

**Annex G – Contact Points**

**FIRST DRAFT**

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**ii Revision History**

The following is a brief summary of the most recent revisions to the document. Details of all revisions prior to these are held by the issuing department.

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# Purpose and Scope

This Annex lists the contact points for both Parties related to Services provided under this Agreement. This Annex will be regularly updated at Governance Meetings.

Either Party may amend its contact information within this Annex if required, with one (1) week prior notice to the other Party. In exceptional cases, either Party may make changes to the contact information without prior notice but must inform the other Party as soon as reasonably possible. The case(s) for exceptional circumstances shall be agreed between Parties during regular Governance Meetings.

# Governance Meeting

The Parties shall meet within one (1) month of commencement of the Agreement to establish necessary operational processes and procedures, including updating the contact details in clauses ‎3, ‎4 and ‎5 below, to ensure that the obligations of both Parties under this Agreement are fulfilled.

# Billing and Finance Contact Points

*Table 3.1: Oman Broadband Billing and Finance Contact Points*

|  |  |  |
| --- | --- | --- |
| **Oman Broadband****Name/Position****Department/ Address** | **Contact Details** | **Responsibilities** |
| Billing | Telephone: Mobile: Fax: Email:  | * Sending and Receiving Invoices
* Invoice enquiries– Level 1
 |
| Account Manager  | Telephone: Mobile: Fax: Email:  | * Management of Invoices
* Receiving Invoices
* Invoice enquiries– Level 2
* Oman Broadband co-ordinator responsible for the Billing Dispute meeting
 |
| Finance, Manager  | Telephone: Mobile: Fax: Email:  | * Billing Dispute Notices Receipt, pursuant to Annex F
* Billing Disputes– Level 1
* Billing Disputes– Level 2
 |
| Accounts Receivable Section, Financial Unit | Telephone: Mobile: Fax: Email:  | * Bank details for payment of Invoices
 |

*Table 3.2: Requesting Licensee Billing and Finance Contact Points*

|  |  |  |
| --- | --- | --- |
| **Requesting Licensee Name/Position****Department / Address** | **Contact Details** | **Responsibilities** |
| Wholesale Billing | Telephone: Mobile: Fax: Email:  | * Sending and Receiving Invoices
* Invoice enquiries – Level 1
 |
| Manager, Billing | Telephone: Mobile: Fax: Email:  | * Management of Invoices
* Receiving Invoices
* Invoice enquiries – Level 2
* Billing Dispute Notices Receipt, pursuant to Annex F
* Billing Disputes – Level 1
* Requesting Licensee co-ordinator responsible for the Billing Dispute meeting
 |
| GM, Operation | Telephone: Mobile: Fax: Email:  | * Billing Disputes – Level 2
 |
| Accounts Payable Section, Financial Unit | Telephone: Mobile: Fax: Email:  | * Bank details for payment of Invoices
 |

# Operations and Maintenance Contact Points

*Table 4.1: Oman Broadband Operations and Maintenance Contact Points*

| **Oman Broadband Name/Position****Department / Address** | **Contact Details** | **Responsibilities** |
| --- | --- | --- |
| Oman Broadband SOC team/Oman Broadband NOC team | Telephone: Mobile: Fax: E-Mail:  | * Network status
* 24/7 initial fault reporting/receiving national network
* General Network Queries
* 24/7 support
 |
| Lead NOC  | Telephone: Mobile: Fax: E-Mail:  | * Customer connection and fault escalation – Level 1 and 2
 |
| Senior Manager Service Assurance | Telephone: Mobile: Fax: E-Mail:  | * Customer connection and fault escalation – Level 3
 |
| Company Technical Adviser  | Telephone: Mobile: Fax: E-Mail:  | * Commercial Agreement
* New system integration
 |
| GM Planning | Telephone: Mobile: Fax: E-Mail:  | * Network Planning
 |
| Account Manager  | Telephone: Mobile: Fax: E-Mail:  | * Notifications of Planned Works
* Notification and receipt of Dispute of Planned Works
* Notifications of network service performance
 |

*Table 4.2: Requesting Licensee Operations and Maintenance Contact Points*

| **Requesting Licensee Name/Position****Department/ Address** | **Contact Details** | **Responsibilities** |
| --- | --- | --- |
| Requesting Licensee NOC team | Telephone: Mobile: Fax: Email:  | * 24/7 initial fault reporting
 |
| NOC Team Leader  | Telephone: Mobile: Fax: Email:  | * Fault escalation – Level 1
 |
| GM Operations & Maintenance | Telephone: Mobile: Fax: Email:  | * Fault escalation – Level 2
 |
| GM Wholesale Operations  | Telephone: Mobile: Fax: Email:  | * Commercial/Agreement
* Fault escalation – Level 3
 |
| Senior Manager Service Delivery & Customer Service  | Telephone: Mobile: Fax: Email:  | * Failure management and Operations & Maintenance meetings with Requesting Licensee
 |
| Manager, Customer Service  | Telephone: Mobile: Fax: Email:  | * Statistical Measurement of network and interconnect service performance
* Notifications of Planned Works
 |
| Manager, Service Delivery | Telephone: Mobile: Fax: Email:  | * Repetitive problems, performance deterioration, long-duration failures and problems at sensitive sites
 |
| Key Account Manager (Commercial Focal Point) | Telephone: Mobile: Fax: Email:  | * Network Planning & Design
* Order Management
* (Placing orders, order cancellation or service termination)
 |

# Serving of Notices pursuant to Clause 20 (”Governing Law and Dispute Resolution”) of Main Body of this Agreement

Except if specifically provided otherwise, all Notices and other communications relating to this Agreement (Level 1) shall be in writing and shall be sent as follows:

| **If to Oman Broadband:** |
| --- |
| Title:Address:Telephone:Email: |

| **If to Requesting Licensee:** |
| --- |
| Title:Address:Telephone:Email: |

or to such other addresses as the Parties may notify from time to time pursuant to this Annex G.

The Level 2 escalation points within the Parties in relation to resolution of Disputes shall be as follows:

| **If to Oman Broadband:** |
| --- |
| Title:Address:Telephone:Email: |

| **If to Requesting Licensee:** |
| --- |
| Title:Address:Telephone:Email: |

or to such other addresses as the Parties may notify from time to time pursuant to this Annex G.

# Serving of Notices pursuant to Clause 19 (”Notices”) of Main Body of this Agreement

Except if specifically provided otherwise, all Notices and other communications requiring the attention of a Senior Manager under this Agreement shall be in writing and shall be sent as follows:

| **If to Oman Broadband:** |
| --- |
| Title:Address:Telephone:Email: |

| **If to Requesting Licensee:** |
| --- |
| Title:Address:Telephone:Email: |

or to such other addresses as the Parties may notify from time to time pursuant to this Annex G.