failures in meeting service levels and system maintenance.
- (j) billing settlement procedures.
- (k) procedures for request, forecast, provision, inspection, testing and traffic management.
- (l) transmitting signal of calling number identification.
- (m) number shifting procedures.
- (n) provision of network data and dealing with such data and their confidentiality.
- (o) formal dispute settlement procedures.

17.1.4 Any agreement made in accordance with Condition 17.1.1 shall not be valid unless it was forwarded by the Licensee to the Authority to obtain its approval. The Authority shall take its decision within three (3) months of receiving the Agreement. If the Agreement is agreeable to the Authority, it shall notify the Licensee in writing and in the event of rejecting the Agreement it shall notify the Licensee of the justified rejection decision and the Licensee shall modify the Agreement in accordance with the decision.

17.1.5 In case of any modification of the Agreement, it shall not be valid unless it is forwarded to the Authority for approval. The Authority shall take its decision within thirty (30) working days and inform the Licensee in writing. The Licensee shall make the required modification in order to comply with the Authority's decision.

17.1.6 The Licensee shall provide to the Authority all such technical, operational and accounting information as the Authority may reasonably require in order to ensure that the requirements of this Condition are met. The Authority shall ensure that any information provided to it in accordance with this Condition which is expressed to be confidential is maintained as such.

17.1.7 The Authority shall from time to time publish or ensure that there is published adequate and up to date information on interconnection agreements between Public Licensed Operators and/or service providers. Where the Licensee has entered into an interconnection agreement with another Public Licensed Operators or service provider, the Licensee shall make that agreement publicly available to all interested parties.

- 17.1.8 The Licensee shall comply with any decisions, orders and guidelines published by the Authority regarding the sharing of facilities or infrastructures by other Licensed Operators or service provider in relation to the Public telecommunications Network.

17.2 Principles for Interconnection Rates

- 17.2.1 The Licensee shall ensure that the charges to be made for the provision of Telecommunications Services by it are in accordance with Condition 17.1.1, shall be cost-oriented and fully justified, such charges to be calculated based on a reasonable assessment of the costs associated with establishing interconnection and of providing the telecommunication services requested by the Public Telecommunications Operator or service provider.
- 17.2.2 In establishing rates and charges for interconnection, the Licensee shall adhere to the following principles:
- a. The charges for interconnection service and facilities should in all cases be reasonable and, with respect to similarly situated users, non-discriminatory;
 - b. The charges for each type of service requiring interconnection shall be such that they ensure the Licensee a reasonable return, taking into account the Licensee's costs of operating the Licensed System and providing the Licensed Services;
 - c. The terms of interconnection should be designed to prevent uneconomic or non-cost based bypass of the Licensed Systems by other Telecommunications Systems, including by providing for interconnection which is sufficiently unbundled so that the interconnecting operator is not required to pay for services or facilities that it does not require;
 - d. The division of revenues from traffic carried between the Licensed Systems and the Telecommunications System operated by the Public Telecommunications Operator or service provider requesting interconnection should take account of the relative use made of each of the interconnecting operators' plant and equipment by the service in question;
 - e. Long-run incremental cost (LRIC) estimates shall be used as the initial basis for calculation of the costs of universal service stipulated in Condition 3 of the Licence after two (2) years of the Effective Date;
 - f. Where the charges for interconnection are to be based on the standard charges for the provision of a similar service to the Licensee's Customers, those charges should be adjusted to take account of any cost savings associated with providing service to the interconnecting Public Telecommunications Operator; and
 - g. The Licensee may not impose any delay penalties except in accordance with the Conditions of the Agreement set out in Condition 17.1.1 and after obtaining the Authority's approval.

17.3 Resolution of Interconnection Disputes

- 17.3.1 Without violating the regulations issued in accordance with Article 46 of the Telecommunications Regulatory Act, if an agreement cannot be reached according to

Condition 17.1.1 within three (3) months, the Licensee or the Public Telecommunications Operator may refer the matter to the Regulatory Authority. The Authority shall make such determination, including the imposition of reasonable terms and conditions, as it considers necessary in all the circumstances within six (6) months of the reference, such determination to be final.

17.3.2 Where a dispute arises between the parties under the agreement or in relation to a related matter, either party may refer the matter to the Authority for determination in accordance with Condition 17.3.1.

17.3.3 The party referring any matter to the Authority shall provide all the necessary information to the Regulatory Authority so as to enable it to determine the nature of the matter being referred. The other party may make such submissions in relation to the matter being referred as he considers necessary. The Regulatory Authority may require the provision of further information from either party and may specify the period of time within which such information must be provided. The Regulatory Authority shall notify the parties in writing of its determination. The Licensee shall do whatever is necessary to give effect to the determination.

18. INTEROPERABILITY AND TECHNICAL STANDARDS

18.1 The Licensee shall comply with any Regulations, technical specifications and rules issued by the Authority as are applicable and appropriate in order to ensure interoperability of the Licensed Services and Licensed Systems with Telecommunications Services and Telecommunications Systems provided by other Licensed Operators to the extent technically and economically feasible.

18.2 The Licensee shall ensure that all the equipment comprised in (and connected to) the Licensed Systems and used in the provision of the Licensed Services is approved in accordance with the provisions of the Telecommunications Regulatory Act or applicable Regulations, or otherwise complies with technical specifications identified or approved by the Authority.

19. INTERCONNECTION OF TERMINAL EQUIPMENT

19.1 The Licensee shall connect and shall permit to be connected to the Licensee's Telecommunications System any Terminal Equipment which has been approved pursuant to the Telecommunications Regulatory Act or applicable Regulations or otherwise complies with reasonable technical specifications adopted by the Licensee.

19.2 The Licensee shall establish an interconnection point at a terminal block at the Customer's premises. The Licensee shall also permit Customers to provide, at the Customer's option, any cabling owned by the Customer at the Customer's premises provided it complies with any applicable guidelines of the Authority, or has been approved pursuant to the provisions of the Telecommunications Regulatory Act or applicable Regulations.

20. BILLING

- 20.1 The Licensee shall not render any bill in respect of any Licensed Service unless every amount stated as due in the bill represents the true extent of any such service actually provided by the Licensee.
- 20.2 The Licensee shall, no later than three (3) months from the Effective Date, establish a procedure to ensure the accuracy of its billing system in accordance with Condition 20.1 above which must be submitted for prior approval to the Authority.
- 20.3 The Licensee shall keep such records as may be necessary or may be determined by the Authority to be necessary for the purpose of satisfying the Authority that the billing process has the characteristics required in the procedure set out in Condition 20.2, and shall retain billing records for at least two (2) years from the date on which they came into being.
- 20.4 The Licensee shall furnish the Authority from time to time with any information it reasonably requires for the purpose of giving the Authority an independent quality assurance that the billing process meets the requirements of billing and shall allow any person authorised by the Authority access to any relevant premises of the Licensee to examine or test the whole or any part of the billing process.
- 20.5 The Licensee shall, no later than one (1) month from the Effective Date, provide itemised billing information to any Customer upon request in respect of the charges for any Telecommunications Services provided to such Customer, and any tariff charged for itemised billing shall be reasonable and approved by the Authority.

21. NUMBERING

- 21.1 The Licensee shall comply with the Numbering Plan and all related decisions, orders or guidelines published by the Authority.
- 21.2 The Licensee shall not relinquish numbers to other Licensed Operators or service provider unless in accordance with the applicable Numbering Plan and after obtaining Authority approval.
- 21.3 The Authority will make reasonable endeavours to provide advance notice of any required re-allocation of numbers or other significant change in the Numbering Plan, and will manage the Numbering Plan with the objective of minimising disruption to the Licensee or Customers and the Authority may charge administration fees in connection with its management of the Numbering Plan in accordance with (Article 11.6 D) for the provisions of the Telecommunications Regulatory Act.
- 21.4 The numbers allocated by the Authority to the Licensee, and the individual numbers allocated by the Licensee to Customers, remain part of a public property and no ownership or other proprietary right is conveyed when an allocation is made.
- 21.5 The Licensee shall co-operate with other Licensed Public Operators or Service Providers in the specification and development of number portability to allow Customers to change to another Licensed Operator or Service Provider without a change of number.

22. RADIOCOMMUNICATIONS AND FREQUENCY ALLOCATION

- 22.1 The Authority shall allocate from time to time to the Licensee such radio frequencies or frequency bands under a Radio Licence as is necessary and to the extent consistent with the National Frequency Plan, in the reasonable opinion of the Authority, to enable the Licensee to exercise its rights and to perform its obligations hereunder provided that the Licensee shall comply with the following:
1. The Licensee shall ensure that the Radiocommunications Equipment comprised in its Radio Stations is designed and constructed, used and maintained, so as not to cause any undue interference when in use.
 2. The Licensee shall not permit any person to use the Radiocommunications Equipment comprised in its Radio Stations unless the person is under the control of, and authorised by, the Licensee.
 3. The Licensee shall ensure that all persons using the Radiocommunications Equipment comprised in its Radio Stations are made aware of the terms of this Licence and comply with them.
 4. The Licensee shall permit a person authorised by the Authority to have access to its Radio Stations and to inspect or test its Radiocommunications Equipment at any time or when an emergency situation exists, for the purpose of verifying compliance with the terms of the Licence, or investigating sources of radio interference.
 5. The Licensee shall restrict the operation of, or close down and cease to operate, its Radio Station or any of its Radiocommunications Equipment immediately in accordance with the demand of a person authorised by the Authority in accordance with the provisions of the Telecommunications Regulatory Act and for the period specified in the demand in case of the Licensee's violation of any Condition of the Radio Licence or violation of Article (9-4 & 5) or Article (30) of the Telecommunications Regulatory Act.

23. TELECOMMUNICATION BROADBAND ACCESS RADIO FREQUENCIES

The Licensee has the right to use a capacity of 20 MHz within the band 2.3 – 2.4 GHz, provided that the Licensee applies for the Radio Licence in accordance with the provisions of the Telecommunications Regulatory Act, its executive regulations and decisions. The Licensee shall renew this Licence in accordance with the decisions regulating the registration and utilization of frequency spectrum.

24. LICENSEE'S OBLIGATIONS IN RELATION TO RECRUITMENT

- 24.1 The Licensee shall take all reasonable steps to train Omani nationals to man positions at all levels in the Licensee's administrative and technical organization structure and to achieve the percentage of Omanisation set out in Annex D. The Authority may impose a penalty in the event of non-compliance to such percentage. Such penalty shall not be less than the fine determined by the competent authority.

- 24.2 The Licensee may recruit foreign experts for the installation, operation, maintenance and exploitation of the Telecommunications Systems and provision of Licensed Services in accordance with the relative rules, regulations and decisions provided that the Authority is furnished with the resume of each one of them for approval prior to recruitment. The Licensee shall reduce the number of such experts according to a timetable agreed upon with the Authority.

25. LICENSEE'S OBLIGATIONS IN RELATION TO PRIVACY AND CONFIDENTIALITY

Without prejudice to the provisions of the Telecommunications Regulatory Act and its executive regulations and applicable laws:

- 25.1 The Licensee shall use all reasonable endeavours to ensure the privacy and confidentiality of information and business secrets obtained in the course of its business from any person to whom it provides the Licensed Services by establishing and implementing reasonable procedures for maintaining confidentiality of such information subject to any requirement under law.
- 25.2 The Licensee shall maintain sufficient information on its confidentiality procedures to satisfy the Authority, at its reasonable request, that the requirements of Condition 25.1 are being met.
- 25.3 The Licensee shall not use or allow to be used any apparatus comprised in the Licensed Systems which is capable of recording, silently monitoring, or intruding into live speech telephone calls or data transmitted over the network unless it is in accordance with the Law and the stipulated procedures and after obtaining approval of the Security Authorities.
- 25.4 The Licensee may request the Security Authorities to record calls based on a Customer's request to prove that the Customer has made the call or for operational reasons having obtained the Customer's approval. The Licensee shall in either cases notify the Customer whose calls are to be recorded, and shall maintain a record of the means by which the parties have been informed that the call is to be or may be recorded. The Licensee shall furnish to the Authority such information on request

26. PROHIBITION OF UNFAIR CROSS-SUBSIDIES

- 26.1 The Licensee shall not unfairly cross-subsidise or unfairly subsidise its Businesses or those of its Affiliates . This includes the following:-

1. Basic Voice Service;
2. Public Data Service;
3. Mobile Telecom Services
4. Public Payphones;
5. Calling Card Service;
6. Satellite Telecommunications Services;
7. International Telecommunications Service;

8. Access Services including International Access Services
9. Information Services;
10. Private Telecommunications Services;
11. Leased Line Services;
12. Value Added Services;
13. Broadcasting Transmission Service;
14. Sale, lease and maintenance of Terminal Equipments ;
- 26.2 The Licensee shall maintain such records as are necessary in order to evidence material transfers between the Businesses set out in Condition 26.1.
- 26.3 Where it appears to the Authority that the Licensee has violated Condition 26.1, it shall take such steps as the Authority may direct in order to remedy the situation while considering whether any cross-subsidy has been made for the purpose of satisfying any obligation imposed by it under this Licence.

27. PROHIBITION OF UNDUE DISCRIMINATION AND ANTI-COMPETITIVE PRACTICES

- 27.1 The Licensee shall not (whether in respect of the rates or other terms and conditions applied or otherwise) show undue preference to, or exercise undue discrimination against, particular persons or persons of any class or description as respects the provision of the Licensed Services. The Licensee may be deemed to have shown such undue discrimination if it unfairly favours to a material extent a business carried on by it in relation to the provision of the Licensed Services so as to place at a significant competitive disadvantage persons competing with that business.
- 27.2 The Licensee shall not engage in any other anti-competitive practices and, in particular, shall not:
 1. abuse any dominant position in any Telecommunications Service market;
 2. enter into agreements with any other Licensed Operator or Service Provider which have as their purpose or effect the fixing of prices, allocation of beneficiaries or specific service markets or other improper restraint on competition; or
 3. use information provided by other Licensed Operators or Service Providers for anti-competitive purposes.
 4. Any question relating to whether any act done or course of conduct is contrary to this Condition shall be determined by the Authority and the measures deemed necessary to remedy this situation shall be taken by it.

28. ACCOUNTING REQUIREMENTS

- 28.1 Within five (5) months of the end of each fiscal year of the Licensee, the Licensee shall deliver to the Authority the balance sheet of the Licensee as at the end of such fiscal year and the related statements of operations, equity and cash flows of Licensee, in each case accompanied by a report thereon of independent auditors stating that such financial statements fairly present the financial position of the Licensee at the dates indicated and

were prepared in accordance with accounting principles generally accepted in the Sultanate of Oman.

- 28.2 The Licensee shall submit to the Authority within three (3) months of the Effective Date a proposal for an accounting system which allows the recording of investments, expenses and revenues in accordance with accounting principles generally accepted in the Sultanate of Oman. In particular, such accounting systems shall identify cost elements in sufficient detail so that cost-based interconnection prices can be established. The Authority shall approve or disapprove the proposed accounting system within three (3) months of its submission.
- 28.3 The Authority may, in case of disapproval of the accounting system under Condition 28.2 or, if the Authority considers during the Licence Term that a modification is reasonably required, propose modifications or order the Licensee to adopt a prescribed accounting system within a reasonable time period.
- 28.4 The Authority may request the Licensee to submit other accounting information it may require in order to effectively supervise and enforce the terms of this Licence and the Licensee shall provide such information within a reasonable period of time determined by the Authority.
- 28.5 If the Licensee fails to comply with its obligations under Condition 28.2 above or if the accounting system established by the Licensee fails to achieve the objectives set forth in that subsection; and the Authority deems it necessary and appropriate to supervise compliance with the provisions of Condition 26, it may order the Licensee to provide certain Licensed Services through a separate division or divisions, a separate branch or branches or a separate subsidiary or subsidiaries.

29. REQUIREMENT TO PROVIDE INFORMATION

- 29.1 The Licensee is required to maintain and provide such information as will enable the Authority to carry out its functions under the Telecommunications Regulatory Act in such manner and at such times as the Authority may request. The Authority shall have the right to request the Licensee to submit periodic reports, statistics or any other data.
- 29.2 In making a request for information, the Authority will ensure that no undue burden is imposed on the Licensee in procuring and furnishing such information, unless the Authority considers such information is essential to enable it to exercise its duties and functions under the Telecommunications Regulatory Act.
- 29.3 The Licensee shall provide the Authority or its authorised representatives with access, during normal business hours, to all equipment, facilities, books and records of the Licensee relevant to the implementation of the Licence Conditions.

30. PRE-NOTIFICATION OF CHANGE IN SHAREHOLDING

- 30.1 The Licensee shall notify the Authority of any acquisition of shares by or change in shareholding of any person only if, by reason of that acquisition or change, the total number of shares in that Relevant Company held by that person together with any shares known by the Licensee to be held by any nominee or trustee for that person immediately after the change or acquisition exceeds any of the following percentages:

1. 5 per cent;
 2. 10 per cent;
 3. 20 per cent;
 4. 33.3 per cent;
 5. 50 per cent; or
 6. 66.6 per cent.
- 30.2 In any case referred to in Condition 30.1, notification shall be given by a date which is thirty (30) working days prior to the taking effect of such change or acquisition.
- 30.3 Within thirty (30) working days of each anniversary of the Effective Date, the Licensee shall notify the Authority of the name of each shareholder of each Relevant Company, and the total number of shares held by each such person as at the date of the relevant anniversary of the Effective Date where the "Relevant Company" means the Licensee or any natural or juristic person with more than a 50 per cent shareholding in the Licensee.

31. LICENCE FEES

The Licensee shall pay to the Authority the following fees:

- a) Fees for issuing the Licence for the first time amounting to RO 20,500,000. Twenty millions and five hundred thousands Omani Rials. This amount shall be payable to the Authority after the issuance of the licence by a royal decree immediately upon request pursuant to the (Escrow Agreement) signed on the 6th of December 2008 between the Authority, the company and the National Bank of Qatar. If payment is not made immediately on the effective date of the agreement, the license shall be terminated by force of law without a need for further action.
- b) The licensee's share in the annual fee that does not exceed 1% of the licensee annual revenue of each fiscal year to the Authority according to its estimated budget for the coming year. The applicable annual licence fee shall be paid to the Authority in advance no later than 1 January of each year thereafter. In case of delay, the Licensee shall incur a proportion for each day of delay equal to the annual interest on loans of commercial banks as published from time to time by the Central Bank of Oman..

32. PROPERTY RIGHTS

Subject to the provisions of the Telecommunications Regulatory Act, the Licensee shall have property rights in respect of extending cables and installing the Licensed System on public rights-of-way, in or on buildings and other property, and in respect of similar works necessary for the provision of the Licensed Services.

33. TRANSFERS OF RIGHTS OR OBLIGATIONS

- 33.1 The Licensee may not assign or otherwise transfer the Licence to another person without the prior written approval of the Authority.
- 33.2 Any natural or juristic person that becomes a duly authorised successor or assign to the Licensee through affiliation, assignment, transfer of control, merger, liquidation,

reorganisation or otherwise, shall, as a condition to such succession or assignment, be required to execute such documents as the Authority deems appropriate.

34. DISPUTES

The Authority may consider the disputes that arise between the Licensee and the Licensed, the other Service Providers or Customers and resolve them in accordance with the Telecommunications Regulatory Act and the applicable regulations and TRA decisions in this regard. The decisions of the Authority shall be binding to all parties whereas the Authority may with the agreement of the parties to the dispute refer the dispute to arbitration.

35. PENALTIES

Without prejudice to the penalties or fines stipulated in this License, any penalties set forth in the Telecommunications Regulatory Act, other laws, regulations or decisions issued in execution thereof, the following shall apply:

- 35.1 Failure by the Licensee to remedy non-compliance with any requirement of this License may result in the Authority imposing a penalty not exceeding double the costs necessary to remedying the default
- 35.2 The Authority shall deliver written notice identifying the specific default to be remedied by the Licensee. The Licensee shall have fifteen (15) working days to propose a specific plan for remedying the identified default within an identified time period. The Authority may approve the plan and notify the Licensee to implement it.
- 35.3 If the plan was not approved by the Authority, or if the Licensee fails to implement the plan within the specified period, a penalty shall be imposed on the Licensee according to Condition 0.

36. CARRIER SELECTION

The licensee shall be required to implement in its network call by call carrier selection and carrier pre-selection.

ANNEX A – LICENSED AREA

The Licensed Area shall be the whole of the Sultanate of Oman.

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Annex B – ROLLOUT OBLIGATIONS , SERVICE, AND PENALTIES **Minimum Roll-out Obligations and Penalties**

The minimum rollout obligations for National Backbone Roll-Out and Broadband Coverage are shown below.

1. National Backbone Roll Out

The minimum rollout obligations for the National Backbone network are as defined in Table 1 below.

	Effective Date + 12 months	Effective Date + 24 months	Effective Date + 36 months	Effective Date + 48 months	Effective Date + 60 months
Total route kilometres of own infrastructure	2,027	5,035	5,128	5,280	5,305
Number of Governorates / Regions with at least 1 Network Point of Presence (POP)	9	9	9	9	9
Total Number of Wilayats with at least 1 Network Point of Presence (POP)	61	61	61	61	61

Table 1: National Network Rollout Obligations

Note1: Route kilometres refers to the total unique long distance routes as part of the national long distance backbone of the licensee through its own installed infrastructure.

Note 2: The Licensee shall submit the implementation plan in advance every six months.

2. Broadband Roll Out

The minimum rollout obligations for Broadband Coverage are as defined in Table 2 below.

Region	Effective Date + 12 months	Effective Date + 24 months	Effective Date + 36 months	Effective Date + 48 months	Effective Date + 60 months
Muscat Governorate	59%	82%	82%	83%	83%
Al Batinah Region	56%	85%	86%	86%	86%
Ash Sharqiyah Region	51%	79%	81%	81%	81%
Ad Dakhliyah Region	52%	82%	82%	82%	82%
Adh Dhahirah Region	47%	83%	83%	84%	84%
Al Buraymi Governate					
Al Wusta Region	37%	42%	42%	42%	42%
Dhofar Governorate	52%	71%	75%	75%	75%
Musandam Governorate	60%	83%	83%	83%	83%
Total	54.31%	81.06%	81.75%	82.38%	82.38%

Table 2: Broadband Roll Out Obligation

Note 1: The rates listed in the above table express the penetration rates for Households

Note 2: Broadband Coverage is defined as the capacity to provide Broadband Access Service to any Household in the covered area at the Quality of Service levels stipulated in Annex (B)..

3. Additional Licensee Commitments towards E-Government initiatives

The minimum additional Licensee commitments for Broadband rollout using any viable technology are as defined in **table (3)** below.

	Effective Date+12 months		Effective Date+24 months		Effective Date+36 months		Effective Date+48 months		Effective Date+60 months	
	# of Hos/ Health Centers	# of Schools	# of Hos/ Health Centers	# of Hos/ Health Centers	# of Hos/ Health Centers	# of Schools	# of Hos/ Health Center	# of Schools	#of Hos/ Health Centers	# of Schools
AL AMRAT	1	6	2	11	2	14	2	14	2	15
AS SEEB	6	22	6	47	6	57	6	59	6	61
BAWSHAR	4	16	5	32	5	38	5	39	5	41
MUSCAT	1	2	2	5	2	7	2	7	2	7
MUTRAH	4	16	6	33	6	39	7	44	7	45
QURAYYAT	1	3	4	8	5	9	5	10	5	10
AL KHABURAH	2	9	3	17	3	19	3	19	3	20
AL MUSANAHAH	1	6	1	13	1	14	1	15	1	16
AR RUSTAQ	3	7	5	18	5	19	5	20	5	20
AS SUWAYQ	3	11	4	24	4	26	4	26	4	27
BARKA	1	7	1	17	1	18	1	19	1	19
LIWA	1	2	1	7	1	8	1	8	1	8
NAKHAL	1	3	1	5	1	5	1	6	1	6
SAHAM	2	8	2	18	2	19	2	19	2	20
SHINAS	0	1	1	9	1	10	2	10	2	10

SOHAR	4	18	5	30	5	32	5	32	5	32
WADI AL MAAWII	0	1	1	3	1	3	1	3	1	3
BUKHA	0	1	0	1	0	1	0	1	0	1
DABA	0	1	0	2	0	2	1	2	1	2
KHASAB	1	1	1	3	1	3	1	4	1	4
MADHA	0	1	0	1	0	1	0	1	0	1
AL BURAYMI	1	12	4	23	4	23	4	24	4	25
DANK	0	2	1	4	1	4	1	4	1	4
IBRI	1	5	4	19	5	20	5	21	5	22
MAHADAH	1	1	1	1	1	1	1	1	1	1
YANQUL	0	2	2	4	2	4	2	4	2	4
ADAM	0	2	1	4	1	4	1	5	1	5
AL HAMRA	0	2	1	4	1	4	1	4	1	5
BAHLA	1	6	3	13	3	14	3	14	3	15
BIDBID	0	2	1	4	1	4	1	4	1	4
IZKI	1	4	2	8	2	9	2	9	2	9
MANAH	0	1	1	3	1	4	1	4	1	4
NIZWA	2	7	4	17	4	18	4	19	4	19
SAMAIL	1	4	2	10	2	10	2	11	2	11
AL KAMIL WA AL WAFI	1	3	1	6	2	6	2	6	2	7
AL MUDAYBI	2	4	3	13	3	14	4	15	4	16
AL QABIL	1	1	1	2	1	2	1	2	1	2
BIDIYAH	1	1	1	1	1	1	1	1	1	1
DAMA WA ATTAIYIN	0	1	0	2	0	2	0	2	0	2

IBRA	1	3	1	5	1	6	1	6	1	6
JAALAN BANI BU ALI	2	5	3	13	3	14	4	14	4	6
JAALAN BANI BU HASAN	1	3	2	7	2	8	2	8	2	8
MASIRAH	0	1	1	3	1	3	1	4	1	4
SUR	4	9	5	18	5	21	5	21	5	22
WADI BANI KHALID	0	1	0	1	0	1	0	1	0	1
AD DUQUM	1	1	1	1	1	1	1	1	1	1
AL JAZER	0	1	0	1	0	1	0	1	0	1
HAYMA	0	1	0	1	0	1	0	1	0	1
MUHUT	1	2	1	2	1	2	1	2	1	2
AL MAZYUNAH	1	1	1	1	1	1	1	1	1	1
DALKUT	0	1	0	1	0	1	0	1	0	1
MIRBAT	0	1	1	2	1	3	1	3	1	3
MUQSHIN	0	1	0	1	0	1	0	1	0	1
RAKHUT	0	1	0	1	0	1	0	1	0	1
SADAH	0	1	0	1	0	1	0	1	0	1
SALALAH	4	10	5	29	6	39	6	41	6	42
SHALIM	1	1	1	1	1	1	1	1	1	1
TAQAH	0	1	1	2	2	3	2	3	2	3
THUMRAYT	1	1	1	1	1	2	2	2	2	2
Governorates										
MUSCAT	17	65	25	136	26	142	27	142	27	142
BATINAH	18	73	25	161	25	172	26	177	26	181

MUSANDAM	1	4	1	7	1	7	2	8	2	8
ADH DHAHIRAH	3	21	12	51	13	52	13	54	13	56
AD DAKHLIYAH	6	29	14	64	14	67	15	70	15	72
ASH SHARQIYAH	13	33	18	71	19	77	21	80	21	83
AL WUSTA	2	4	2	4	2	4	2	4	2	4
DHOFAR	7	20	10	41	12	51	13	54	13	55
TOTAL	133	497	215	1069	225	1171	239	1211	238	1242
%	40%	24%	64%	51%	67%	55%	71%	56%	71%	58%

Additional Licensee Commitments

The Licensee shall be committed to providing broadband access services for hospitals, schools and other governmental bodies in remote areas in accordance with the government requirements defined by the Information Technology Authority. This shall be achieved by utilising a satellite telecommunications system for earth stations on cost basis until alternatives for licensed systems are found.

4. Penalties

Without prejudice to Article 51 Repeated of the Act, the minimum penalties for failure to meet the Broadband and the National Backbone Rollout and Additional Commitment obligations are as follows:

- 1 for each month, or part thereof, that the National Backbone total route kilometres of own infrastructure is below the obligation – RO 50,000; and
- 2 for each month, or part thereof, and for each Governorate, that the establishment of a point of presence is delayed – RO 50,000; and
- 3 for each month, or part thereof, that points of presence in Wilayats is below the obligation – RO 20,000; and
- 4 For each month, or part thereof, and for each Governorate/ Wilayats, that Broadband penetration is below the obligation – RO 20,000; and

- 5 For each month, or part thereof, that the Licensee's commitments in respect of e-governance are below the obligation – RO 20,000.

Penalties are due and payable within the next month of recording the breach. In the event of late payment of these penalties, the Licensee shall incur additional penalty of 10% of the penalties for each month the penalty is not paid in due time.

The total level of penalty that can be imposed for failure to meet the above roll-out objectives will be capped at a maximum level of RO 5 Million per year, excluding additional penalties imposed for the delay.

ANNEX C- QUALITY OF SERVICE REQUIRMENTS

خدمة الصوت الأساسية (BASIC VOICE SERVICE)

متطلبات الجودة	الخدمة
أقل من <input type="checkbox"/> Less than 12	الأعطال في كل مائة خط في السنة (Faults per 100 lines per year)
أكثر من <input type="checkbox"/> % More than 90%	<input type="checkbox"/> أربع وعشرين ساعة نسبة الأعطال التي يجب اصلاحها خلال (Percentage of faults to be cleared within 24 hours)
أكثر من <input type="checkbox"/> % More than 99,5%	<input type="checkbox"/> اثنين وسبعين ساعة نسبة الأعطال التي يجب اصلاحها خلال Percentage of faults to be cleared within 72 hours <input type="checkbox"/>
أقل من <input type="checkbox"/> % Less than 1%	<input type="checkbox"/> نسبة المكالمات الفاشلة من المكالمات المحلية والمسافات الطويلة الثابتة Unsuccessful call ratio for local and national fixed calls <input type="checkbox"/>
أقل من <input type="checkbox"/> % Less than 2%	<input type="checkbox"/> نسبة المكالمات الفاشلة من المكالمات الدولية الثابتة Unsuccessful call ratio for international fixed calls <input type="checkbox"/>
أكثر من <input type="checkbox"/> % More than 90%	نسبة طلبات الخطوط المحلية في مناطق الخدمة التي نفذت خلال عشرة أيام من تاريخ تقديم طلبها Percentage of orders for access lines in the Served Areas completed within 10 working days <input type="checkbox"/>
أكثر من <input type="checkbox"/> % More than 75%	نسبة طلبات الخطوط المحلية في مناطق الخدمة التي نفذت خلال خمسة أيام من تاريخ تقديم طلبها Percentage of orders for access lines in the Served Areas completed

	<i>within 5 working days</i>
أقل من 1,5% Less than 1,5%	نسبة شكاوى الفواتير لكل ألف فاتورة percentage of beneficiaries billing complaints per 1000 bills
أقل من 1% Less than 1%	نسبة شكاوى المنتفعين لاجمالي عدد المنتفعين percentage of beneficiaries complaints to the total number of beneficiaries
أكثر من 90% More than 90%	<i>نسبة شكاوي الفواتير التي يتم حلها خلال عشرة أيام عمل</i> Percentage of billing complaints resolved within 10 working days
أكثر من 96% More than 96%	نسبة شكاوي الفواتير التي يتم حلها خلال عشرين يوم عمل Percentage of billing complaints resolved within 5 working days
ثانية 30 seconds	خدمة دليل المعلومات : Directory Service المدة الزمنية التي تتم خلالها الاستجابة لنسبة 90% على الأقل من خدمات معاونة عامل الخدمة Response time to answer 90% for operator assisted services
أكثر من 99,5% من الوقت More than 99,5% from the time	استمرارية توفر الربط البيني Availability of interconnection
النسبة المئوية لمستوى الرضاء عن تقديم الخدمة : (Percentage of satisfied beneficiaries with provision of service)	
أكثر من 90% More than 90%	نسبة الرضاء عن جودة الفوترة Percentage of satisfied beneficiaries with billing quality
أكثر من 90% More than 90%	نسبة الرضاء عن خدمات المساعدة Percentage of satisfied beneficiaries with the help services
أكثر من 90% More than 90%	نسبة الرضاء عن أداء الشبكة واعتماديتها وتوفرها Percentage of satisfaction with network performance, reliability & availability.
أكثر من 85% More than 85%	نسبة الرضاء عن الصيانة Percentage of satisfaction with maintainability
أكثر من 85% More than 85%	نسبة الرضاء العام للمنتفعين Percentage of overall beneficiaries satisfaction
أكثر من 85% More than 85%	نسبة رضاء المنتفعين عن الخدمات الإضافية المقدمة Percentage of beneficiaries' satisfaction with supplementary services.

¹ شكاوي المنتفعين الأخ رى باستثناء شكاوي الفوترة، و التي ينتج عنها إتخاذ إجراء من قبل المرخص له مثل: الاعتذار، إعادة المبالغ... الخ.

¹ Relates to any customer complaint not related to billing that results in action by the operator (e.g. apology, refund, etc)

تقدير رضا المنتفع للخدمات الأساسية وخدمات البيانات والخدمات الدولية وغيرها التي يتم تقديمها بموجب الترخيص، يجب أن يتم من خلال مسوحات يجريها طرف ثالث محايد على أساس ربع سنوي بعد اثني عشر شهراً من التاريخ الفعلي لسريان الترخيص :

Beneficiaries perception of basic, data, international and all other services provided under the license should be completed through third party surveys every quarter from 12 months after the Effective Date

متطلبات الإبلاغ عن جودة الخدمة:

على المرخص له رفع تقارير مراقبة الأداء بشأن معايير جودة الخدمة لكل المؤشرات على النموذج الذي تقرره الهيئة وذلك على أساس ربع سنوي .

The service provider shall submit the performance monitoring reports on the QoS benchmarks for all the parameters in the format as decided by the Authority on Quarterly year after 12 months from the effective date

الإبلاغ عن الأعطال الرئيسية:

على المرخص له إخطار الهيئة فوراً عن أي أعطال رئيسية تحدث للعناصر الهامة للشبكة مثل المنافذ والمقاسم وأنظمة إرسال التراتب الرقمي المتزامن (SDH) والكوابل البحرية وغيرها والتي يمكن أن يكون لها تأثير هام على جودة الخدمة ، والتي تزيد فترة العطل فيها عن ساعة واحدة فضلاً عن إفادة الهيئة بشأن إعادة الخدمة .

The licensee shall report to TRA any major breakdown that exceeds duration of one hour on critical network elements such as Gateways, Switches, SDH transmission systems and Submarine cables etc. that could have a serious effect on the Quality of Service. The licensee shall notify the Authority on restoration of such breakdown.

اتفاقية مستويات الخدمة:

على المرخص له اعتماد اتفاقيات مستويات الخدمة من الهيئة فيما يتعلق بجودة الخدمة المبرمة بين المرخص له والمرخصين الآخرين أو منتفعي خدمات الاتصالات فيما يتعلق بالدوائر المؤجرة .

The licensee shall gain the approval from TRA on the Service level agreements on Quality of Service issues between the licensee and other service providers / Telecom beneficiaries with respect to the leased circuits

خدمة البيانات العامة

Public Data Service

متطلبات الجودة Quality of service requirements	الخدمة The service
أقل من <input type="checkbox"/>	الأعطال في كل مائة خط في السنة Faults per 100 lines per year
أكثر من <input type="checkbox"/> % More than 90%	أربع وعشرين ساعة نسبة الأعطال التي يجب اصلاحها خلال <i>Percentage of faults to be cleared within 24 hours</i>
أكثر من <input type="checkbox"/> % More than 90%	<input type="checkbox"/> طلبها نسبة طلبات الخطوط المحلية في مناطق الخدمة التي نفذت خلال عشرة أيام عمل من تاريخ تقديم <i>Percentage of orders for access lines in the Served Areas completed within 10 working days</i>
أكثر من <input type="checkbox"/> % More than 75%	<input type="checkbox"/> نسبة طلبات الخطوط المحلية في مناطق الخدمة التي نفذت خلال خمسة أيام عمل من تاريخ تقديم طلبها <i>Percentage of orders for access lines in the Served Areas completed within 5 working days</i>
أكثر من <input type="checkbox"/> % More than 90%	نسبة إعادة إعداد التوصيلات القائمة التي يتم إكمالها خلال أربع ساعات من طلبها Percentage of reconfigurations of established connections completed within 4 hours
<input type="checkbox"/> % من التدفق (Throughput)	نسبة تغير التدفق عن ما هو متفق عليه في اتفاقية الخدمة (Throughput)
أفضل من <input type="checkbox"/> درجة	مقياس رضا المنتفعين على مق ياس مكون من خمس درجات beneficiaries Satisfaction on a 5 grad scales
أقل من <input type="checkbox"/> %	نسبة شكاوى المنتفعين لاجمالي عدد المنتفعين percentage of beneficiaries complaints to the total number of beneficiaries ²
أكثر من <input type="checkbox"/> %	نسبة شكاوى المنتفعين التي يتم حلها خلال عشرة أيام عمل لاجمالي عدد الشكاوي beneficiaries complaints resolved within 10 working days to the total number of complaints percentage of

² Relates to any beneficiaries complaint not related to billing that results in action by the operator (e.g. apology, refund, etc)

³ شكاوي المنتفعين الأخرى باستثناء شكاوي الفوترة، و التي ينتج عنها إتخاذ إجراء من قبل المرخص له مثل: الاعتذار، إعادة المبالغ... الخ.

الخدمات الصوتية الدولية

International voice services

متطلبات الجودة	الخدمة
أقل من 4 ثواني Less than 4 seconds	المدة الزمنية المستغرقة في بدء إجراء المكالمات (بعد تدوير الرقم وحتى سماع الرنين) للاتصال الدولي Call Set Up Time (Post dialing delay to ring tone)
99,9%	نسبة استخدام مانعات الصدى بالمقاسم الدولية للمكالمات الصوتية Percentage of Echo Cancellers Usage at the Central Office
أقل من 2% Less than 2%	نسبة الازدحام لكل مسار للحركة خلال ساعات الذروة للحركة Congestion level per Traffic ROUTE During busy hours
أقل من 3% Less than 3%	نسبة المكالمات الدولية الفاشلة خلال ساعات الذروة للحركة Unsuccessful Call Ratio during busy hour
أقل من أربع ساعات Less than 4 hours	المدة الزمنية المستغرقة في معالجة عطل مؤثر على الحركة في وصلة بنية تحتية رئيسية Resolution time of a Backbone Link fault impacting traffic
أقل من ساعة واحدة Less than one hours	المدة الزمنية المستغرقة في معالجة عطل مؤثر على الحركة في المنفذ الدولي Resolution time of International Gateway fault impacting traffic
أقل من 85% Less than 85%	نسبة حمولة معالجات المقاسم خلال ساعات الذروة للحركة Switch Processor Load during busy hours
أفضل من 3 درجات Better than 3 degrees	جودة الصوت من مقياس مكون من 5 درجات Speech Quality

الهواتف العمومية

Public Payphones

متطلبات الجودة	الخدمة
أكثر من 96% More than 96%	نسبة الهواتف العمومية العاملة لاجمالي عدد الهواتف العمومية التي تم تركيبها Percentage of payphones in working order to the total number of public payphones

خدمة الكوابل البحرية

Submarine Cables Service

متطلبات الجودة	الخدمة
99,95%	نسبة توفر الخدمة في جميع الأوقات Availability
حسب اتفاقية مستوى الخدمة As per level of service agreement	مؤشرات اتفاقية مستوى الخدمة Parameters according to SLA

خدمة الكوابل البرية

Terrestrial Cables Service

متطلبات الجودة	الخدمة
٪□□□□□ 99,95	نسبة توفر الخدمة في جميع الأوقات Availability
حسب اتفاقية مستوى الخدمة As per level of service agreement	مؤشرات اتفاقية مستوى الخدمة Parameters according to SLA

خدمة بطاقات الاتصال

Calling Card Service

متطلبات الجودة	الخدمة
أقل من ٪ Less than 1%	نسبة شكاوى المنتفعين لاجمالي عدد المنتفعين Percentage of beneficiaries complaints to the total number of beneficiaries
أقل من 1 Less than 1	عدد شكاوى المنتفعين الخاصة ببطاقات الاتصال الدولية لكل بطاقة number of beneficiaries complaints on international calling cards per 1000 cards

خدمات الاتصالات الفضائية

Satellite Telecommunications Service

متطلبات الجودة	الخدمة
٪□□□□□ 99,95	نسبة توفر الخدمة في جميع الأوقات Availability
حسب اتفاقية مستوى الخدمة As per level of service agreement	مؤشرات اتفاقية مستوى الخدمة Parameters according to SLA

خدمات المعلومات

Information Services

١- الخدمة العادية والخطوط المؤجرة لخدمة الإنترنت

dial-up and leased line internet

متطلبات الجودة	الخدمة
خلال يوم عمل واحد Within one working day	المدة الزمنية المستغرقة لتفعيل الخدمة من تاريخ تقديم الطلب Service activation Time
ثانية 30 30 seconds	المدة الزمنية المستغرقة للنفاذ لأكثر من 95% من محاولات الولوج Time to access for more than 95 % of the login attempts
	نسبة النفاذ إلى نقطة موفر خدمة الإنترنت : Percentage of accessing the ISP node at
- أكثر من 80% More than 80%	من المحاولة الأولى from first attempt
- أكثر من 90% More than 90%	من المحاولة الثانية from second attempt
- 100% 100%	من المحاولة الثالثة from third attempt
ثانية 30 30 seconds	المدة الزمنية لعدم توفر نقطة موفر خدمة الإنترنت خلال شهر واحد ISP node unavailability in one month
أقل من 1% Less than 1%	نسبة فقدان الحزم Packet loss
أكثر من 99% More than 99%	نسبة توفر الخدمة في جميع الأوقات Availability
أقل من 1% Less than 1%	عدد شكاوى الفواتير لكل مائة فاتورة number of Billing complaints per 100 bills issued
أكثر من 96% More than 96%	نسبة شكاوى الفواتير التي يتم حلها خلال عشرين يوم عمل Percentage of billing complaints resolved within 20 working days.
أقل من 30 يوم Less than 30 day	المدة الزمنية المستغرقة لإعادة مبالغ الضمان المالي المدفوعة مقدماً بعد إنهاء الخدمة، إن وجدت Time for refund of deposits after closure if applicable
	المدة الزمنية المستغرقة للتأخير في إرسال حزم المعلومات (Delay):
ثانية 150-200 مللي ثانية 150-200 ml second	المحلية Local
ثانية 150-200 مللي ثانية 150-200 ml second	الدولية international

200-250 ml second	
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ب- خدمة الإنترنت العريضة النطاق

متطلبات الجودة	الخدمة
أقل من 7 أيام عمل Less than 7 working days	المدة الزمنية المستغرقة لتفعيل الخدمة Service activation Time
أكثر من 70% More than 70%	نسبة استغلال نطاق الوصلات خلال ساعات الذروة Bandwidth Utilization during the busy hours
	نسبة السرعة لتوصيل النطاق العريض (تنزيل المعلومات) ، من نقطة موفر خدمة النفاذ الى المنتفع للسرعة المنصوص عليها في اتفاقية الخدمة : Broadband connection Speed (download) from ISP percentage of node to the beneficiaries
من السرعة المحددة في اتفاقية الخدمة 100% of specification	السلكي wired broadband services
من السرعة المحددة بالنسبة لخدمات النطاق العريض الراديوي 80% of specification	الراديوي wireless broadband services
30 دقيقة 30 minutes	المدة الزمنية التي لا يتوفر فيها توفر نقطة موفر خدمة الإنترنت خلال شهر واحد ISP node unavailability in a month
أقل من 1% Less than 1%	نسبة فقدان الحزم Packet loss
أكثر من 99% More than 99%	نسبة توفر الخدمة في جميع الاوقات Availability
أقل من 1% Less than 1%	عدد شكاوى الفواتير لكل مائة فاتورة number of Billing complaints per 100 bills issued
أكثر من 96% More than 96%	نسبة شكاوى الفواتير التي يتم حلها خلال عشرين يوم عمل Percentage of billing complaints resolved within 20 working days.
أقل من 30 يوم Less than 30 days	المدة الزمنية المستغرقة لإعادة مبالغ الضمان المالي المدفوعة مقدما بعد إنهاء الخدمة ، إن وجد Time for refund of deposits after closure if applicable
100 مللي ثانية 100 ml second	التأخير في الشبكة Network Latency

خدمة الاتصالات الخاصة

Private Telecommunication's services

متطلبات الجودة	الخدمة
أقل من 1% Less than 1%	نسبة شكاوى المنتفعين لاجمالي عدد المنتفعين Percentage of beneficiaries to the total number of complaints

خدمة الخطوط المؤجرة (المحلية والدولية)

Leased line services (national and international)

متطلبات الجودة	الخدمة
99,95 99,95	نسبة توفر الخدمة في جميع الأوقات Availability
المحلية: National	
أكثر من 90% More than 90%	نسبة الوفاء لتوفير الربط للطلبات في المواعيد المحددة في اتفاقية الخدمة Percentage of fulfillment of Supply Time for (Connection as per SLA)
أقل من 10 أعطال Less than 10 fault	عدد الأعطال في كل خط مؤجر خلال شهر واحد beneficiaries Fault Numbers of per leased line per one (month)
أكثر من 90% More than 90%	نسبة الأعطال التي يتم اصلاحها وفقا للمدة الزمنية المحددة في اتفاقية الخدمة percentage of resolved faults within the time duration (specified in SLA)
الدولية: International	
أكثر من 90% More than 90%	نسبة الوفاء لتوفير الربط للطلبات في المواعيد المحددة في اتفاقية الخدمة. Percentage of fulfillment of Supply Time for (Connection as per SLA)
أقل من 10 أعطال. Less than 10 fault	عدد الأعطال في كل خط مؤجر خلال شهر واحد. Numbers of beneficiaries Fault per leased line per one (month)
أقل من 4 ساعات Less than 4 hours	المدة الزمنية المستغرقة في معالجة عطل مؤثر على الحركة في وصلة بنية تحتية رئيسية (Resolution time of a Backbone Link fault impacting traffic)
أكثر من 90% More than 90%	نسبة الأعطال التي يتم اصلاحها وفقا للمدد المحددة في اتفاقية الخدمة (percentage of resolved faults within the time duration specified in SLA)

خدمات القيمة المضافة

Value Added Services

متطلبات الجودة	الخدمة
- أقل من 1% Less than 1%	نسبة شكاوى المتفعين لاجمالي عدد المتفعين beneficiaries complaints to the total of beneficiaries percentage of
النصوص السمعية: Audio text	
- أكثر من 95% More than 95%	نسبة انجاز الخدمة خلال يوم واحد (Service Fulfillment within one day)
- أقل من 5 شكاوى Less than 5 complaints	عدد الشكاوى لكل 100 منافع لكل ثلاثة أشهر (Number of Complaints per 100 beneficiaries per quarter)
- أكثر من 95% More than 95%	نسبة الشكاوي التي يتم حلها خلال عشرة أيام عمل (Percentage of Complaint resolved within 10 working days)
شكوى واحدة One compliant	عدد شكاوى الفواتير لكل الف فاتورة (Number of Billing Complaints per 1000 bills)
أعلى من 4 درجات More than 4 degrees	جودة الصوت من مقياس مكون من 5 درجات (Speech Quality)
الخدمات ذات القيمة العالية: premium charged services	
- بناء على الطلب Upon request	نسبة إنجاز الخدمة (Percentage of Service Fulfillment)
- أقل من 5 شكاوى Less than 5 complaints	عدد الشكاوى لكل 100 منافع لكل ثلاثة أشهر Number of Complaints per 100 beneficiaries per (quarter)
- أكثر من 99% More than 99%	نسبة الشكاوي التي يتم حلها خلال يومي عمل لاجمالي عدد الشكاوي (Percentage of complaints solved within 2 working days to the total number of complaints)
شكوى واحدة One compliant	عدد شكاوي الفواتير لكل 1000 فاتورة (number of Billing complaints per 1000 bills)

خدمة النفاذ عريض النطاق الراديوي

Wireless broadband access service

متطلبات الجودة Quality of service requirements	الخدمة The service
أكثر من 95% More than 95%	نسبة المدة الزمنية لتوفر الشبكة الراديوية في جميع الأوقات Radio Network Availability
أفضل من 3,5 درجة Better than 3,5 degrees	تقدير رضاء المنتفع للخدمات الأساسية وخدمات البيانات والخدمات الدولية وغيرها التي يتم تقديمها بموجب الترخيص، يجب أن يتم من خلال مسوحات يجريها طرف ثالث محايد على أساس ربع سنوي بعد اثني عشر شهراً من التاريخ الفعلي لسريان الترخيص Customer perception of basic, data, international and all other services provided under the license should be completed through <u>third party surveys</u> every quarter from 12 months after the Effective Date
أقل من 1% Less than 1%	نسبة شكاوي المنتفعين لاجمالي عدد المنتفعين percentage of beneficiaries complaints to the total number of beneficiaries
ضمن 10% من المواصفات Within 10% from the specifications	نسبة توفر الخدمة وفقاً لمواصفات الخدمة المتفق عليها في عقد الخدمة Service Availability
أقل من 1% Less than 1%	نسبة فقدان الحزم Packet loss
أقل من 100 مللي ثانية Less than 100 ml second	متوسط تأخر الحزم Mean packet delay
أكثر من 90% More than 90%	نسبة شكاوي المنتفعين التي يتم حلها خلال عشرة أيام عمل percentage of beneficiaries complaints resolved within 10 working days
أقل من 0,8% Less than 0,8%	نسبة المكالمات الفاشلة لاجمالي عدد المكالمات percentage of Calls Dropped
أقل من 1,1% Less 1,1%	نسبة المكالمات التي لم تنفذ نتيجة الازدحام في الشبكة لاجمالي عدد المكالمات percentage of Calls Blocked due to network congestion
أكثر من 95% More than 95%	نسبة نجاح المكالمات Call Success Rate
	نسبة تسليم الرسائل القصيرة: SMS Delivery
أكثر من 90% More than 90%	خلال 5 دقائق within 5 minutes
أكثر من 99% More than 99%	خلال 30 دقيقة within 30 minutes
أكثر من 99% More than 99%	نسبة توفر خدمة البيانات في جميع الأوقات

□ لا يعتبر المرخص له مخالفاً بالتزامات جودة الخدمة المنصوص عليها في هذا الملحق إذا كان الإخلال ناتجاً عن تخفيض في جودة الخدمة نتيجة الربط البيئي لأنظمة المرخص له بنظام اتصالات أي مشغل مرخص آخر .

1. *The licensee shall not be considered unfulfilling quality of service requirements stated in this Annex if that was due to an elimination of the quality of service as a result of interconnecting his licensed system with the telecommunications system of any other licensed operator.*

□ تقوم الهيئة بنشر معدلات جودة الخدمة التي يحققها المرخص له على أساس ربع سنوي مقارنة بمتطلبات جودة الخدمة المبينة أعلاه.

2. *The authority shall publish quality of service levels achieved by the licensee on quarterly basis in comparison with the quality of service requirements stated above.*

□ إذا فشل المرخص له في الوفاء بمتطلبات جودة الخدمة، تطبق عليه الغرامات وفقاً لضوابط وقواعد متطلبات جودة الخدمة التي تصدرها الهيئة.

3. *In case the licensee failed to achieve the quality of service requirements, penalties would be applied as per the terms and conditions of the Quality of Service Requirements issued by the Authority.*

ANNEX D - OMANISATION

The Licensee shall undertake to realize the total Omanisation percentages for each year as given in this Annex.

Level	12 months from Effective Date	24 months from Effective Date	36 months from Effective Date	48 months from Effective Date	60 months from Effective Date
Executive Officer	17%	33%	33%	50%	50%
Director	13%	37%	50%	50%	50%
Department Head	40%	60%	70%	70%	70%
Section Head	57%	69%	75%	77%	87%
Professional	48%	78%	87%	90%	91%
Support Staff	76%	84%	92%	94%	94%
Total	57%	77%	86%	88%	90%

In the event of not achieving any of the Omanisation percentages at each level for each stage, penalties would be imposed on the Licensee at the discretion of the Authority and as per Condition (24.1)

ANNEX E - SUBMARINE AND TERRESTRIAL CABLES SPECIFIC CONDITIONS

The licensee shall note that separate permissions or authorizations may be required from other relevant government agencies to install submarine and terrestrial cable systems in the public and private properties.

First : Conditions:

1. The Licensee is authorised on a non-exclusive basis to install, operate and manage its International Telecommunications Facility (including Cable Landing Stations and Terrestrial cross border Cables) in the Licensed area to connect between the Sultanate and other countries.
2. The Licensee shall not accept, unless explicitly granted the right to do so from the Authority, any concessions directly or indirectly from any foreign carrier, including any entity that owns or controls a foreign cable, where the foreign carrier possesses sufficient market power on the foreign end of the route to affect competition adversely in the Sultanate market, and from agreeing to accept special concessions in the future. The Authority shall determine and be the final judge of the circumstances where competition within the Sultanate would be deemed to be adversely affected by virtue of the aforesaid concessions.
3. The Licensee shall maintain de jure and de facto control of the Sultanate portion of the submarine cable, sufficient to comply with the requirements of the Authority's Regulations and any specific conditions of the licence.

Second:- Location Of the Licensed Facilities:

1. The Licensee shall provide the Authority with a specific description of the location of each Cable Landing Station installed, operated or managed by the Licensee within the Service Area pursuant to this License. The description shall include a map showing specific geographic coordinates of any such cable landing station.
2. The Licensee shall at all times comply with any requirements of the Sultanate of Oman regarding the location and concealment of its submarine cable for the purpose of protecting and safeguarding its cable from damage or destruction.
3. The location of the International Telecommunications Infrastructure within territorial waters of the Sultanate of Oman, its territories and possessions, and upon its shores shall be in conformity with plans approved by the concerned authorities in the Sultanate of Oman.
4. The location of any International Telecommunications Facilities within the Service Area shall be moved or shifted by the Licensee at the Licensee's expense upon the request of the Authority, whenever the Authority considers such course necessary in the public interest, for reasons of national defence or for the maintenance and improvement of harbours for navigational purposes or any other reason which the Authority considers justifiable.
5. The Licensee shall notify the Authority, in writing, within thirty (30) days of the date the International Telecommunications Facility was placed into service.

Third: Quality of Service Requirements

The Licensee shall meet the quality of service requirements determined from time to time by the Authority based on the international standards as applicable.

Fourth: Environmental Impact Assessment

1. The Authority reserves the right to require from the Licensee to commission and file an environmental assessment by an independent auditor, approved by the Authority, should it determine that the landing of the cable at the specific locations and construction of necessary landing stations may impact the environment within the meaning of Regulations issued by concerned government authorities.
2. The Licensee shall be required to modify its plans, if it warranted by the environmental assessment statement and directed by the Authority.

Fifth: Affiliation with a foreign carrier

If the Licensee becomes, or seeks to become, affiliated with a foreign carrier that is authorized to operate in that market, including an entity that owns or controls a cable landing station in that market, it shall notify the Authority of that affiliation.

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ANNEX F – OBLIGATIONS OF (TDC) COMPANY

This annex sets out an undertaking given by TDC A/S to the Regulatory Authority about its participation in Nawras.

1. TDC A/S a company registered in Denmark (under registration No.: CVR 14773908) confirms that upon acceptance of (Nawras) as a Licensee, shall own 14% of its shares, within one year of making such shares available for public subscription or within four years of issuing the License, whichever is later.
2. Notwithstanding paragraph 1, (TDC A/S) may, after obtaining TRA approval transfer its shares at any time in part or in whole to another telecommunications operator, provided such operator has no less operational capability than (TDC A/S) in establishing and operating public fixed telecommunications networks.
3. TDC A/S shall not be obliged either directly or indirectly to own its shares in Nawras if;
 - (i) There is a force majeure situation affecting Nawras
 - (ii) The license of Nawras is revoked and / or
 - (iii) TDC A/S is in an insolvency situation.
4. The Licensee shall guarantee TDC A/S in fulfilling this commitment. Any breach of the above mentioned commitment by TDC shall be considered substantive breach of the terms and conditions of the License. The Licensee and TDC A/S shall bear the responsibility resulting from this commitment.