



stc

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Annex G

Service Schedules

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Annex G, Schedule 1

**Wholesale Fixed Call Termination
Service to stc Geographic Number Ranges**



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Schedule [1] Wholesale Fixed Call Termination Service to stc Geographic Number Ranges

1. General

stc will supply Wholesale Fixed Call Termination Service to stc geographic number ranges in accordance with Clause 3 of the Primary Document in respect of the Call types for which the process in Clause 4 of this Schedule (1) has been followed.

For the avoidance of doubt, the process in Clause 4 of this Schedule (1) must be initiated by the Other Licensed Operator if it wishes to acquire the Wholesale Fixed Call Termination Service to stc geographic number ranges in respect of Calls from the Other Licensed Operator's network not previously covered by a request made under that Clause.

Notwithstanding the Interconnection of the stc Network and the Other Licensed Operator's Network, under this Schedule (1), stc shall have no obligation to provide the Wholesale Fixed Call Termination Service in respect of Calls of any type other than voice terminating interconnected Calls to stc geographic number ranges.

stc will only be required to provide the Wholesale Fixed Call Termination Service to stc geographic number ranges to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (Operations and Maintenance Manual) and this Schedule (1).

2. Service Definition

Interconnection Service	Definition
Wholesale Fixed Call Termination Service to stc Geographic Number Ranges:	A voice Call, originated in KSA or a foreign call transiting through the Other Licensed Operator's Network using IP and/or TDM technology, handed over from the Other Licensed Operator's Network to the stc Network, initially switched by stc 's Exchanges, and passed to an stc Local Exchange (LE) for delivery to an stc Network Termination Point within that LE or parented remote unit (RU).

Note: For the foreign calls that transit through the Other Licensed Operator's Network, this requires a separate arrangement that comply with CST decision #323/1432 with regard to obligations of the Local Service Providers.

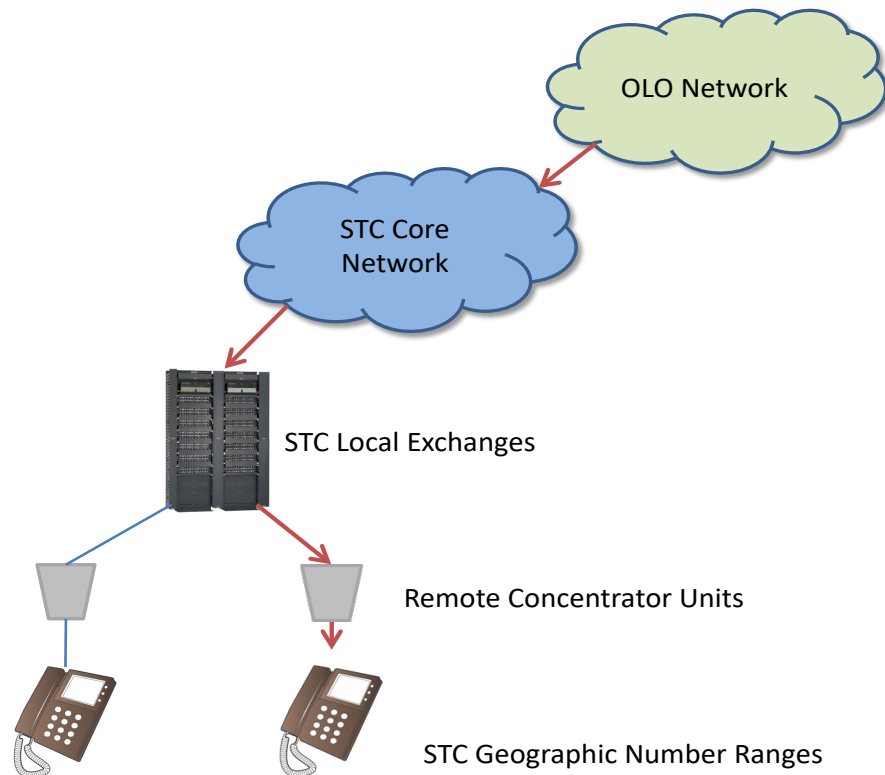


Figure 1: Wholesale Fixed Call Termination to stc Geographic Number Ranges



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3. Description of Service

- 3.1 Subject to the provisions of this Schedule, **stc** will convey voice Calls handed over from the Other Licensed Operator's network at an **stc** designated Interconnect Node to the appropriate **stc** Network termination point for geographic number ranges.
- 3.2 The **stc** Wholesale Fixed Call Termination Service to **stc** geographic number ranges shall be limited to voice Calls to geographic number ranges allocated to **stc** by CST as per the National Numbering Plan.
- 3.3 **stc** shall convey Wholesale Fixed Call Termination Services to **stc** geographic number ranges for the Other Licensed Operator for the contracted period at the same standard and quality of service as **stc** conveys similar Calls originated on the **stc** Network.
- 3.4 The Interconnection Agreement Parties shall agree in advance all necessary technical requirements, including Call set-up and clear down sequences, for the conveyance of Calls pursuant to this Schedule.
- 3.5 Each Party shall locate and correct faults that occur in its Network which affect the conveyance of Wholesale Fixed Call Termination Services to **stc** geographic number ranges in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.6 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.
- 3.7 The conveyance of Wholesale Fixed Call Termination Service to **stc** geographic number ranges shall be routed in accordance with the routing principles specified in Annex C (*Technical Information*). All Calls covered by this Service Schedule will be carried on installed Interconnect Links.



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3.8 For the conveyance of Wholesale Fixed Call Termination Services to **stc** geographic number ranges by **stc**, the Other Licensed Operator shall pay **stc** a charge calculated in accordance with the rate for such a Call specified from time to time in Annex F (*Price List*).

4. Service Provisioning – Initial Procedure

4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale Fixed Call Termination Services to **stc** geographic number ranges pursuant to this Schedule (1) and in respect of which the process in this Clause 4 has not already been undertaken.

4.2 The Other Licensed Operator shall notify **stc** of its request to use the Wholesale Fixed Call Termination Service to **stc** geographic number ranges by means of the request form set out in Annex H (*Operations and Maintenance Manual*).

4.3 **stc** shall acknowledge, in writing to the Other Licensed Operator's nominated representative, receipt of the Other Licensed Operator's request within five (5) Business Days of its receipt.

4.4 Following receipt of a request for service, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days of acknowledgement that either:

- a) The implementation of the request, in respect of the requested Wholesale Fixed Call Termination Services to **stc** geographic number ranges, involves only network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangements prior to installation shall be thirty (30) Business Days; or
- b) The implementation of the request in respect of the requested Wholesale Fixed Call Termination Service to **stc** geographic number ranges involves work in addition to or alternative to network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangements prior to installation shall be sixty (60) Business Days and additional charges may apply.



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- 4.5 The Parties shall forthwith negotiate in good faith the technical requirements and timetable for the use of the Wholesale Fixed Call Termination Service to **stc** geographic number ranges in accordance with the Other Licensed Operator's request for the negotiation period specified in Clause 4.4. In the event that agreement is not reached either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with Clause 4.5 above, **stc** will commence implementation in accordance with the agreed timetable as per Clause 4.5.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of Wholesale Fixed Call Termination Service to **stc** geographic number ranges until the Parties have completed all necessary Data Management Amendments required for that Wholesale Fixed Call Termination Service to **stc** geographic number ranges and all charges in line with Annex G Schedule (3), Interconnect Links, and the associated prices have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale Fixed Call Termination Service to **stc** geographic number ranges and **stc** shall cease supplying the Wholesale Fixed Call Termination Service to **stc** geographic number ranges as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20, (Breach, Suspension and Termination), of the Primary Document.

5. Number Range Activation

- 5.1 The Other Licensed Operator shall provide **stc** with at least twenty (20) Business Days' notice prior to any request to open number range(s). The Other Licensed Operator should advise **stc** of details of the number range(s) to be activated, the date activation is required and provide an associated routing plan.



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- 5.2 If **stc** can activate the number range(s) on the required date then that request will be put into effect by the required date. However where this is not possible, **stc** will advise within five (5) Business Days that the activation cannot be performed by the required date and will agree a new date with the Other Licensed Operator.

6. Forecasts

- 6.1 This Clause applies to the forecasts to be provided by the Other Licensed Operator to **stc** in relation to Network Capacity required for Wholesale Fixed Call Termination Services.
- 6.2 The Other Licensed Operator shall provide **stc** with forecasts for Network Capacity required for the provision of the Wholesale Fixed Call Termination Services every six (6) Calendar Months on 1 December and 1 June of each year.
- 6.3 Forecasts will be provided in accordance with and in the format shown in Annex E (*Forecasting*).

7. Charging

- 7.1 Unless otherwise specifically stated in the individual service description, charging for Wholesale Fixed Call Termination Services will be in accordance with this Clause.
- 7.2 **stc** will, for those terminating interconnected Calls for which it is providing a Wholesale Fixed Call Termination Service, collect a Call Data Record (CDR) for each individual terminating interconnected Call on a call-by-call basis and process such records in accordance with this Clause 7.
- 7.3 The CDRs collected by **stc** in accordance with this Clause shall be the source of the data used by **stc** for bill verification as per this Clause 7 and to invoice for the Wholesale Fixed Call Termination Services provided under this Schedule.
- 7.4 The calculation of Charges for any individual Call for the Wholesale Fixed Call Termination Services will be based on its duration recorded on the basis of the number of applicable Billing Units, and in accordance with the applicable rates set out in Annex F (*Price List*).



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- 7.5 The chargeable duration for each Call, unless specifically stated as otherwise, shall be the “conversation time” in accordance with Section 1.2.2 of CCITT Recommendation D.150 (version Mar del Plata, 1968; amended at Melbourne, 1988). All Successful Calls are chargeable. The Call duration Billing Unit shall be in increments of one (1) second. Successful Calls shall be defined as those Calls that have passed across a POI and received an answer signal returned by the other Party’s Network. Charges shall not be payable under this RO by either Licensed Operator to the other for unsuccessful Calls.
- 7.6 If a Call’s duration extends over two (2) or more Charge Rate Periods, the Call shall be recorded as a single Call in the Charge Rate Period which applies at the commencement of the Call.
- 7.7 Calls that cross over into the next Billing Period shall be billed in the Billing Period in which those Calls end.

8. Billing Information

- 8.1 **stc** shall use its reasonable endeavours to provide the Interconnect Usage Report for the Wholesale Fixed Call Termination Services in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale Fixed Call Termination Services in accordance with Annex B (*Billing Processes and Procedures*).
- 8.2 In addition to the obligations in Clause 8.1, when there is a Dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for the Wholesale Fixed Call Termination Services, then the Dispute resolution procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.
- 8.3 In the event that **stc** cannot record Billing Information for the Wholesale Fixed Call Termination Services due to a system error or other faults the Other Licensed Operator will be requested to provide the appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).



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- 8.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 8.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith such alternative Billing arrangements, such as an estimation based on the previous three (3) Billing Periods' Billing Information in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.

9. Routing

- 9.1 The conveyance of Wholesale Fixed Call Termination Service to **stc** geographic number ranges shall be in accordance with the routing principles specified in Annex C (*Technical Information*).



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**Annex G, Schedule (1A)
Voice Call Termination Services
to stc Non-Geographic Number Ranges**



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Schedule [1A] Call Termination Service To stc Non-Geographic Number

Ranges

1. General

- 1.1 **stc** shall supply a Call Termination Service to non-geographic numbers to which the user of the non-geographic number wishes to receive calls from the Other Licensed Operator. This Call Termination Service will be provided in accordance with Clause 3 of the Primary Document in respect of the Call Types for which the process in Clause 4 of this Schedule (1A) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (1A) must be initiated by the Other Licensed Operator if it wishes to acquire the Voice Call Termination Service in respect of calls from the Other Licensed Operator network not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator network, under this Schedule (1A), **stc** shall have no obligation to provide the Call Termination Service in respect of Calls of any type other than Voice Band Terminating Interconnected Calls to **stc**'s non-geographic number ranges.
- 1.4 **stc** shall only be required to provide the Voice Call Termination Service to non-geographic number ranges to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (1A).

2. Service definition

Interconnection Service	Definition
Call Termination Service to stc Non Geographic Number Ranges	A Call, handed over from the Other Licensed Operator Network to the stc Network, using a look-up in a number database and appropriately routed to an stc LE for delivery to a stc Network Termination Point within that LE or parented RU or network call centre.

stc Reference Offer – Annex G

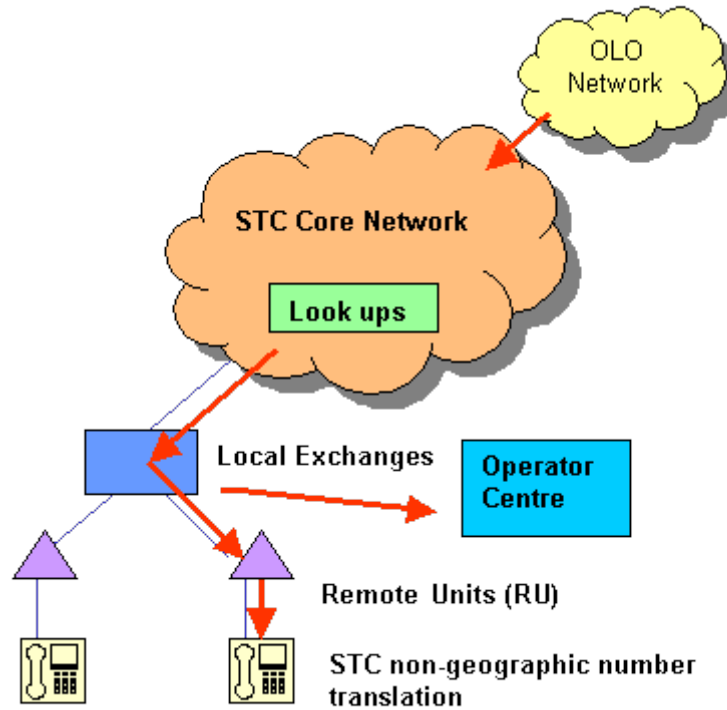


Figure 1: Call Termination to stc Non Geographic Number Ranges

3. Description of Service

- 3.1 Subject to the provisions of this Schedule, **stc** shall convey Voice Calls handed over from the Other Licensed Operator network at an **stc** designated Interconnection Service Node to the appropriate **stc** Network Termination Point for non-geographic number ranges.
- 3.2 The **stc** Voice Call Termination Service to non-geographic number ranges shall be limited to voice calls to non-geographic number ranges allocated to **stc** by the CST as per the national numbering plan.
- 3.3 **stc** shall convey Voice Call Termination Services to **stc**'s non-geographic number ranges for the Other Licensed Operator for the contracted period at the same standard and quality of service as **stc** conveys similar calls originating on the **stc** network.



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- 3.4 The Parties shall agree in advance all necessary technical requirements, including call set-up and clear down sequences, for the conveyance of calls pursuant to this Schedule.
- 3.5 Each Party shall locate and correct faults that occur in its Network which affect the conveyance of Voice Call Termination traffic in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.6 In the event that a fault in the Other Licensed Operator's network becomes service affecting in the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator network until such time as the cause of the fault is rectified.
- 3.7 The conveyance of Voice Band Call Termination Service to non-geographic number ranges shall be routed in accordance with the routing principles specified in Annex C (*Technical Information*). All Calls covered by this Service Schedule will be carried on installed **stc** Interconnect Links.
- 3.8 For the conveyance of Voice Band Call Termination Services to non-geographic number ranges by **stc**, the Other Licensed Operator shall pay **stc** and/or **stc** shall pay the Other Licensed Operator the charges calculated in accordance with the rates for such a Call specified from time to time in Annex F (*Price List*).

4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Voice Call Termination Services to non-geographic number ranges provided by **stc**
- 4.2 pursuant to this Schedule (1A) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.3 The Other Licensed Operator shall notify **stc** of its request for the use of Voice Call Termination Service to non-geographic number ranges by means of the request form set out in Annex H (*Operations and Maintenance Manual*).



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- 4.4 **stc** shall acknowledge, in writing to the Other Licensed Operator's nominated representative, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.5 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days of acknowledgement that either:
- c) The implementation of the request, in respect of the requested Voice Call Termination Services to non-geographic number ranges, involves only network conditioning in **stc's** Network, in which case the negotiation period to agree technical interconnection arrangement prior to installation shall be thirty (30) Business Days; or
 - d) The implementation of the request in respect of the requested Voice Call Termination Service to non-geographic number ranges involves work in addition to or as alternative to network conditioning in **stc's** Network, in which case the negotiation period to agree technical interconnection arrangement prior to installation shall be sixty (60) Business Days.
- 4.6 The Parties shall forthwith negotiate in good faith the technical requirements and timetable for the use of the Call Termination Service to non geographic number ranges provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4. In the event that agreement is not reached either Party may commence the Dispute Resolution Procedure in accordance with Clause 19 of the Primary Document.
- 4.7 Where the Parties have reached an agreement, in accordance with 4.4 above, **stc** will commence implementation in accordance with the agreed timetable as per Clause 4.5.
- 4.8 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of Voice Call Termination Service to non-geographic number ranges until the Parties have completed all necessary Data Amendments required for that Voice Call Termination Service to non-geographic number ranges and all



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network conditioning Charges in line with Schedule (3), Interconnect Links, and associated Price list have been agreed to by the Other Licensed Operator.

- 4.9 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Call Termination Service to non-geographic number ranges and **stc** shall cease supplying the Call Termination Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination), of the Primary Document.

5. Number Range Activation

- 5.1 The Other Licensed Operator shall provide **stc** with at least twenty (20) Business Days' notice prior to any request to open number range(s). The Other Licensed Operator should advise **stc** of details of the number range(s) to be activated, the date activation is required and provide an associated routing plan.
- 5.2 If **stc** can activate the number range(s) on the required date then that request will be put into effect by the required date. However where this is not possible, **stc** will advise within five (5) Business Days that the activation cannot be performed by the required date and will agree a new date with the Other Licensed Operator.

6. Forecasts

- 6.1 This Clause applies to the forecasts to be provided by the Other Licensed Operator to **stc** in relation to Network Capacity required for Wholesale Fixed Call Termination Services.
- 6.2 The Other Licensed Operator shall provide **stc** with forecasts for Network Capacity required for the provision of the Wholesale Fixed Call Termination Services every six (6) Calendar Months on 1 December and 1 June of each year.
- 6.3 Forecasts will be provided in accordance with and in the format shown in Annex E (*Forecasting*).



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7. Charging

- 7.1 Unless otherwise specifically stated in the individual service description, charging for Wholesale Fixed Call Termination Services will be in accordance with this Clause.
- 7.2 **stc** will, for those terminating interconnected Calls for which it is providing a Wholesale Fixed Call Termination Service, collect a Call Data Record (CDR) for each individual terminating interconnected Call on a call-by-call basis and process such records in accordance with this Clause 7.
- 7.3 The CDRs collected by **stc** in accordance with this Clause shall be the source of the data used by **stc** for bill verification as per this Clause 7 and to invoice for the Wholesale Fixed Call Termination Services provided under this Schedule.
- 7.4 The calculation of Charges for any individual Call for the Wholesale Fixed Call Termination Services will be based on its duration recorded on the basis of the number of applicable Billing Units, and in accordance with the applicable rates set out in Annex F (*Price List*).
- 7.5 The chargeable duration for each Call, unless specifically stated as otherwise, shall be the "conversation time" in accordance with Section 1.2.2 of CCITT Recommendation D.150 (version Mar del Plata, 1968; amended at Melbourne, 1988). All Successful Calls are chargeable. The Call duration Billing Unit shall be in increments of one (1) second. Successful Calls shall be defined as those Calls that have passed across a POI and received an answer signal returned by the other Party's Network. Charges shall not be payable under this RO by either Licensed Operator to the other for unsuccessful Calls.
- 7.6 If a Call's duration extends over two (2) or more Charge Rate Periods, the Call shall be recorded as a single Call in the Charge Rate Period which applies at the commencement of the Call.
- 7.7 Calls that cross over into the next Billing Period shall be billed in the Billing Period in which those Calls end.

8. Billing Information

- 8.1 **stc** shall use its reasonable endeavours to provide the Interconnect Usage Report for the Wholesale Fixed Call Termination Services in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale Fixed Call Termination Services in accordance with Annex B (*Billing Processes and Procedures*).
- 8.2 In addition to the obligations in Clause 8.1, when there is a Dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for the Wholesale Fixed Call Termination Services, then the Dispute resolution procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.
- 8.3 In the event that **stc** cannot record Billing Information for the Wholesale Fixed Call Termination Services due to a system error or other faults the Other Licensed Operator will be requested to provide the appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 8.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 8.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith such alternative Billing arrangements, such as an estimation based on the previous three (3) Billing Periods' Billing Information in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.

9. Routing

- 9.1 The conveyance of Voice Band Termination Calls to non-geographic number ranges shall be in accordance with the routing principles specified in Annex C (*Technical Information*).



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Annex G, Schedule 2
Wholesale Mobile Call Termination
Service



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Schedule [2] Wholesale Mobile Call Termination Service

1. General

- 1.1 **stc** will supply the Wholesale Mobile Call Termination Service in accordance with Clause 3 of the Primary Document in respect of the Call types for which the process in Clause 4 of this Schedule (2) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (2) must be initiated by the Other Licensed Operator if it wishes to acquire the Wholesale Mobile Call Termination Service in respect of Calls from the Other Licensed Operator's network not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's Network under this Schedule (2), **stc** shall have no obligation to provide the Wholesale Mobile Call Termination Service in respect of Calls of any type other than voice terminating interconnected Calls to **stc**'s mobile network.
- 1.4 **stc** will only be required to provide the Wholesale Mobile Call Termination Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (2).

2. Service Definition

Interconnection Service	Definition
Wholesale Mobile Call Termination Service	A voice Call, originated in KSA or a foreign call transiting through the Other Licensed Operator's Network using IP and/or TDM technology, handed over from the Other Licensed Operator's Network to the stc Network, initially switched either by stc 's SN Exchanges in case of Call routing through the Service Nodes or the Transit Switching Centre (TSC) in the case of direct mobile Interconnection, and then passed for delivery to the stc Mobile Switches for delivery to an stc mobile Network termination point.

Note: For the foreign calls that transit through the Other Licensed Operator's Network, this requires a separate arrangement that comply with CST decision #323/1432 with regard to obligations of the Local Service Providers.

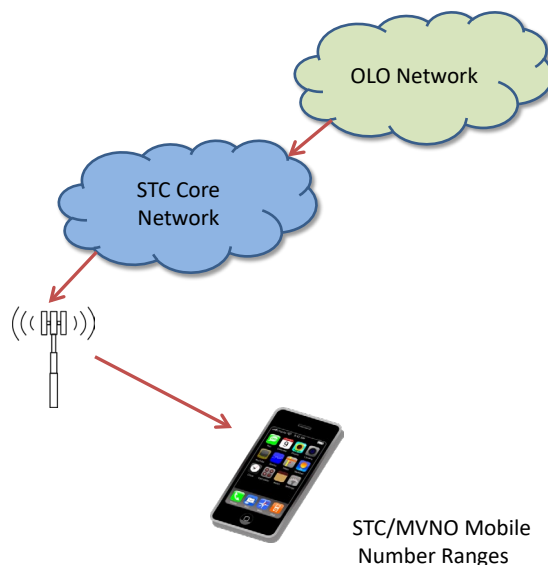


Figure 1a: Wholesale Mobile Call Termination via the stc Fixed Network

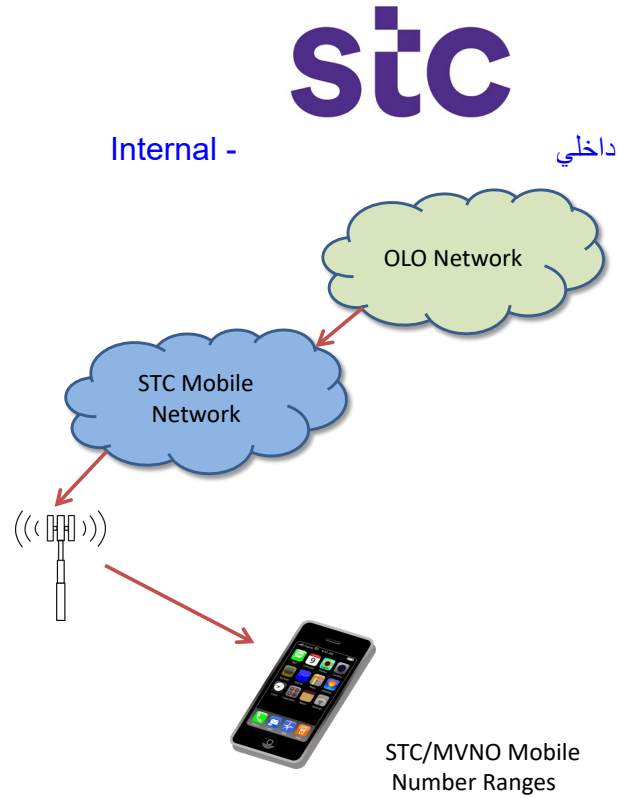


Figure 1b: Wholesale Mobile Call Termination with direct Interconnection to the stc Mobile Network

3. Description of Service

- 3.1 Subject to the provisions of this Schedule, **stc** shall convey voice Calls handed over from the Other Licensed Operator's network at an **stc** designated Interconnect Node site, to the appropriate **stc** mobile Network termination point.
- 3.2 The Wholesale Mobile Call Termination Service shall be limited to Calls to mobile number ranges allocated by CST to **stc** or MVNO networks parented on the **stc** mobile Network as per the National Numbering Plan.
- 3.3 **stc** shall convey the Wholesale Mobile Call Termination Service for the Other Licensed Operator for the contracted period at the same standard and quality of service as **stc** conveys similar Calls originated on the **stc** Network.
- 3.4 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear down sequences, for the conveyance of Calls pursuant to this Schedule (2).
- 3.5 Each Party shall locate and correct faults that occur in its Network which affect the conveyance of the Wholesale Mobile Call Termination Service in accordance with



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such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.

- 3.6 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** Network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.
- 3.7 The conveyance of the Wholesale Mobile Call Termination Service shall be routed in accordance with the routing principles specified in Annex C (*Technical Information*). All Calls covered by this Service Schedule will be carried on installed Interconnect Links.

4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale Mobile Call Termination Service pursuant to this Schedule (2) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** of its request for the use of the Wholesale Mobile Call Termination Service by means of the request form set out in Annex H (*Operations and Maintenance Manual*).
- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days of acknowledgement that either:
- a) The implementation of the request, in respect of the requested Wholesale Mobile Call Termination Service, involves only network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangements prior to installation shall be thirty (30) Business Days; or



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- b) The implementation of the request in respect of the requested Wholesale Mobile Call Termination Service involves work in addition to or alternative to network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangement prior to installation shall be sixty (60) Business Days and additional charges may apply.

- 4.5 The Parties shall forthwith negotiate in good faith the technical requirements and timetable for the use of the Wholesale Mobile Call Termination Service in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4. In the event that agreement is not reached either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 above, **stc** will commence implementation in accordance with the agreed timetable as per Clause 4.5.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of Wholesale Mobile Call Termination Service until the Parties have completed all necessary Data Management Amendments required for that Wholesale Mobile Call Termination Service and all charges in line with Schedule (3), Interconnect Links and associated price list have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale Mobile Call Termination Service and **stc** shall cease supplying the Wholesale Mobile Call Termination Services as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination), of the Primary Document.
- 4.9 For the conveyance of each Wholesale Mobile Call Termination Services, the Other Licensed Operator shall pay **stc** a charge calculated in accordance with the rate for such a Call specified from time to time in Annex F (*Price List*).



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5. Number Range Activation

- 5.1 The Other Licensed Operator shall provide **stc** with at least twenty (20) Business Days' notice prior to any request to open number range(s). The Other Licensed Operator should advise **stc** of details of the number range(s) to be activated, the date activation is required and provide an associated routing plan.
- 5.2 If **stc** can activate the number range(s) on the required date then that request will be put into effect by the required date. However where this is not possible, **stc** will advise within five (5) Business Days that the activation cannot be performed by the required date and will agree a new date with the Other Licensed Operator.

6. Forecasts

- 6.1 This Clause applies to the forecasts to be provided by the Other Licensed Operator to **stc** in relation to Network capacity required for the Wholesale Mobile Call Termination Service.
- 6.2 The Other Licensed Operator shall provide **stc** with forecasts for Network Capacity required for the provision of the Wholesale Mobile Call Termination Service every six (6) Calendar Months on 1 December and 1 June of each year.
- 6.3 Forecasts will be provided in accordance with and in the format shown in Annex E (*Forecasting*).

7. Charging

- 7.1 Unless otherwise specifically stated in the individual service description, charging for the Wholesale Mobile Call Termination Service will be in accordance with this Clause 7.
- 7.2 **stc** will, for those terminating interconnected Calls for which it is providing a Wholesale Mobile Call Termination Service, collect a Call Data Record (CDR) for each individual terminating interconnected Call on a call-by-call basis and process such records in accordance with this Clause 7.



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- 7.3 The CDRs collected by **stc** in accordance with this Clause shall be the source of the data used by **stc** for bill verification as per this Clause and to invoice for the Wholesale Mobile Call Termination Service provided under this Schedule (2).
- 7.4 The calculation of charges for any individual Call for the Wholesale Mobile Call Termination Service will be based on its duration recorded on the basis of the number of applicable Billing Units, and in accordance with the applicable rates set out in Annex F (*Price List*).
- 7.5 The chargeable duration for a Call shall be the time between the receipt of the answer signal and the termination of the Call. Charges shall not be payable under this RO by either Licensed Operator to the other for unsuccessful Calls. Successful Calls shall be defined as those Calls that have passed across a POI and received an answer signal returned by the other Party's Network.
- 7.6 If a Call's duration extends over two (2) or more Charge Rate Periods, the Call shall be recorded as a single Call in the Charge Rate Period, which applies at the commencement of the Call.
- 7.7 Calls that cross over into the next Billing Period shall be billed in the Billing Period in which those Calls end.

8. Billing Information

- 8.1 **stc** shall use its reasonable endeavours to provide the Interconnect Usage Report for the Wholesale Mobile Call Termination Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale Mobile Call Termination Service in accordance with Annex B (*Billing Processes and Procedures*).
- 8.2 In addition to the obligation in Clause 5.1, when there is a dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for the Wholesale Mobile Call Termination Service, then the Dispute resolution procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.



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- 8.3 In the event that **stc** cannot record Billing Information for the Wholesale Mobile Call Termination Service due to a system error or other faults the Other Licensed Operator will be requested to provide the appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*). Where the Billing Information collected by the Other Licensed Operator is not available under this Clause and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith such alternative Billing arrangements, such as an estimation based on the previous three (3) Billing Periods' Billing Information in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.

9. Routing

- 9.1 The conveyance of the Wholesale Mobile Call Termination Service shall be in accordance with the routing principles specified in Annex C (*Technical Information*).



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Reference Offer (RO)

Annex G, Schedule 3
Interconnection Link Services



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Schedule [3] Interconnection Link Services

1. General

- 1.1 This Schedule sets out the terms and conditions under which **stc** will provide the Interconnection Link Services to each Other Licensed Operator.
- 1.2 This Schedule is comprised of the following sections:



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Reference Offer (RO)

Annex G, Schedule 3A

**Customer Sited
Interconnection Link Service**



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Schedule [3A] Customer Sited Interconnection Link Service

1. General

- 1.1 **stc** will supply the Customer Sited (CS) Interconnection Link Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (3A) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (3A) must be initiated by the Other Licensed Operator if it wishes to acquire the CS Interconnection Link Service not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's network, **stc** shall have no obligation to provide the CS Interconnection Link Service at sites not designated as Points of Interconnection (POI).
- 1.4 **stc** will only be required to provide the CS Interconnection Link Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (3A).

2. Service Definition

Interconnection Service	Definition
Customer Sited Interconnection Link Service	A service where stc provides fixed transmission capacity over which voice, SMS, MMS and mobile video calling traffic between its network and the network of the Other Licensed Operator flows. Each end of the Interconnection Link is terminated on the Network of a different licensee. The Customer Sited Interconnection Link Service is a facility for the delivery of traffic between their Networks, The Point of Interconnection is located at the Digital Distribution Frame within the Other Licensed Operator's premises.

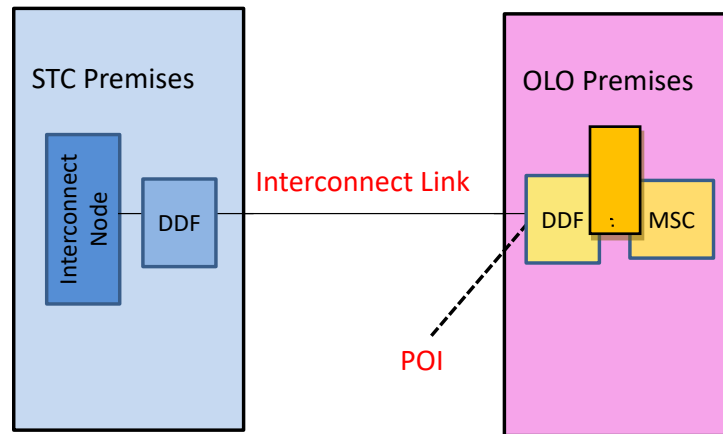


Figure 1: Customer Sited Interconnection Link between stc Site and Other Licensed Operator Site

3. Description of Service

- 3.1 Subject to the provisions of this CS Interconnection Link Service Schedule (3A), **stc** shall provide links with requested capacity between a requested **stc** POI and a specified point at an Other Licensed Operator's site.



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- 3.2 For the avoidance of doubt, the CS Interconnection Link Service is not provided for links to third party networks.
- 3.3 **stc** shall provide the CS Interconnection Link Service for the Other Licensed Operator for the contract period and at the same standard and quality of service as **stc** provides for similar links in its own Network.
- 3.4 The Parties shall agree in advance all necessary technical requirements, including physical circuit installation and operation, for the provision of the CS Interconnection Link Service pursuant to this Service Schedule (3A).
- 3.5 Each Party shall locate and correct faults that occur in its Network which affect the performance of the CS Interconnection Link Service in accordance with each Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.6 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.
- 3.7 The CS Interconnection Link Service will be provided using the agreed appropriate technology including both fixed and wireless systems.
- 3.8 For the provision of each CS Interconnection Link, the Other Licensed Operator shall pay **stc** in accordance with the rate for such a CS Interconnection Link as specified from time to time in Annex F (*Price List*).

4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the CS Interconnection Link Service provided by **stc** pursuant to this Schedule (3A) and in respect of which the process in this Clause 4 has not already been undertaken.



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- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the CS Interconnection Link Service.
- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, stc shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either;
- a) The implementation of the request in respect of the requested CS Interconnection Link Service involves only network conditioning in **stc's** Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - b) The implementation of the request in respect of the requested CS Interconnection Link Service involves work in addition to or alternative to network conditioning in **stc's** Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the CS Interconnection Link Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b), failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable and in line with the delivery schedules contained in Annex I (*Quality of Service Measures*).
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the CS Interconnection Link Service until the Parties have completed the preparation for that CS Interconnection Link Service and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the CS Interconnection Link Service and **stc** shall cease supplying the CS Interconnection



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Link Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

- 5.1 For all Interconnection Links provided by **stc**, **stc** will collect the CS Interconnection Link Service charges from the Other Licensed Operator.
- 5.2 **stc** shall, for those links for which it is providing a CS Interconnection Link Service, collate a record for each individual link which will be used by **stc** to invoice for the CS Interconnection Link Service which it provides under this RO.
- 5.3 The calculation of charges for the CS Interconnection Link Service will be based on the applicable rates set out in Annex F (*Price List*).
- 5.4 Charging commences upon the formal completion and handover of each CS Interconnection Link.

6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the CS Interconnection Link Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the CS Interconnection Link Service in accordance with Annex B (*Billing Processes and Procedures*).
- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the CS Interconnection Link Service, the Parties shall exchange the appropriate Billing Information set out in Annex B (*Billing Processes and Procedures*).
- 6.3 In the event that **stc** cannot provide the appropriate Billing Information for the CS Interconnection Link Service due to a system error or other faults, upon request of **stc**, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).



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- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.

7. Routing

- 7.1 The provision of the CS Interconnection Link Service shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).



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Reference Offer (RO)

Annex G, Schedule 3A1

**Customer Sited Interconnection Link
Service (IP Interconnection)**

**Schedule [3A1] Customer Sited Interconnection Link Service (IP
Interconnection)**

1. General

- 1.1 **stc** will supply the Customer Sited Interconnection Link Service (IP Interconnection) to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (3A) has been followed.



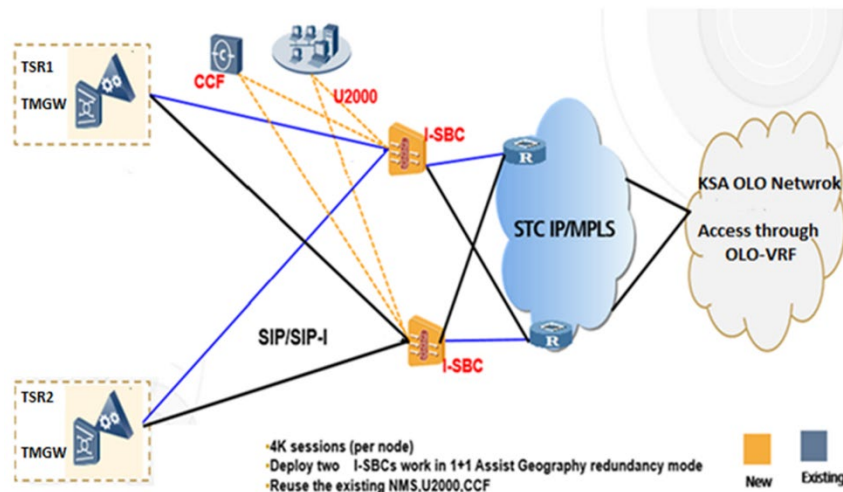
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- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (3A) must be initiated by the Other Licensed Operator if it wishes to acquire the Customer Sited Interconnection Link Service (IP Interconnection) not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's network, **stc** shall have no obligation to provide the Customer Sited Interconnection Link Service (IP Interconnection) at sites not designated as Points of Interconnection (POI).
- 1.4 **stc** will only be required to provide the Customer Sited Interconnection Link Service (IP Interconnection) to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (3A).

2. Service Definition

Interconnection Service	Definition
Customer Sited Interconnection Link Service (IP Interconnection)	Physical linking of an operator's IP network with the IP equipment or facilities that belong to another operator's network. It will allow customers to make an IP call, enabling all the features of enriched calling, to another subscriber on another IP network. It is the linking of two or more operators' networks, either domestically within a country or internationally, so that the calls remain entirely on IP network infrastructure and do not fall back to older legacy services during call routing.





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3. Description of Service

- 3.1 Subject to the provisions of this Customer Sited Interconnection Link Service (IP Interconnection) (3A), **stc** shall provide links with requested capacity between a requested **stc** POI and a specified point at an Other Licensed Operator's site.
- 3.2 For the avoidance of doubt, the Customer Sited Interconnection Link Service (IP Interconnection) is not provided for links to third party networks.
- 3.3 **stc** shall provide the Customer Sited Interconnection Link Service (IP Interconnection) for the Other Licensed Operator for the contract period and at the same standard and quality of service as **stc** provides for similar links in its own Network.
- 3.4 The Parties shall agree in advance all necessary technical requirements, including physical circuit installation and operation, for the provision of the Customer Sited Interconnection Link Service (IP Interconnection) pursuant to this Service Schedule (3A).
- 3.5 Each Party shall locate and correct faults that occur in its Network which affect the performance of the Customer Sited Interconnection Link Service (IP Interconnection) in accordance with each Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.6 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.
- 3.7 The Customer Sited Interconnection Link Service (IP Interconnection) will be provided using the agreed appropriate technology including both fixed and wireless systems.
- 3.8 For the provision of each CS Interconnection Link, the Other Licensed Operator shall pay **stc** in accordance with the rate for such a Customer Sited Interconnection Link Service (IP Interconnection) as specified from time to time in Annex F (*Price List*).

stc Reference Offer – Annex G



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4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the other Licensed Operator wishes to use the Customer Sited Interconnection Link Service (IP Interconnection) provided by **stc** pursuant to this Schedule (3A) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the Customer Sited Interconnection Link Service (IP Interconnection).
- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either;
- a) The implementation of the request in respect of the requested Customer Sited Interconnection Link Service (IP Interconnection) involves only network conditioning in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - b) The implementation of the request in respect of the requested Customer Sited Interconnection Link Service (IP Interconnection) involves work in addition to or alternative to network conditioning in **stc**'s Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the Customer Sited Interconnection Link Service (IP Interconnection) provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b), failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.



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- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable and in line with the delivery schedules contained in Annex I (*Quality of Service Measures*).
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the CS Interconnection Link Service until the Parties have completed the preparation for that Customer Sited Interconnection Link Service (IP Interconnection) and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request stc to cease supplying the Customer Sited Interconnection Link Service (IP Interconnection) and stc shall cease supplying the Customer Sited Interconnection Link Service (IP Interconnection) Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.
- 5. Charging**
- 5.1 For all Interconnection Links provided by stc, stc will collect the Customer Sited Interconnection Link Service (IP Interconnection) charges from the Other Licensed Operator.
- 5.2 stc shall, for those links for which it is providing a Customer Sited Interconnection Link Service (IP Interconnection), collate a record for each individual link which will be used by stc to invoice for the Customer Sited Interconnection Link Service (IP Interconnection) which it provides under this RO.
- 5.3 The calculation of charges for the Customer Sited Interconnection Link Service (IP Interconnection) will be based on the applicable rates set out in Annex F (Price List).
- 5.4 Charging commences upon the formal completion and handover of each Customer Sited Interconnection Link Service (IP Interconnection).



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6. Billing Information

- 6.1 stc shall use its reasonable endeavours to provide appropriate Billing Information for the Customer Sited Interconnection Link Service (IP Interconnection) in accordance with the format set out in Annex B (Billing Processes and Procedures) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the Customer Sited Interconnection Link Service (IP Interconnection) in accordance with Annex B (Billing Processes and Procedures).
- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the Customer Sited Interconnection Link Service (IP Interconnection), the Parties shall exchange the appropriate Billing Information set out in Annex B (Billing Processes and Procedures).
- 6.3 In the event that **stc** cannot provide the appropriate Billing Information for the Customer Sited Interconnection Link Service (IP Interconnection) due to a system error or other faults, upon request of **stc**, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.

7. Routing

- 7.1 The provision of the Customer Sited Interconnection Link Service (IP Interconnection) shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).



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Reference Offer (RO)

Annex G, Schedule 4

Wholesale Leased Line Services



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Schedule [4] Wholesale Leased Line Services

1. General

- 1.1 **stc** will supply Wholesale Leased Line Services in accordance with Clause 3 of the Primary Document in respect of the services for which the processes in the relevant service provisioning clauses have been followed.
- 1.2 For the avoidance of doubt, the process in the relevant service provisioning clauses must be initiated by the Other Licensed Operator if it wishes to acquire Wholesale Leased Line Services not previously covered by a request under the relevant service provisioning clauses.
- 1.3 **stc** will only be required to provide the Wholesale Leased Line Services to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*).

2. Forecasts

- 2.1 This Clause applies to the forecasts to be provided by the Other Licensed Operator to **stc** in relation to network capacity required for Wholesale Leased Line Services.
- 2.2 The Other Licensed Operator shall provide **stc** with forecasts for network capacity required for the provision of the Wholesale Leased Line Services every six (6) months on 1 December and 1 June of each year.
- 2.3 Forecasts will be provided in accordance with and in the format shown in Annex E (*Forecasting*).

3. Charging

- 3.1 For all Wholesale Leased Line Services provided by **stc**, **stc** will collect appropriate charges from the Other Licensed Operator.
- 3.2 **stc** shall collate a record for each individual Wholesale Leased Line Service which will be used by **stc** to invoice for the Wholesale Leased Line Services which it provides under this RO.



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3.3 The calculation of charges for the Wholesale Leased Line Services will be based on the applicable rates set out in Annex F (*Price List*).

3.4 Charging commences upon the formal completion and handover of each Wholesale Leased Line Service.

4. Billing Information

4.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for each Wholesale Leased Line Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale Leased Line Services in accordance with Annex B (*Billing Processes and Procedures*).

4.2 In addition to the obligation in Clause 4.1, when there is a Dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for the Wholesale Leased Line Services, then the reconciliation procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.

4.3 In the event that **stc** cannot record Billing Information for the Wholesale Leased Line Services due to a system error or other faults the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).

4.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 4.3, the Parties shall negotiate in good faith such alternative billing arrangements, such as an estimation based on the previous three (3) Billing Period's Billing Information in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.



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Reference Offer (RO)

Annex G, Schedule 4A1

**Wholesale National Leased Line
Service**



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Schedule [4A1] Wholesale National Leased Line Service

1. General

- 1.1 **stc** will supply the Wholesale National Leased Line Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the Services for which the process in Clause 4 of the this Schedule (4A1) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (4A1) must be initiated by the Other Licensed Operator if it wishes to acquire the Wholesale National Leased Line Services not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of **stc**'s Network and the Other Licensed Operator's Network, **stc** shall have no obligation to provide Services other than those specified for the provision of Wholesale Leased Line Services; including standard delivery lead-times where appropriate plant is available extended lead-times where plant is not available, as well as engineering and commercial principles.
- 1.4 **stc** will only be required to provide the Wholesale National Leased Line Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (4A1).

2. Service Definition

Interconnection Service	Definition
Wholesale National Leased Line Service	A service where stc provides national fixed transmission capacity over its Network via transmission node sites, between 2 fixed points of the Other Licensed Operator's property/site or between the property/site of two Other Licensed Operators. (physical service) As an option, variety of link protection mechanisms are available to this service, tailored to customer requirements and feasibility considerations.

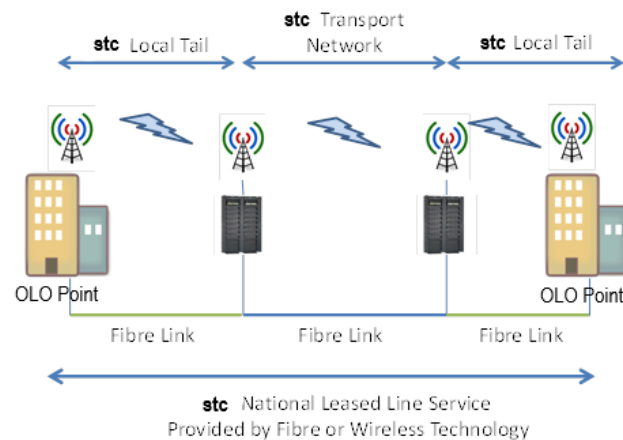


Figure 1: Wholesale National Leased Line Service from Other Licensed Operator site to Other Licensed Operator site



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3. **Description of Service**

- 3.1 Subject to the provisions of this Schedule, **stc** shall provide the Wholesale National Leased Line Service between the sites of the Other Licensed Operator.
- 3.2 **stc** shall provide the Wholesale National Leased Line Service for the Other Licensed Operator for the contract period and at the same standard and quality of service as it provides for similar links.
- 3.3 The Parties shall agree in advance all necessary technical requirements, including physical circuit installation and operation for the provision of the Wholesale National Leased Line Service pursuant to this Schedule (4A1).
- 3.4 Each Party shall locate and correct faults that occur in its Network which affect the performance of the Wholesale National Leased Line Service in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.5 The provision of the Wholesale National Leased Line Service shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).
- 3.6 The Wholesale National Leased Line Service will be provided using agreed appropriate technology including both fixed and wireless systems.
- 3.7 For the provision of each Wholesale National Leased Line Service, the Other Licensed Operator shall pay **stc** charges in accordance with the rate for each service as specified from time to time in Annex F (*Price List*).

4. **Service Provisioning – Initial Procedure**

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale National Leased Line Service provided by **stc** in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it requests the use of a Wholesale National Leased Line Service.



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- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either:
- c) The implementation of the request in respect of the requested Wholesale National Leased Line Service involves only network conditioning in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - d) The implementation of the request in respect of the requested Wholesale National Leased Line Service involves work in addition to or alternative to network conditioning in **stc**'s Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the Wholesale National Leased Line Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b) failing which either Party may commence the Dispute resolution procedure as defined in Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable and in line with the delivery schedules contained in Annex I (*Quality of Service Measures*).
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the Wholesale National Leased Line Service until the Parties have completed the preparation for each Wholesale National Leased Line Service and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale National Leased Line Service and **stc** shall cease supplying the Wholesale National Leased Line Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with terms and conditions



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specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. **Charging**

5.1 For all Wholesale National Leased Line Services provided by **stc**, **stc** will collect the Wholesale National Leased Line Service charges from the Other Licensed Operator.

5.2 **stc** shall, for each Wholesale National Leased Line Service, collate a record which shall be used by **stc** to invoice for the Wholesale National Leased Line Service it provides under this RO.

5.3 The calculation of Charges for the Wholesale National Leased Line Service will be based on the applicable rates set out in Annex F (*Price List*).

5.4 Charging commences upon the formal completion and handover of each circuit.

5.5 When the Wholesale National Leased Line Service is provided to an Other Licensed Operator in order to link it to the network of a third party Other Licensed Operator, the Other Licensed Operator which first requests **stc** for the provision of such a Wholesale National Leased Line Service will be responsible for the payment of all connection and rental charges to **stc**.

6. **Billing Information**

6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the Wholesale National Leased Line Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale National Leased Line Service in accordance with Annex B (*Billing Processes and Procedures*).

6.2 In addition to the obligation in Clause 6.1, when there is a dispute in relation to invoices issued for the Wholesale National Leased Line Service, the Parties shall exchange the appropriate Billing Information.

6.3 In the event that **stc** cannot provide Billing Information for the Wholesale National Leased Line Service due to a system error or other faults, the Other Licensed



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Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).

6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3, the Parties shall negotiate in good faith alternative billing arrangements.

7. **Routing**

7.1 The provision of Leased Lines shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).



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stc

Reference Offer (RO)

Annex G, Schedule 4A2

Wholesale Leased Line National Service

(CNFO)



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Schedule [4A2] Wholesale Leased Line National Service (CNFO)

1. General

- 1.1 stc will supply the MPLS VPN Service Core Network for OLOs (CNFO) to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (4A2) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (4A2) must be initiated by the Other Licensed Operator if it wishes to acquire the MPLS VPN Service (CNFO) not previously covered by a request made under that Clause.
- 1.3 stc shall have no obligation to provide the MPLS VPN Service (CNFO) at sites designated as stc exclusive projects/areas.
- 1.4 stc will only be required to provide the MPLS VPN Service (CNFO) to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (Operations and Maintenance Manual) and this Schedule (4A2).

2. Service Definition

Interconnection Service	Definition
Wholesale Leased Line National Service (CNFO)	A service where stc provides national MPLS VPN Core Network for OLOs (CNFO) capacity over its Network via MPLS VPN node sites, between 2 fixed points of the Other Licensed Operator's (OLO) property/site This service is intended only for OLOs needs to expand their core networks through stc , and not for connectivity end customers.

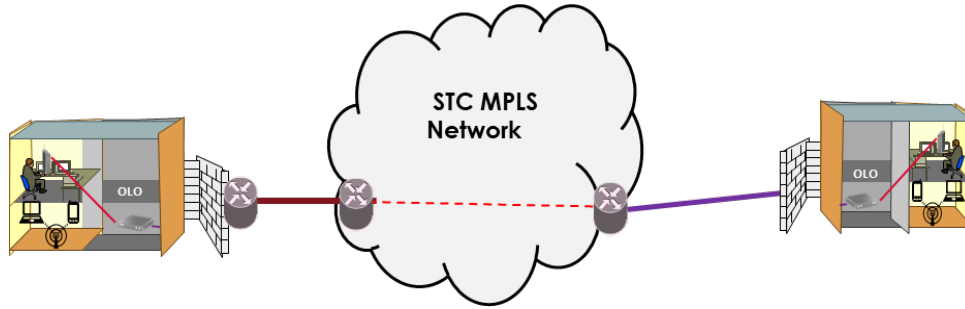


Figure 1: MPLS VPN Service (CNFO)

3. **Description of Service**

- 3.1 Subject to the provisions of this MPLS VPN Service (CNFO) Schedule (4A2), stc shall provide MPLS VPN (CNFO) Service to the Other Licensed Operator for the contract period.
- 3.2 stc's national MPLS VPN services (CNFO) offer enhanced performance, low total cost of ownership as well as flexibility, security and survivability. stc supports flexibility in its MPLS VPN service (CNFO).
- 3.3 The Parties shall agree in advance all necessary technical and commercial requirements for the provision of the MPLS VPN Service (CNFO) pursuant to this Service Schedule (4A2)).
- 3.4 Each Party shall locate and correct faults that occur in its Network which affect the performance of the MPLS VPN Service (CNFO) in accordance with each Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.5 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the stc network, then stc reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST



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- 3.6 The MPLS VPN Service (CNFO) will be provided using the agreed appropriate technology and appropriate systems.
- 3.7 For the provision of MPLS VPN Service (CNFO), the Other Licensed Operator shall pay stc in accordance with the rate for such a MPLS VPN Service (CNFO) as specified from time to time in Annex F (Price List).
4. **Service Provisioning – Initial Procedure**
- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the MPLS VPN Service (CNFO) provided by stc pursuant to this Schedule (4A2) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify stc by means of the request form set out in Annex H (Operations and Maintenance Manual) if it wishes to use the MPLS VPN Service (CNFO).
- 4.3 stc shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, stc shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either;
- e) The implementation of the request in respect of the requested MPLS VPN Service **(CNFO)** involves only network conditioning/software programming in **stc's** Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - f) The implementation of the request in respect of the requested MPLS VPN Service **(CNFO)** involves work in addition to or alternative to network conditioning/software programming in **stc's** Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the MPLS VPN Service (CNFO) provided by stc in accordance with the Other Licensed Operator's request under Clause 4.2 for the



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negotiation period specified in Clause 4.4 (a) or (b), failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.

- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, stc will commence implementation in accordance with the agreed timetable.
- 4.7 Nothing in this Clause 4 requires stc to perform any changes in its Network or to commence the supply of the MPLS VPN Service (CNFO) until the Parties have completed the preparation for that MPLS VPN Service (CNFO) and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request stc to cease supplying the MPLS VPN Service (CNFO) and stc shall cease supplying the MPLS VPN Service (CNFO) as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. **Charging**

- 5.1 For all MPLS VPN Service (CNFO) provided by stc, stc will collect the MPLS VPN Service (CNFO) charges from the Other Licensed Operator, based on the applicable rates set out in Annex F (Price List).
- 5.2 stc shall, for those links for which it is providing a MPLS VPN Service (CNFO), collate a record for each individual link which will be used by stc to invoice for the MPLS VPN Service (CNFO) which it provides under this RO, subject to the terms of the agreement that will be entered into between the parties.
- 5.3 The calculation of charges for the MPLS VPN Service (CNFO) will be based on the applicable rates set out in Annex F (Price List).
- 5.4 Charging commences upon the formal completion and commencement of the commercial service between the parties.



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6. **Billing Information**

- 6.1 stc shall use its reasonable endeavours to provide appropriate Billing Information for the MPLS VPN Service (CNFO) in accordance with the format set out in Annex B (Billing Processes and Procedures) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the MPLS VPN Service (CNFO) in accordance with Annex B (Billing Processes and Procedures), depending on the terms of the conditions entered into between stc and the OLO.
- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the MPLS VPN Service (CNFO), the Parties shall exchange the appropriate Billing Information set out in Annex B (Billing Processes and Procedures).
- 6.3 In the event that stc cannot provide the appropriate Billing Information for the MPLS VPN Service (CNFO) due to a system error or other faults, upon request of stc, the Other Licensed Operator will be requested to provide appropriate Billing Information to stc in accordance with the procedure set out in Annex B (Billing Processes and Procedures).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (Billing Processes and Procedures), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.

7. **Routing**

- 7.1 The provision of the MPLS VPN Service (CNFO) shall be in accordance with the stc MPLS VPN (CNFO) routing principles specified in Annex C (Technical Information).



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Reference Offer (RO)

Annex G, Schedule 4A3
Wholesale National Terminating
Segments of Leased Lines Service

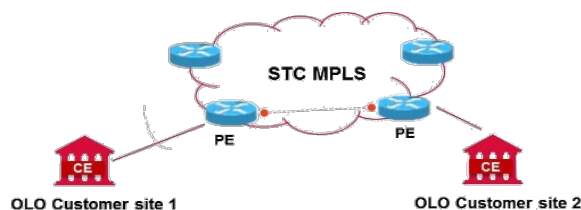
Schedule [4A3-1] Wholesale National Terminating Segments of Leased (L2VPN)

1. General

- 1.1 stc will supply the National Terminating Segment of Leased Line Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule must be initiated by the Other Licensed Operator if it wishes to acquire this Service not previously covered by a request made under that Clause.
- 1.3 stc will only be required to provide this Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (Operations and Maintenance Manual) and this Schedule.

2. Service Definition

Interconnection Service	Definition
Wholesale National Terminating Segments of Leased Lines Service (L2VPN)	Wholesale National Terminating Segments of Leased Lines Service comprises the provision by STC of a fixed capacity transmission facility joining a customer site to a trunk node for onward physical connection to the OLO's point of access, via Wholesale Trunk Segment of a Leased Line. A Trunk Node is a location on STC's network designated for connecting a leased line access segment with Wholesale Trunk Segments of Leased Lines.





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3. **Description of Service**

- 3.1 Subject to the provisions of this Schedule, **stc** shall provide this Service between the sites of the Other Licensed Operator.
- 3.2 **stc** shall provide this Service for the Other Licensed Operator for the contract period and at the same standard and quality of service as it provides for similar links.
- 3.3 The Parties shall agree in advance all necessary technical requirements, including physical circuit installation and operation for the provision of this Service pursuant to this Schedule (4A3).
- 3.4 Each Party shall locate and correct faults that occur in its Network which affect the performance of this Service in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.5 The provision of this Service shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).
- 3.6 This Service will be provided using agreed appropriate technology including both fixed and wireless systems.
- 3.7 For the provision of each line of this Service, the Other Licensed Operator shall pay **stc** charges in accordance with the rate for each service as specified from time to time in Annex F (*Price List*).

4. **Service Provisioning – Initial Procedure**

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale National Leased Line Service provided by **stc** in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it requests the use of a Wholesale National Leased Line Service.



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- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either:
- g) The implementation of the request in respect of the requested Wholesale National Leased Line Service involves only network conditioning in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - h) The implementation of the request in respect of the requested Wholesale National Leased Line Service involves work in addition to or alternative to network conditioning in **stc**'s Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the Wholesale National Leased Line Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b) failing which either Party may commence the Dispute resolution procedure as defined in Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable and in line with the delivery schedules contained in Annex I (*Quality of Service Measures*).
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the Wholesale National Leased Line Service until the Parties have completed the preparation for each Wholesale National Leased Line Service and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale National Leased Line Service and **stc** shall cease supplying the Wholesale National Leased Line Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with terms and conditions



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specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. **Charging**

- 5.1 For all Wholesale National Leased Line Services provided by **stc**, **stc** will collect the Wholesale National Leased Line Service charges from the Other Licensed Operator.
- 5.2 **stc** shall, for each Wholesale National Leased Line Service, collate a record which shall be used by **stc** to invoice for the Wholesale National Leased Line Service it provides under this RO.
- 5.3 The calculation of Charges for the Wholesale National Leased Line Service will be based on the applicable rates set out in Annex F (*Price List*).
- 5.4 Charging commences upon the formal completion and handover of each circuit.
- 5.5 When the Wholesale National Leased Line Service is provided to an Other Licensed Operator in order to link it to the network of a third party Other Licensed Operator, the Other Licensed Operator which first requests **stc** for the provision of such a Wholesale National Leased Line Service will be responsible for the payment of all connection and rental charges to **stc**.

6. **Billing Information**

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the Wholesale National Leased Line Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale National Leased Line Service in accordance with Annex B (*Billing Processes and Procedures*).
- 6.2 In addition to the obligation in Clause 6.1, when there is a dispute in relation to invoices issued for the Wholesale National Leased Line Service, the Parties shall exchange the appropriate Billing Information.
- 6.3 In the event that **stc** cannot provide Billing Information for the Wholesale National Leased Line Service due to a system error or other faults, the Other Licensed



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Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).

6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3, the Parties shall negotiate in good faith alternative billing arrangements.

7. **Routing**

7.1 The provision of Leased Lines shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).

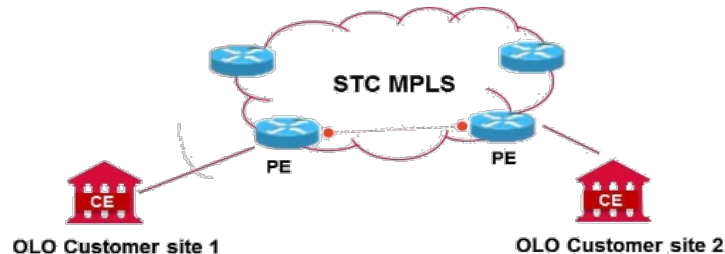
Schedule [4A3-2] Wholesale National Terminating Segments of Leased (L3VPN) Service

1. General

- 1.1 stc will supply the National Terminating Segment of Leased Line Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule must be initiated by the Other Licensed Operator if it wishes to acquire this Service not previously covered by a request made under that Clause.
- 1.3 stc will only be required to provide this Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (Operations and Maintenance Manual) and this Schedule.

2. Service Definition

Interconnection Service	Definition
Wholesale National Terminating Segments of Leased Lines Service (L3VPN)	Wholesale National Terminating Segments of Leased Lines Service comprises the provision by STC of a fixed capacity transmission facility joining a customer site to a trunk node for onward virtual connection to the OLO's point of access, via Wholesale Trunk Segment of a Leased Line. A Trunk Node is a location on STC's network designated for connecting a leased line access segment with Wholesale Trunk Segments of Leased Lines.





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3. **Description of Service**

- 3.1 Subject to the provisions of this Schedule, **stc** shall provide this Service between the sites of the Other Licensed Operator.
- 3.2 **stc** shall provide this Service for the Other Licensed Operator for the contract period and at the same standard and quality of service as it provides for similar links.
- 3.3 The Parties shall agree in advance all necessary technical requirements, including physical circuit installation and operation for the provision of this Service pursuant to this Schedule (4A3).
- 3.4 Each Party shall locate and correct faults that occur in its Network which affect the performance of this Service in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.5 The provision of this Service shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).
- 3.6 This Service will be provided using agreed appropriate technology including both fixed and wireless systems.
- 3.7 For the provision of each line of this Service, the Other Licensed Operator shall pay **stc** charges in accordance with the rate for each service as specified from time to time in Annex F (*Price List*).

4. **Service Provisioning – Initial Procedure**

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale National Leased Line Service provided by **stc** in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it requests the use of a Wholesale National Leased Line Service.



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- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either:
- i) The implementation of the request in respect of the requested Wholesale National Leased Line Service involves only network conditioning in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - j) The implementation of the request in respect of the requested Wholesale National Leased Line Service involves work in addition to or alternative to network conditioning in **stc**'s Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the Wholesale National Leased Line Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b) failing which either Party may commence the Dispute resolution procedure as defined in Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable and in line with the delivery schedules contained in Annex I (*Quality of Service Measures*).
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the Wholesale National Leased Line Service until the Parties have completed the preparation for each Wholesale National Leased Line Service and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale National Leased Line Service and **stc** shall cease supplying the Wholesale National Leased Line Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with terms and conditions



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specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. **Charging**

- 5.1 For all Wholesale National Leased Line Services provided by **stc**, **stc** will collect the Wholesale National Leased Line Service charges from the Other Licensed Operator.
- 5.2 **stc** shall, for each Wholesale National Leased Line Service, collate a record which shall be used by **stc** to invoice for the Wholesale National Leased Line Service it provides under this RO.
- 5.3 The calculation of Charges for the Wholesale National Leased Line Service will be based on the applicable rates set out in Annex F (*Price List*).
- 5.4 Charging commences upon the formal completion and handover of each circuit.
- 5.5 When the Wholesale National Leased Line Service is provided to an Other Licensed Operator in order to link it to the network of a third party Other Licensed Operator, the Other Licensed Operator which first requests **stc** for the provision of such a Wholesale National Leased Line Service will be responsible for the payment of all connection and rental charges to **stc**.

6. **Billing Information**

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the Wholesale National Leased Line Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale National Leased Line Service in accordance with Annex B (*Billing Processes and Procedures*).
- 6.2 In addition to the obligation in Clause 6.1, when there is a dispute in relation to invoices issued for the Wholesale National Leased Line Service, the Parties shall exchange the appropriate Billing Information.
- 6.3 In the event that **stc** cannot provide Billing Information for the Wholesale National Leased Line Service due to a system error or other faults, the Other Licensed



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Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).

6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3, the Parties shall negotiate in good faith alternative billing arrangements.

7. **Routing**

The provision of Leased Lines shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).



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stc

Reference Offer (RO)

Annex G, Schedule 4A4

**Wholesale National Trunk Segments of
Leased Lines Service**



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Schedule [4A4] Wholesale National Terminating Segments of Leased Service

1. General

- 1.1 **stc** will supply the Wholesale National Trunk Segments of Leased Lines Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (4A4) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (4A4) must be initiated by the Other Licensed Operator if it wishes to acquire the Wholesale National Trunk Segments of Leased Lines Service not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's network, **stc** shall have no obligation to provide the Wholesale National Trunk Segments of Leased Lines Service at sites not designated as Points of Interconnection (POI).
- 1.4 **stc** will only be required to provide the Wholesale National Trunk Segments of Leased Lines Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (4A4).

2. Service Definition

Interconnection Service	Definition
Wholesale National Trunk Segments of Leased Lines Service	Wholesale National Trunk Segments of Leased Lines Service comprises the provision by STC of a fixed capacity transmission facility between a designated STC Trunk Node and OLO designated Trunk Node , for onward connection to a leased line access segment. (physical and virtual service)



3. Description of Service

- 3.1 Subject to the provisions of this Schedule, **stc** shall provide the Wholesale National Leased Line Service between the sites of the Other Licensed Operator.
- 3.2 **stc** shall provide the Wholesale National Leased Line Service for the Other Licensed Operator for the contract period and at the same standard and quality of service as it provides for similar links.
- 3.3 The Parties shall agree in advance all necessary technical requirements, including physical circuit installation and operation for the provision of the Wholesale National Leased Line Service pursuant to this Schedule (4A4).



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- 3.4 Each Party shall locate and correct faults that occur in its Network which affect the performance of the Wholesale National Leased Line Service in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.5 The provision of the Wholesale National Leased Line Service shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).
- 3.6 The Wholesale National Leased Line Service will be provided using agreed appropriate technology including both fixed and wireless systems.
- 3.7 For the provision of each Wholesale National Leased Line Service, the Other Licensed Operator shall pay **stc** charges in accordance with the rate for each service as specified from time to time in Annex F (*Price List*).

4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale National Leased Line Service provided by **stc** in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it requests the use of a Wholesale National Leased Line Service.
- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either:
- k) The implementation of the request in respect of the requested Wholesale National Leased Line Service involves only network conditioning in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days;
- or



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- l) The implementation of the request in respect of the requested Wholesale National Leased Line Service involves work in addition to or alternative to network conditioning in **stc**'s Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.

- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the Wholesale National Leased Line Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b) failing which either Party may commence the Dispute resolution procedure as defined in Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable and in line with the delivery schedules contained in Annex I (*Quality of Service Measures*).
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the Wholesale National Leased Line Service until the Parties have completed the preparation for each Wholesale National Leased Line Service and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale National Leased Line Service and **stc** shall cease supplying the Wholesale National Leased Line Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

- 5.1 For all Wholesale National Leased Line Services provided by **stc**, **stc** will collect the Wholesale National Leased Line Service charges from the Other Licensed Operator.



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- 5.2 **stc** shall, for each Wholesale National Leased Line Service, collate a record which shall be used by **stc** to invoice for the Wholesale National Leased Line Service it provides under this RO.
- 5.3 The calculation of Charges for the Wholesale National Leased Line Service will be based on the applicable rates set out in Annex F (*Price List*).
- 5.4 Charging commences upon the formal completion and handover of each circuit.
- 5.5 When the Wholesale National Leased Line Service is provided to an Other Licensed Operator in order to link it to the network of a third party Other Licensed Operator, the Other Licensed Operator which first requests **stc** for the provision of such a Wholesale National Leased Line Service will be responsible for the payment of all connection and rental charges to **stc**.
- 6. Billing Information**
- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the Wholesale National Leased Line Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale National Leased Line Service in accordance with Annex B (*Billing Processes and Procedures*).
- 6.2 In addition to the obligation in Clause 6.1, when there is a dispute in relation to invoices issued for the Wholesale National Leased Line Service, the Parties shall exchange the appropriate Billing Information.
- 6.3 In the event that **stc** cannot provide Billing Information for the Wholesale National Leased Line Service due to a system error or other faults, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3, the Parties shall negotiate in good faith alternative billing arrangements.



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7. Routing

- 7.1 The provision of Leased Lines shall be in accordance with the stc transmission routing principles specified in Annex C (Technical Information).



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Reference Offer (RO)

Annex G, Schedule 4B

Wholesale International Transmission

Capacity Service (IPLC)



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Schedule [4B] Wholesale International Transmission Capacity Service (IPLC)

1. General

- 1.1 **stc** will supply the Wholesale International Transmission Capacity Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (4B) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (4B) must be Wholesale International Transmission Capacity Service not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of **stc**'s Network and the Other Licensed Operator's Network, **stc** shall have no obligation to provide services other than those specified for the provision of Wholesale International Transmission Capacity Service within standard delivery lead-times where appropriate, (extended lead-times apply where plant is not available) and subject to standard engineering and commercial principles.
- 1.4 **stc** will only be required to provide the Wholesale International Transmission Capacity Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (4B).

2. Service Definition

Interconnection Service	Definition
Wholesale International Transmission Capacity Service (IPLC)	A service where stc provides a dedicated International Data Circuit between two fixed points via its National / International Transmission infrastructure, with one end of the circuit located on the Other Licensed Operator's property/site in KSA and with the other end of the circuit located in a foreign country as requested by the OLO via the Network of the distant International Operator who is stc 's counterpart. (stc will coordinate with the distant International Operator for establishing the circuit for which the OLO will be responsible for all applicable payments.) ((physical and virtual service)

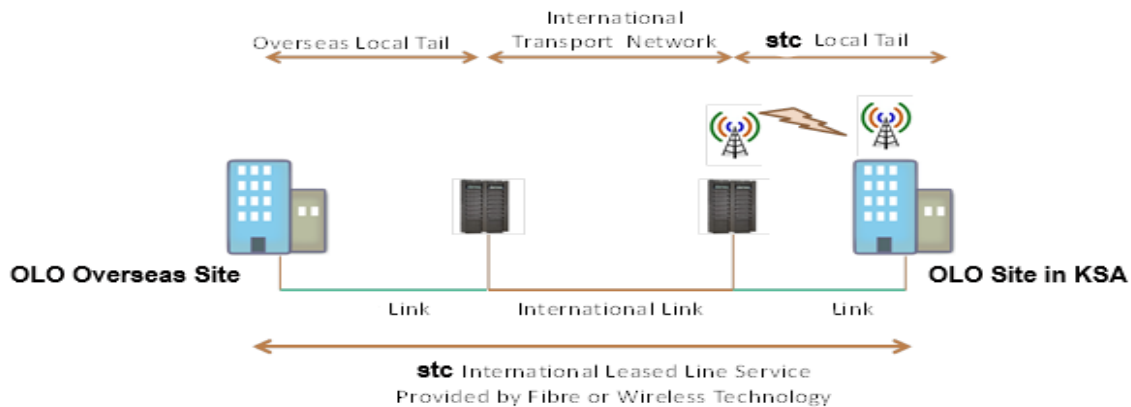


Figure 1: Wholesale International Transmission Capacity Service



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3. Description of Service

- 3.1 Subject to the provisions of this Schedule, **stc** shall provide the Wholesale International Transmission Capacity Service between the Other Licensed Operator's site in KSA and the site that has been requested by the Other Licensed Operator in the country to where the International Wholesale Leased Line Service has been requested.
- 3.2 **stc** shall provide the Wholesale International Transmission Capacity Service for the Other Licensed Operator for the contract period and at the same standard and quality of service as it provides for similar links.
- 3.3 The Parties shall agree in advance all necessary technical requirements, including physical circuit installation and operation for the provision of the Wholesale International Transmission Capacity Service pursuant to this Schedule (4B).
- 3.4 Each Party shall locate and correct faults that occur in its Network and which affect the performance of the Wholesale International Transmission Capacity Service in accordance with each Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.5 The provision of the Wholesale International Transmission Capacity Service shall be in accordance with the **stc** transmission principles specified in Annex C (*Technical Information*).
- 3.6 The Wholesale International Transmission Capacity Service will be provided using agreed appropriate technology including both fixed and wireless systems.
- 3.7 The Wholesale International Transmission Capacity Service can be provided by **stc** from any place in the Kingdom and the price of each Wholesale International Leased Line will vary depending on the location of the foreign country/end. The international destinations have been divided into three categories with prices indicated accordingly in Annex F (*Price List*).
- 3.8 For the provision of Wholesale International Transmission Capacity Service, the Other Licensed Operator shall pay **stc** charges in accordance with the rate for each circuit as specified from time to time in Annex F (*Price List*).

stc Reference Offer – Annex G



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3.9 The provision of the Wholesale International Transmission Capacity Service is not available to all international destinations. The OLO intending to order this service should contact **stc** in order to obtain information as to which international destinations the Wholesale International Transmission Capacity Service is available.

3.10 It is also important for the OLO to know that only one portion of the Wholesale International Transmission Capacity Service is provided by **stc**. Some elements of the service, including the “remote tail end”, and in many cases a part of Int’l transmission i.e. the backhaul from foreign landing stations or backhaul from border to Int’l locations is delivered by third party. **stc** is therefore not able to offer end-to-end quality of service undertakings other than those obtained through service level agreements with other operators.

4. Service Provisioning – Initial Procedure

4.1 This Clause 4 applies whenever the Other Licensed Operator wishes to use the Wholesale International Transmission Capacity Service provided by **stc** in respect of which the process in this Clause 4 has not already been undertaken.

4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it requests the use of a Wholesale International Transmission Capacity Service.

4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator’s request under Clause 4.2 within five (5) Business Days of its receipt.

4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either:

- a) The implementation of the request in respect of the requested Wholesale International Transmission Capacity Service involves only network conditioning in **stc**’s Network, in which case the negotiation period shall be thirty (30) Business Days; or
- b) The implementation of the request in respect of the requested Wholesale International Transmission Capacity Service involves work in addition to or



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as alternative to network conditioning in **stc**'s Network, in which case the negotiation period shall be sixty (60) Business Days and additional bespoke charges may apply.

- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the Wholesale International Transmission Capacity Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b) failing which either Party may commence the Dispute resolution procedure as defined in Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable and in line with the delivery schedules contained in Annex I (*Quality of Service Measures*).
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the Wholesale International Transmission Capacity Service until the Parties have completed the preparation for the International Leased Line Service and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale International Transmission Capacity Service and **stc** shall cease supplying the Wholesale International Transmission Capacity Service as soon as practicable or at such time as specified by the Other Licensed Operator in accordance with terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

- 5.1 For all Wholesale International Transmission Capacity Service provided by **stc**, **stc** will collect the Wholesale International Transmission Capacity Service charges from the Other Licensed Operator.
- 5.2 **stc** shall, for each individual Wholesale International Transmission Capacity Service, collate a record which shall be used by **stc** to invoice for the Wholesale International Transmission Capacity Service it provides under this RO.



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- 5.3 **stc** will charge the OLO for the Wholesale International Transmission Capacity Service that it provides to the OLO.
- 5.4 The calculation of charges for Wholesale International Transmission Capacity Service will be based on the applicable rates set out in Annex F (*Price List*).
- 5.5 Charging commences upon the formal completion and handover of each circuit to the OLO by **stc**.

6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the Wholesale International Transmission Capacity Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale International Transmission Capacity Service as detailed in Annex B (*Billing Processes and Procedures*).
- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the Wholesale International Transmission Capacity Service, the Parties shall exchange the appropriate Billing Information.
- 6.3 In the event that **stc** cannot provide Billing Information for the Wholesale International Transmission Capacity Service due to a system error or other faults, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3, the Parties shall negotiate in good faith alternative billing arrangements.

7. Routing

- 7.1 The provision of the Wholesale International Transmission Capacity Service shall be in accordance with the stc transmission principles specified in Annex C (Technical Information).



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Reference Offer (RO)

Annex G, Schedule 5

Wholesale International Voice Call

Services



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Schedule [5] Wholesale International Voice Call Services

1. General

- 1.1 **stc** will supply Wholesale International Voice Call Services in accordance with Clause 3 of the Primary Document in respect of the services for which the processes in the relevant service provisioning clauses have been followed.
- 1.2 For the avoidance of doubt, the process in the relevant service provisioning clauses must be initiated by the Other Licensed Operator if it wishes to acquire Wholesale International Voice Call Services not previously covered by a request under the relevant service provisioning clauses.
- 1.3 **stc** will only be required to provide the Wholesale International Voice Call Services to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*).

2. Forecasts

- 2.1 This Clause applies to the forecasts to be provided by the Other Licensed Operator to **stc** in relation to network capacity required for Wholesale International Voice Call Services.
- 2.2 The Other Licensed Operator shall provide **stc** with forecasts for network capacity required for the provision of the Wholesale International Voice Call Services every six (6) months on 1 December and 1 June of each year.
- 2.3 Forecasts will be provided in accordance with and in the format shown in Annex E (*Forecasting*).

3. Charging

- 3.1 Unless otherwise specifically stated in the individual service description, charging for Wholesale International Voice Call Services will be in accordance with this Clause.



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- 3.2 **stc** shall, for those Calls for which it is providing a Wholesale International Voice Call Service, collect a Call Data Record (CDR) for each individual Call on a call-by-call basis and process such records in accordance with this Clause 3.
- 3.3 The CDRs collected by **stc** in accordance with this Clause 3 shall be the source of the data used by **stc** for bill verification as per Clause 4 and to invoice for the Wholesale International Voice Call Services provided under this Schedule (5).
- 3.4 The calculation of charges for any individual Call for the Wholesale International Voice Call Service will be based on its duration recorded on the basis of the applicable Billing Unit, and in accordance with the applicable rates set out in Annex F (*Price List*).
- 3.5 The chargeable duration for each Call, unless specifically stated as otherwise, shall be the "conversation time" in accordance with Section 1.2.2 of CCITT Recommendation D.150 (version Mar del Plata, 1968; amended at Melbourne, 1988). All Successful Calls are chargeable. The Call duration Billing Unit shall be in increments of one (1) second. Successful Calls shall be defined as those Calls that have passed across a POI and received an answer signal returned by the other Party's Network. Charges shall not be payable under this RO by either Licensed Operator to the other for unsuccessful Calls.
- 3.6 If a Call's duration extends over two (2) or more Charge Rate Periods, the Call shall be recorded as a single Call in the Charge Rate Period which applies at the commencement of the Call.
- 3.7 Calls that cross over into the next Billing Period shall be billed in the Billing Period in which those Calls end.

4. **Billing Information**

- 4.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for Wholesale International Voice Call Services in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale International Voice Call Services in accordance with Annex B (*Billing Processes and Procedures*).

stc Reference Offer – Annex G



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- 4.2 In addition to the obligation in Clause 4.1, when there is a Dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for Wholesale International Voice Call Services, then the reconciliation procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.
- 4.3 In the event that **stc** cannot record Billing Information for Wholesale International Voice Call Services due to a system error or other faults the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 4.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 4.3, the Parties shall negotiate in good faith such alternative billing arrangements, such as an estimation based on the previous three (3) Billing Period's Billing Information in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.



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Reference Offer (RO)

Annex G, Schedule 5A

**Wholesale Outgoing International
Voice Call Service**



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Schedule [5A] Wholesale Outgoing International Voice Call Service

1. General

- 1.1 **stc** shall supply the Wholesale Outgoing International Voice Call Service from the Other Licensed Operator's Network through **stc**'s Network in accordance with Clause 3 of the Primary Document in respect of the Wholesale Outgoing International Voice Call Service for which the process in Clause 4 of this Schedule (5A) has been followed; and a country specific charge exists in Annex F (*Price List*).
- 1.2 **stc** shall only provide the Wholesale Outgoing International Voice Call Service under this Schedule to the Other Licensed Operator to third party networks which are connected to the **stc** Network directly or indirectly.

2. Service Definition

Interconnection Service	Definition
Wholesale Outgoing International Voice Call Service	A voice Call, originated in KSA, handed over from the Other Licensed Operator's Network to the stc Network, switched by stc 's exchanges for delivery to an stc international gateway (Voice IGW) exchange. The stc Voice IGW then provides connectivity for termination of the voice Call abroad. Additional international termination charges may apply.

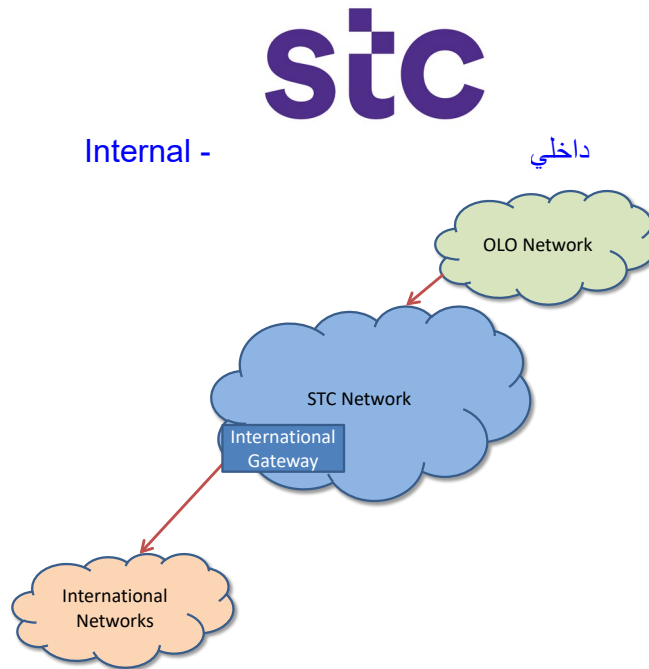


Figure1. Wholesale Outgoing International Voice Call Service

3. Service Description

- 3.1 Subject to the provisions of this Schedule, **stc** shall only convey the Wholesale Outgoing International Voice Call Service for Calls handed over from the Other Licensed Operator Network to a third party network operator's Network, if a rate for such a Call is specified in Annex F (*Price List*).
- 3.2 **stc** shall convey Wholesale Outgoing International Voice Call Service Calls, using the leading dialled digits "00" and handed over from the Other Licensed Operator's Network for delivery via an **stc** Interconnect Node through the **stc** international gateway.
- 3.3 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear down sequences, for the conveyance of Calls pursuant to this Schedule.
- 3.4 **stc** shall not be obliged under this Schedule to make its Network suitable for the conveyance of ISDN international outgoing Calls or to provide equipment to its customers enabling ISDN international outgoing Calls.



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- 3.5 **stc** shall provide the Wholesale Outgoing International Voice Call Service for the contract period and at the same standard and quality of service as it conveys similar Calls originating in the **stc** Network.
- 3.6 The Other Licensed Operator shall not hand over to **stc** and **stc** shall be under no obligation under this Schedule, to convey the Wholesale Outgoing International Voice Call Service for Calls to those countries listed from time to time as being available only through the **stc** operator.
- 3.7 Each Party shall locate and correct faults that occur in its Network which affect the conveyance of the Wholesale Outgoing International Voice Call Service traffic in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.8 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** Network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.

4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale Outgoing International Voice Call Service provided by **stc** in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of a request form as set out in Annex H (*Operations and Maintenance Manual*) if it requires the use of the Wholesale Outgoing International Voice Call Service.
- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days of acknowledgement that either:



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- a) The implementation of the request, in respect of the requested Wholesale Outgoing International Voice Call Service, involves only network conditioning in **stc's** Network, in which case the negotiation period to agree technical interconnection arrangements prior to installation shall be thirty (30) Business Days; or
- b) The implementation of the request in respect of the requested Wholesale Outgoing International Voice Call Service involves work in addition to or as alternative to network conditioning in **stc's** Network, in which case negotiation period to agree the technical interconnection arrangement prior to installation shall be sixty (60) Business Days and additional charges may apply.

- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the Wholesale Outgoing International Voice Call Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period notified in Clause 4.4. In the event that agreement is not reached either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.5 above, **stc** will commence implementation in accordance with the agreed timetable.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the Wholesale Outgoing International Voice Call Service until the Parties have completed all necessary Data Management Amendments required for the Wholesale Outgoing International Voice Call Service and all charges in line with Schedule (3), Interconnect Links, and associated price list, have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale Outgoing International Voice Call Service and **stc** shall cease supplying the Wholesale Outgoing International Voice Call Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.



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5. Forecasts

- 5.1 Forecasts shall be supplied to **stc** by the Other Licensed Operator in accordance with Schedule 5 Clause 2 of this Annex G.

6. Charging

- 6.1 Charging shall be in accordance with Schedule 5 Clause 3 of this Annex G and the rates published in Annex F (*Price List*).

7. Billing Information

- 7.1 Billing verification shall be in accordance with Schedule 5 Clause 4 of this Annex G.

8. Routing

- 8.1 The conveyance of Outgoing International Voice Calls shall be in accordance with the routing principles specified in Annex C (*Technical Information*).



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Reference Offer (RO)

Annex G, Schedule 5B

Wholesale Incoming International

Voice Call Service

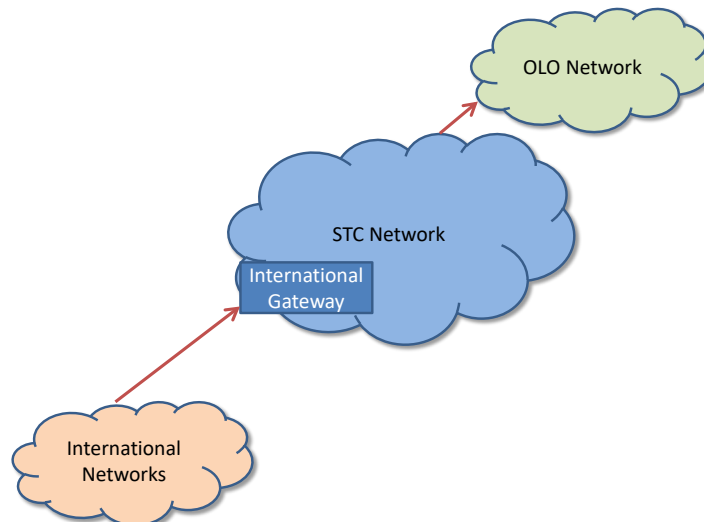
Schedule [5B] Wholesale Incoming International Voice Call Service

1. General

- 1.1 **stc** shall supply the Wholesale Incoming International Voice Call Service to the Other Licensed Operator's Network through **stc**'s Network in accordance with Clause 3 of the Primary Document in respect of the Wholesale Incoming International Voice Call Service for which the process in Clause 4 of this Schedule (5B) has been followed; and a country specific charge exists in Annex F (*Price List*).
- 1.2 **stc** shall only provide the Wholesale Incoming International Voice Call Service under this Schedule to the Other Licensed Operator from third party networks which are connected to the **stc** Network directly or indirectly.

2. Service Definition

Interconnection Service	Definition
Wholesale Incoming International Voice Call Service:	An incoming international voice Call routed through an stc Voice IGW Exchange, thereafter switched by the stc exchanges, before being handed over to the Other Licensed Operator Network, for termination in KSA.





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Figure 1: Wholesale Incoming International Voice Call Conveyance Service

3. Description of Service

- 3.1 Subject to the provisions of this Schedule, **stc** shall only provide the Wholesale Incoming International Voice Call Service for Calls handed over from an international third party operator's Network to **stc** for **stc** to transmit to the Other Licensed Operator's Network, to number ranges allocated to that Other Licensed Operator by CST.
- 3.2 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear down sequences, for the conveyance of Calls pursuant to this Schedule.
- 3.3 **stc** shall provide the Wholesale Incoming International Voice Call Service for the contract period and at the same standard and quality of service as it conveys similar international Calls incoming to the **stc** Network.
- 3.4 **stc** shall not be obliged under this Schedule to make its Network suitable for the conveyance of ISDN international incoming Calls or to provide equipment to its customers enabling ISDN international incoming Calls.
- 3.5 Each Party shall locate and correct faults that occur in its Network which affect the conveyance of the Wholesale Incoming International Incoming Voice Call Service traffic in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.6 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of in the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault has been identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.



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4. Forecasts

- 4.1 Forecasts shall be supplied to **stc** by the Other Licensed Operator in accordance with Schedule 5 Clause 2 of this Annex G.

5. Charging

- 5.1 Charging shall be in accordance with Schedule 5 Clause 3 of this Annex G and the rates published in Annex F (*Price List*).

6. Billing Information

- 6.1 Billing verification shall be in accordance with Schedule 5 Clause 4 of this Annex G.

7. Routing

- 7.1 The conveyance of incoming international voice Calls shall be in accordance with the routing principles specified in Annex C (*Technical Information*).



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stc

Reference Offer (RO)

Annex G, Schedule 6

Ancillary Services

Schedule [6] Ancillary Services

1. General

- 1.1 **stc** will supply Ancillary Services in accordance with Clause 3 (Network Interconnection) of the Primary Document in respect of the Call types for which the processes in the relevant service provisioning Clauses have been followed.
- 1.2 For the avoidance of doubt, the processes in the relevant service provisioning Clauses must be initiated by the Other Licensed Operator if it wishes to acquire the Ancillary Services in respect of Calls from the Other Licensed Operator's Network not previously covered by a request under the relevant service provisioning Clauses.
- 1.3 **stc** will only be required to provide the Ancillary Services to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*).

2. Number Range Activation

- 2.1 The Other Licensed Operator shall provide **stc** with at least twenty (20) Business Days' notice prior to any request to open number range(s). The Other Licensed Operator should advise **stc** of details of the number range(s) to be activated; the date activation is required and provide an associated routing plan.
- 2.2 If **stc** can activate the number range(s) on the required date then that request will be put into effect by the required date. However where this is not possible, **stc** will advise within five (5) Business Days that the activation cannot be performed by the required date and will agree a new date with the Other Licensed Operator.

3. Forecasts

- 3.1 This Clause applies to the forecasts to be provided by the Other Licensed Operator to **stc** in relation to network capacity required for Ancillary Services.
- 3.2 The Other Licensed Operator shall provide **stc** with forecasts for network capacity required for the provision of the Ancillary Services every six (6) Calendar Months on 1 December and 1 June of each year.



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3.3 Forecasts will be provided in accordance with and in the format shown in Annex E (*Forecasting*).

4. Charging

4.1 Unless otherwise specifically stated in the individual service description, charging for Ancillary Services will be in accordance with this Clause 4.

4.2 **stc** will, for those terminating interconnected Calls for which it is providing Ancillary Services collect a Call Data Record (CDR) for each individual terminating interconnected Call on a call-by-call basis and process such records in accordance with this Clause 4.

4.3 The CDRs collected by **stc** in accordance with this Clause shall be the source of the data used by **stc** for bill verification as per this Clause and to invoice for the Ancillary Services provided under this Schedule (6).

4.4 The calculation of charges for any individual Call for the Ancillary Services will be based on its duration recorded on the basis of the number of applicable Billing Units, and in accordance with the applicable rates set out in Annex F (*Price List*).

4.5 The chargeable duration for each Call, unless specifically stated as otherwise, shall be the "conversation time" in accordance with Section 1.2.2 of CCITT Recommendation D.150 (version Mar del Plata, 1968; amended at Melbourne, 1988). All Successful Calls are chargeable. The Call duration Billing Unit shall be in increments of one (1) second. Successful Calls shall be defined as those Calls that have passed across a POI and received an answer signal returned by the other Party's Network. Charges shall not be payable under this RO by either Licensed Operator to the other for unsuccessful Calls.

4.6 If a Call's duration extends over two (2) or more Charge Rate Periods, the Call shall be recorded as a single Call in the Charge Rate Period which applies at the commencement of the Call.

4.7 Calls that cross over into the next Billing Period shall be billed in the Billing Period in which those Calls end.



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5. Billing Information

- 5.1 **stc** shall use its reasonable endeavours to provide the Interconnect Usage Report for the Ancillary Services in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Ancillary Services in accordance with Annex B (*Billing Processes and Procedures*).
- 5.2 In addition to the obligation in Clause 5.1, when there is a Dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for the Ancillary Services, then the Dispute resolution procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.
- 5.3 In the event that **stc** cannot record Billing Information for the Ancillary Services due to a system error or other faults the Other Licensed Operator will be requested to provide the appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 5.4 Where the Billing Information collected by the Other Licensed Operator is not available under this Clause 5.1 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith such alternative Billing arrangements, such as an estimation based on the previous three (3) Billing Periods' Billing Information in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.



Internal -

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stc

Reference Offer (RO)

Annex G, Schedule 7

(SMS)

Termination Service



Internal -

داخلي

Schedule [7] Short Message Service (SMS) Termination Service

1. General

- 1.1 SMS is a messaging system representing an alphanumeric sequence of text, which uses the CCITT No. 7 MAP protocol and generally conforms to GSM technical specifications of GSM 03.40, GSM 04.11 and GSM 09.02 (as amended from time to time).
- 1.2 **stc** shall supply the Short Messaging Service (SMS) Termination Service in accordance with Clause 3 of the Primary Document in respect of the message types for which the process in Clause 4 of this Schedule (7) has been followed.
- 1.3 For the avoidance of doubt, the process in Clause 4 must be initiated by the Other Licensed Operator if it wishes to acquire the SMS Termination Service in respect of text messages from the Other Licensed Operator's network not previously covered by a request made under that Clause.
- 1.4 **stc** shall only be required to provide the SMS Termination Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (7).

2. Service Definition

Interconnection Service	Definition
Short Message Services (SMS) Termination Service	Messages sent to mobile phones or other devices belonging to customers of stc or hosted MVNO and originated from mobile phones or other devices belonging to customers of the Other Licensed Operator.

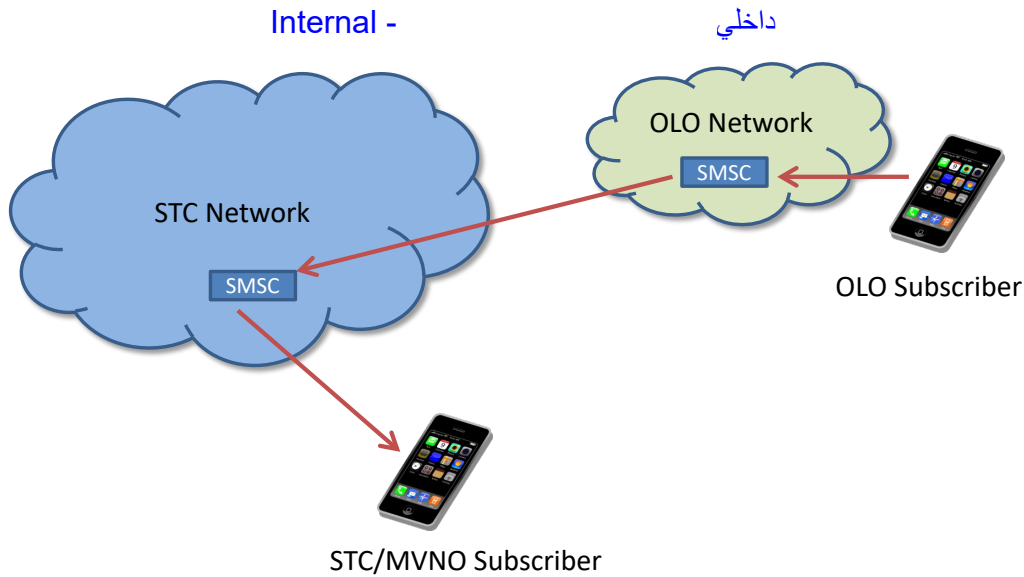


Figure 1: Short Message Services (SMS) Termination Service

3. Description of Service

- 3.1 **stc** shall convey the SMS Termination Service for the contracted period at the same standard and quality of service as **stc** conveys similar SMSs within the **stc** Network.
- 3.2 The Parties shall agree in advance all necessary technical requirements, including protocol and sequences, for the conveyance of SMS pursuant to this Clause 3 of this Schedule (7).
- 3.3 Each Party shall locate and correct faults that occur in its Network which affect the conveyance of SMS Termination Service traffic in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.4 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.



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- 3.5 For the provision of conveyance of the SMS Termination Service the Other Licensed Operator shall pay **stc** a charge calculated in accordance with the rate for such a message specified from time to time in Annex F (*Price List*).
- 3.6 The Principle of SMS hand-over shall be that an SMS shall be handed over by the originating Party from the originating Party's Network to the terminating Party's Network at an SMS service delivery point (SMSSDP) in the terminating Party's Network agreed to by the Parties, having regard, without limitation, to good network design principles and practices.
- 3.7 The SMS Termination Service is limited to a message length of 160 characters. In addition, **stc**'s SMSCs support concatenated SMS Messages.
- 3.8 Spamming
- a) The Parties acknowledge that the transmission of unsolicited SMSs from a Party's Network to a significant number of customers on the other Party's Network in a manner which is likely to annoy the recipient customers is undesirable. Each Party shall use its reasonable endeavours to discourage the transmission of unsolicited SMSs.
 - b) Each Party shall have the right to monitor and possibly block spamming that could adversely affect their Network or customers.

4. Service Provisioning

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the SMS Termination Service in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** of its request for the use of the SMS Termination Service by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the SMS Termination Service.
- 4.3 **stc** shall acknowledge, in writing to the Other Licensed Operator's nominated representative, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.



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- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days of acknowledgement that either:
- a) The implementation of the request, in respect of the requested SMS Termination Service, involves only network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangements prior to installation shall be thirty (30) Business Days; or
 - b) The implementation of the request in respect of the requested SMS Termination Service involves work in addition to or as alternative to network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangements prior to installation shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the technical requirements and timetable for the use of the SMS Termination Service in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4. In the event that agreement is not reached either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with Clause 4.5 above, **stc** will commence implementation in accordance with the agreed timetable as per Clause 4.4.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the SMS Termination Service until the Parties have completed all necessary Data Management Amendments required for the SMS Termination Service and all charges in line with Schedule (3), Interconnect Links, and associated price list have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the SMS Termination Service and **stc** shall cease supplying the SMS Termination Service as soon as practicable or at such later time as specified by the Other Licensed



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Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

4.9 If either Party considers that new signalling links are required to be provided and such links have not been forecasted then the Party identifying the requirement shall notify the other of the number of signalling links that it believes are required and the dates by which it believes that those signalling links are required. The requirement will be agreed by the Technical Review Committee and provisioned in accordance with Clause 4.10.

4.10 Subject to the remainder of this Clause 4, each Party will be responsible for provisioning every alternate (2nd) both-way signalling link to enable the delivery of SMS traffic between the two Parties' Networks. To illustrate the responsibility of each Party to provision every alternate signalling link, the Other Licensed Operator shall provision the first signalling link, **stc** shall provision the second signalling link, and the Other Licensed Operator shall provision the third signalling link and so on. This should take into account ITU recommended signalling load balancing principles in the choice of the number of links in the final signalling link sets.

5. Numbering

5.1 The originating Party shall transmit an accurate A-number with each SMS handed over to the terminating Party so that the terminating Party's customer is able to immediately reply to that SMS from the originating Party's customer.

5.2 For the avoidance of doubt, the originating Party shall not have complied with clause 5.1 if it transmits a modified A-number to the terminating Party of the SMS.

5.3 For the avoidance of doubt, in respect of any SMS handed over from the originating Party's Network to the terminating Party's Network, there shall be no charge to the terminating Party for the provision by the originating Party of any number information provided by the originating Party, including the A-number.

5.4 The addresses of SMSSDP's of the two operators shall be listed as shown in the table below and included in the joint Network Plan.



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stc Short Message Services Service Delivery Points (SMSSDP)	Other Licensed Mobile Operator's Short Message Services Service Delivery Points (SMSSDP)

6. Forecasts

- 6.1 Forecasts shall be supplied in accordance with the processes detailed in Annex E (*Forecasting*).
- 6.2 If the other Party agrees with the number of signalling links forecast by the first Party in accordance with Annex E (*Forecasting*) and the timing for the provision of those signalling links, then each Party shall use its reasonable endeavours to provision every alternate signalling link in accordance with Clause 4.10 by the dates agreed between the Parties.
- 6.3 The Parties agree to provide to each other forecasts of SMS traffic in accordance with the procedures detailed in Annex E (*Forecasting*). The content of the traffic forecasts will cover:
- a) the average number of SMS per day and the peak number of SMS per busy hour; and
 - b) the number of signalling links required, including the speed of each signalling link requested by the forecasting party.

7. Charging

- 7.1 **stc** will for those terminating SMSs collect a Call Data Record (CDR) for each individual SMS and process such records in accordance with this Clause 7.
- 7.2 The CDRs collected by **stc** in accordance with this Clause shall be the source of the data used by **stc** for bill verification as per this Clause 7 and to invoice for the SMS Termination Services provided under this Schedule (7).



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- 7.3 The calculation of charges for the SMS Termination Service will be based on the number and type of SMSs in accordance with the applicable rates set out in Annex F (*Price List*).
- 7.4 For the avoidance of doubt, an SMS handed over from the originating Party to the terminating Party shall not be a chargeable SMS where that SMS is handed over to the terminating Party during the period of any suspension of the SMS Termination Service under Clause 20 of the Primary Document or Clause of this Schedule (7).
- 7.5 In line with sub-Clause 3.7 of this Schedule (7), **stc** may, without liability, immediately suspend the SMS Termination Service made available and provided to the other Party in relation to SMSs that are sent to particular Network numbers of **stc** (e.g. circumstances if more than 500 SMSs are sent to individual numbers during any 24 hour period).
- 7.6 Such circumstances indicted in Clause 7.5 above, or any other reasonable criteria, shall be communicated to the other Party within 24 hours.

8. Billing Information

- 8.1 **stc** shall use its reasonable endeavours to provide the interconnect usage report for the SMS Termination Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the SMS Termination Services in accordance with Annex B (*Billing Processes and Procedures*).
- 8.2 In addition to the obligation in Clause 8.1, when there is a dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for the SMS Termination Services, then the Dispute resolution procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.
- 8.3 In the event that **stc** cannot record Billing Information for the SMS Termination Services due to a system error or other faults the Other Licensed Operator will be requested to provide the appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).

stc Reference Offer – Annex G



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- 8.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 8.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith such alternative Billing arrangements, such as an estimation based on the previous three (3) Billing Periods' Billing Information in accordance with the procedure set out in the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.

9. Routing

- 9.1 The conveyance of SMSs shall be in accordance with the signalling routing principles to be agreed upon between **stc** and the Other Licensed Operator. Such agreement will form part of the Network Plan.



Internal -

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stc

Reference Offer (RO)

Annex G, Schedule 8

Wholesale Transit

Interconnection Service



Internal -

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Schedule [8] Wholesale Transit Interconnection Service

1. General

- 1.1 **stc** will supply the Wholesale Transit Interconnection Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the Call types for which the process in Clause 4 of this Schedule (8) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (8) must be initiated by the Other Licensed Operator if it wishes to acquire the Wholesale Transit Interconnection Service through **stc**'s Network in respect of Calls from the Other Licensed Operator's Network not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the interconnection of the **stc** Network and the Other Licensed Operator's network, under this Schedule (8) **stc** shall have no obligation to provide the Wholesale Transit Interconnection Service in respect of Calls other than those that have been specified under this Schedule (8).
- 1.4 **stc** will only be required to provide the Wholesale Transit Interconnection Service to the assigned number ranges of the Other Licensed Operators in accordance with the KSA National Numbering Plan, to the extent that the Other Licensed Operators have complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (8).

2. Service Definition

Interconnection Service	Definition
Wholesale Transit Interconnection Service	A voice Call originated in KSA and handed over from the Network of an Other Licensed Operator (Originating OLO) to the stc Network at one of the agreed Points of Interconnection, then transited through the stc national Network and handed over for termination on a second Other Licensed Operator's (receiving OLO) Network at a specified Point of Interconnection (POI) at which stc has Interconnection arrangements for transit service with the receiving OLO. stc is only responsible for the routing, switching and transmission of the Call within the stc national Network and is not responsible for call termination in the receiving OLO's Network.

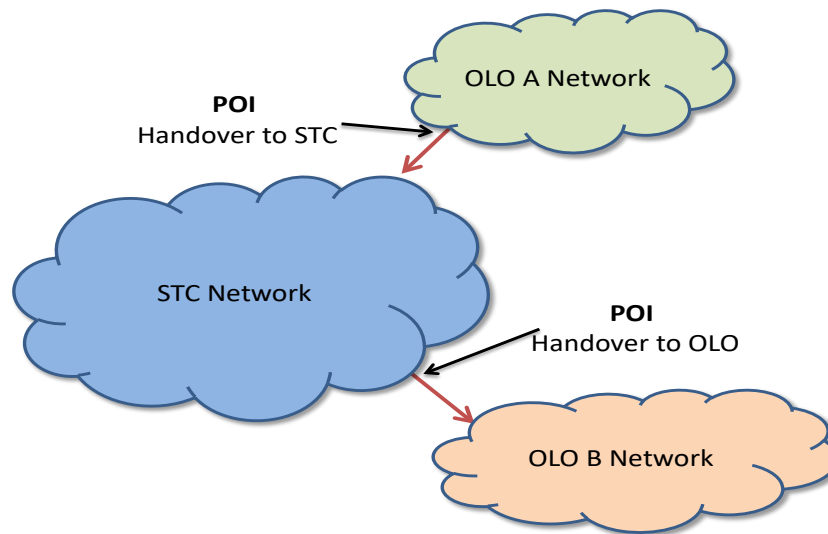


Figure 1: Wholesale Transit Interconnection Service



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3. **Description of Service**

- 3.1 Subject to the provisions of this Schedule, **stc** will transit the voice Calls handed over from the originating Other Licensed Operator's network at an **stc** designated Point of Interconnection through the **stc** national Network for handover to the specified receiving Other Licensed Operator at a mutually agreed Point of Interconnection.
- 3.2 The **stc** Wholesale Transit Interconnection Service shall be limited to only voice Calls to the number ranges as allocated to the receiving OLO by CST as per the National Numbering Plan in KSA.
- 3.3 **stc** will provide the Wholesale Transit Interconnection Service only for the Calls originated on the originating OLO's Network and terminating in the receiving OLO's Network. The Wholesale Transit Interconnection Service is not available for Calls that are not originated in the originating OLO Network and which are not terminated in the receiving OLO's Network.
- 3.4 The Wholesale Transit Interconnection Service is only available to Other Licensed Operators which have already entered into an Interconnection Agreement with **stc** and have implemented the required Interconnect Links.
- 3.5 **stc** shall provide the Wholesale Transit Interconnection Service to Other Licensed Operator for the contracted period at the same standard and quality of service as **stc** conveys similar Calls originated on the **stc** Network.
- 3.6 The Parties making use of the Wholesale Transit Interconnection Service shall agree in advance all necessary technical requirements, including Call set-up and clear down sequences, for the conveyance of Calls pursuant to this Schedule (8).
- 3.7 Each Party shall locate and correct faults that occur in its Network which affect the Wholesale Transit Interconnection Service in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.8 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** Network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of

stc Reference Offer – Annex G



Internal -

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the fault is identified and the fault rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.

- 3.9 The Wholesale Transit Interconnection Service shall be routed in accordance with the routing principles specified in Annex C (*Technical Information*). All the Wholesale Transit Interconnection Service Calls covered by this Service Schedule (8) will be carried on installed **stc** Interconnect Links.
- 3.10 For the Wholesale Transit Interconnection Service provided by **stc**, the Other Licensed Operator shall pay **stc** a charge calculated in accordance with the rate for such a Call specified from time to time in Annex F (*Price List*).
- 3.11 The Wholesale Transit Interconnection Service is not provided in support of any number portability services.

4. **Service Provisioning – Initial Procedure**

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale Transit Interconnection Service provided by **stc** pursuant to this Schedule (8) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** of its request to use the Wholesale Transit Interconnection Service provided by **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*).
- 4.3 **stc** shall acknowledge, in writing to the Other Licensed Operator's nominated representative, receipt of the Other Licensed Operator's request within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request for service, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days of acknowledgement that either:
- a) The implementation of the request, in respect of the requested Wholesale Transit Interconnection Service involves only network conditioning in **stc**'s Network, in



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which case the negotiation period to agree technical interconnection arrangements prior to installation shall be thirty (30) Business Days; or

- b) The implementation of the request in respect of the requested Wholesale Transit Interconnection Service involves work in addition to or as alternative to network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangement prior to installation shall be sixty (60) Business Days and additional charges may apply.

- 4.5 The Parties shall forthwith negotiate in good faith the technical requirements and timetable for the use of the Wholesale Transit Interconnection Service in accordance with the Other Licensed Operator's request for the negotiation period specified in Clause 4.4.
- 4.6 Where an agreement has been reached, in accordance with Clause 4.4 above, **stc** will commence implementation in accordance with the agreed timetable as per Clause 4.5.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of Wholesale Transit Interconnection Service until the Parties have completed all necessary Data Management Amendments required for that Wholesale Transit Interconnection Service and all charges in line with Annex G Schedule (3), Interconnect Links, and the associated prices have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale Transit Interconnection Service and **stc** shall cease supplying the Wholesale Transit Interconnection Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20, (Breach, Suspension and Transit), of the Primary Document.

5. **Number Range Activation**

- 5.1 The Other Licensed Operator shall provide **stc** with at least twenty (20) Business Days' notice prior to any request to open number range(s). The Other Licensed Operator



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should advise **stc** of details of the number range(s) to be activated, the date activation is required and provide an associated routing plan.

- 5.2 If **stc** can activate the number range(s) on the required date then that request will be put into effect by the required date. However where this is not possible, **stc** will advise within five (5) Business Days that the activation cannot be performed by the required date and will advise an alternative date by which the request can be met.

6. **Forecasts**

- 6.1 This Clause applies to the forecasts to be provided by the Other Licensed Operator to **stc** in relation to network capacity required for the Wholesale Transit Interconnection Service.

- 6.2 The Other Licensed Operator shall provide **stc** with forecasts for network capacity required for the provision of the Wholesale Transit Interconnection Service every six (6) months on 1 December and 1 June of each year.

- 6.3 Forecasts will be provided in accordance with and in the format shown in Annex E (*Forecasting*).

7. **Charging**

- 7.1 The charging for the Wholesale Transit Interconnection Service provided by **stc** will be in accordance with this Clause 7.1 and in accordance with the applicable rates set out in Annex F (*Price List*).

- 7.2 **stc** will collect a Call Data Record (CDR) for each individual national transiting voice Call on a call-by-call basis and process such records in accordance with this Clause 7.

- 7.3 The CDRs collected by **stc** in accordance with this Clause shall be the source of the data used by **stc** for bill verification as per this Clause 7 and to invoice for the Wholesale Transit Interconnection Service provided under this Schedule (8).



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- 7.4 The originating Other Licensed Operator shall be responsible for paying any applicable termination charges to the receiving Other Licensed Operator (or any other OLO) directly.
- 7.5 Calls shall be charged for the duration of use of the circuit for the Call. Charges shall not be payable under this RO by the originating Other Licensed Operator to **stc** for unsuccessful Calls. Successful Calls shall be defined as those Calls that have passed across a POI to a receiving Other Licensed Operator and received an answer signal returned by that receiving Other Licensed Operator's Network.
- 7.6 If a Call's duration extends over two (2) or more Charge Rate Periods, the Call shall be recorded as a single Call in the Charge Rate Period, which applies at the commencement of the Call.
- 7.7 Calls that cross over into the next Billing Period shall be billed in the Billing Period in which those Calls end.

8. **Billing Information**

- 8.1 **stc** shall use its reasonable endeavours to provide the interconnect usage report for the Wholesale Transit Interconnection Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale Transit Interconnection Service in accordance with Annex B (*Billing Processes and Procedures*).
- 8.2 In addition to the obligation in Clause 8.1, when there is a Dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for the Wholesale Transit Interconnection Service, then the Dispute resolution procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.
- 8.3 In the event that **stc** cannot record Billing Information for the Wholesale Transit Interconnection Service due to a system error or other faults, the Other Licensed Operator will be requested to provide the appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).



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- 8.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 8.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith such alternative Billing arrangements, such as an estimation based on the previous three (3) Billing Periods' Billing Information in accordance with the procedure set out in the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.

9. Routing

- 9.1 The conveyance of the Wholesale Transit Interconnection Service shall be in accordance with the routing principles specified in Annex C (*Technical Information*).



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stc

Reference Offer (RO)

Annex G, Schedule 9

**Wholesale Fixed Intelligent
Call Origination Services**



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Schedule [9] Wholesale Fixed Intelligent Call Origination Service

1. General

- 1.1 **stc** shall supply the Wholesale Fixed Intelligent Call Origination Service in accordance with Clause 3 of the Primary Document in respect of the Call types for which the process in Clause 4 of this Schedule (9) has been followed.
- 1.2 For the avoidance of doubt, the process in this Clause 4 must be initiated by the Other Licensed Operator if it wishes to acquire the Wholesale Fixed Intelligent Call Origination Service in respect of Calls from the Other Licensed Operator's Network not previously covered by a request made under that Clause.
- 1.3 **stc** shall only be required to provide the Wholesale Fixed Intelligent Call Origination Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (9).

2. Service Definition

Interconnection Service	Definition
Wholesale Fixed Intelligent Call Origination Service	A voice Call, originated in KSA, from a customer of an Other Licensed Operator, with a telephone number in the fixed number range, passing over an stc Point of Interconnect and onward routed by stc to an intelligent network service (identified by the use of a nongeographic number) operated either by stc or by a third party.

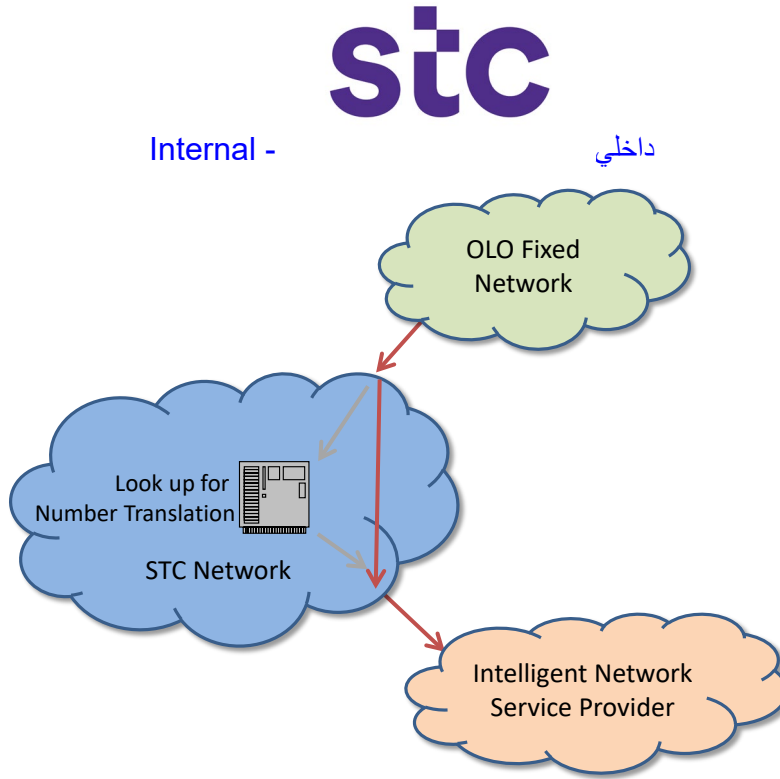


Figure 1: Wholesale Fixed Intelligent Call Origination Service

3. Description of Service

- 3.1 **stc** shall convey the Wholesale Fixed Intelligent Call Origination Service for the contracted period at the same standard and quality of service as **stc** conveys similar Calls originated on the **stc** Network.
- 3.2 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear down sequences, for the conveyance of Calls pursuant to this Schedule (9).
- 3.3 Each Party shall locate and correct faults that occur in its Network which affect the conveyance of the Wholesale Fixed Intelligent Call Origination Service in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.4 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.



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3.5 For the provision of conveyance of the Wholesale Fixed Intelligent Call Origination Service the Other Licensed Operator shall pay **stc** a charge calculated in accordance with the rate for such a Call specified from time to time in Annex F (*Price List*).

4. Service Provisioning

4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale Fixed Intelligent Call Origination Service in respect of which the process in this Clause 4 has not already been undertaken.

4.2 The Other Licensed Operator shall notify **stc** of its request for the use of the Wholesale Fixed Intelligent Call Origination Service by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the Wholesale Fixed Intelligent Call Origination Service.

4.3 **stc** shall acknowledge, in writing to the Other Licensed Operator's nominated representative, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.

4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days of acknowledgement that either:

- a) The implementation of the request, in respect of the requested Wholesale Fixed Intelligent Call Origination Service involves only network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangements prior to installation shall be thirty (30) Business Days; or
- b) The implementation of the request in respect of the requested Wholesale Fixed Intelligent Call Origination Service involves work in addition to or as alternative to network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangement prior to installation shall be sixty (60) Business Days and additional charges may apply.

4.5 The Parties shall forthwith negotiate in good faith the technical requirements and timetable for the use of the Wholesale Fixed Intelligent Call Origination Service in



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accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4. In the event that agreement is not reached either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.

- 4.6 Where the Parties have reached an agreement, in accordance with Clause 4.4 above, **stc** will commence implementation in accordance with the agreed timetable as per Clause 4.5.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the Wholesale Fixed Intelligent Call Origination Service until the Parties have completed all necessary Data Management Amendments required for the Wholesale Fixed Intelligent Call Origination Service and all charges in line with Schedule (3), Interconnect Links, and associated price list have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale Fixed Intelligent Call Origination Service and **stc** shall cease supplying the Wholesale Fixed Intelligent Call Origination Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Number Range Activation

- 5.1 The Other Licensed Operator shall provide **stc** with at least twenty (20) Business Days' notice prior to any request to open number range(s). The Other Licensed Operator should advise **stc** of details of the number range(s) to be activated, the date activation is required and provide an associated routing plan.
- 5.2 If **stc** can activate the number range(s) on the required date then that request will be put into effect by the required date. However, where this is not possible, **stc** will advise within five (5) Business Days that the activation cannot be performed by the required date and will agree a new date with the Other Licensed Operator.



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6. Forecasts

- 6.1 The Other Licensed Operator shall provide **stc** with forecasts for network capacity required for the provision of the Wholesale Fixed Intelligent Call Origination Service every six (6) Calendar Months on 1 December and 1 June of each year.
- 6.2 Forecasts will be provided in accordance with and in the format shown in Annex E (*Forecasting*).

7. Charging

- 7.1 Unless otherwise specifically stated in the individual service description, charging for Wholesale Fixed Intelligent Call Origination Service will be in accordance with this Clause.
- 7.2 **stc** will, for those Calls for which it is providing Wholesale Fixed Intelligent Call Origination Service collect a Call Data Record (CDR) for each individual Call on a call-by-call basis and process such records in accordance with this Clause 4.
- 7.3 The CDRs collected by **stc** in accordance with this Clause shall be the source of the data used by **stc** for bill verification as per this Clause 8 and to invoice for the Wholesale Fixed Intelligent Call Origination Service provided under this Schedule (9).
- 7.4 The calculation of charges for any individual Call for the Wholesale Fixed Intelligent Call Origination Service will be based on its duration recorded on the basis of the number of applicable Billing Units, and in accordance with the applicable rates set out in Annex F (*Price List*).
- 7.5 The chargeable duration for each Call, unless specifically stated as otherwise, shall be the "conversation time" in accordance with Section 1.2.2 of CCITT Recommendation D.150 (version Mar del Plata, 1968; amended at Melbourne, 1988). All Successful Calls are chargeable. Successful Calls shall be defined as those Calls that have passed across a POI and received an answer signal returned by the other Party's Network. Charges shall not be payable under this RO by either Licensed Operator to the other for unsuccessful Calls.



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- 7.6 If a Call's duration extends over two (2) or more Charge Rate Periods, the Call shall be recorded as a single Call in the Charge Rate Period which applies at the commencement of the Call.
- 7.7 Calls that cross over into the next Billing Period shall be billed in the Billing Period in which those Calls end.

8. Billing Information

- 8.1 **stc** shall use its reasonable endeavours to provide the interconnect usage report for the Wholesale Fixed Intelligent Call Origination Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale Fixed Intelligent Call Origination Service in accordance with Annex B (*Billing Processes and Procedures*).
- 8.2 In addition to the obligation in Clause 8.1, when there is a Dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for the Wholesale Fixed Intelligent Call Origination Service, then the Dispute resolution procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.
- 8.3 In the event that **stc** cannot record Billing Information for the Wholesale Fixed Intelligent Call Origination Service due to a system error or other faults the Other Licensed Operator will be requested to provide the appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 8.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 8.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith such alternative Billing arrangements, such as an estimation based on the previous three (3) Billing Periods' Billing Information in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.



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9. Routing

- 9.1 The conveyance of Wholesale Fixed Intelligent Call Origination Service shall be in accordance with the routing principles specified in Annex C (*Technical Information*).



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Reference Offer (RO)

Annex G, Schedule 10

Wholesale Mobile Intelligent

Call Origination Services



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Schedule [10] Wholesale Mobile Intelligent Call Origination Service

1. General

- 1.1 **stc** shall supply the Wholesale Mobile Intelligent Call Origination Service in accordance with Clause 3 of the Primary Document in respect of the Call types for which the process in Clause 4 of this Schedule (10) has been followed.
- 1.2 For the avoidance of doubt, the process in this Clause 4 must be initiated by the Other Licensed Operator if it wishes to acquire the Wholesale Mobile Intelligent Call Origination Service in respect of Calls from the Other Licensed Operator's Network not previously covered by a request made under that Clause.
- 1.3 **stc** shall only be required to provide the Wholesale Mobile Intelligent Call Origination Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (10).

2. Service Definition

Interconnection Service	Definition
Wholesale Mobile Intelligent Call Origination Service	A voice Call, originated in KSA, from a customer of an Other Licensed Operator, with a telephone number in the mobile number range, passing over an stc Point of Interconnect and onward routed by stc to an intelligent network service (identified by the use of a nongeographic number) operated either by stc or by a third party.

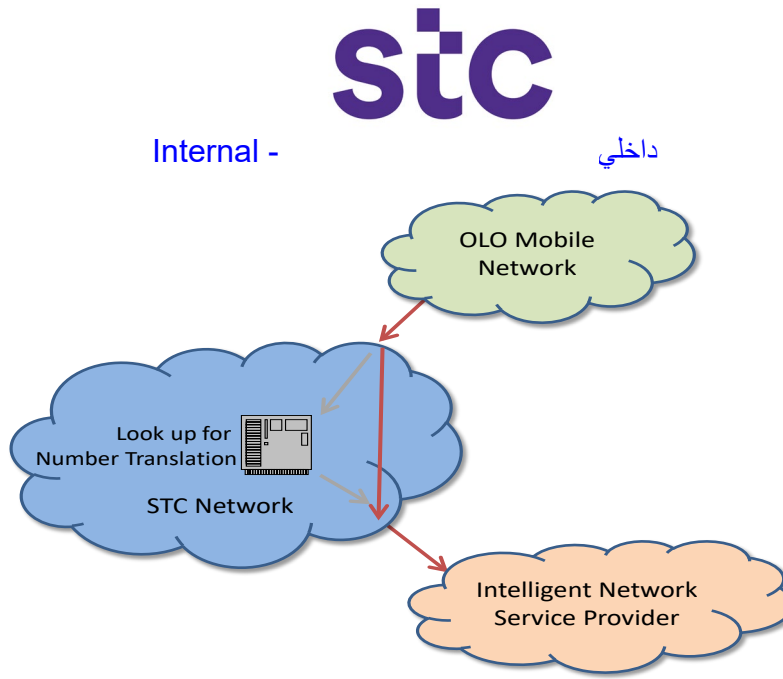


Figure 1: Wholesale Mobile Intelligent Call Origination Service

3. Description of Service

- 3.1 **stc** shall convey the Wholesale Mobile Intelligent Call Origination Service for the contracted period at the same standard and quality of service as **stc** conveys similar Calls originated on the **stc** Network.
- 3.2 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear down sequences, for the conveyance of Calls pursuant to this Schedule (9).
- 3.3 Each Party shall locate and correct faults that occur in its Network which affect the conveyance of the Wholesale Mobile Intelligent Call Origination Service in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.4 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.



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3.5 For the provision of conveyance of the Wholesale Mobile Intelligent Call Origination Service the Other Licensed Operator shall pay **stc** a charge calculated in accordance with the rate for such a Call specified from time to time in Annex F (*Price List*).

4. Service Provisioning

4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale Mobile Intelligent Call Origination Service in respect of which the process in this Clause 4 has not already been undertaken.

4.2 The Other Licensed Operator shall notify **stc** of its request for the use of the Wholesale Mobile Intelligent Call Origination Service by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the Wholesale Mobile Intelligent Call Origination Service.

4.3 **stc** shall acknowledge, in writing to the Other Licensed Operator's nominated representative, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.

4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days of acknowledgement that either:

- a) The implementation of the request, in respect of the requested Wholesale Mobile Intelligent Call Origination Service involves only network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangements prior to installation shall be thirty (30) Business Days; or
- b) The implementation of the request in respect of the requested Wholesale Mobile Intelligent Call Origination Service involves work in addition to or as alternative to network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangement prior to installation shall be sixty (60) Business Days and additional charges may apply.

4.5 The Parties shall forthwith negotiate in good faith the technical requirements and timetable for the use of the Wholesale Mobile Intelligent Call Origination Service in



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accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4. In the event that agreement is not reached either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.

4.6 Where the Parties have reached an agreement, in accordance with Clause 4.4 above, **stc** will commence implementation in accordance with the agreed timetable as per Clause 4.5.

4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the Wholesale Mobile Intelligent Call Origination Service until the Parties have completed all necessary Data Management Amendments required for the Wholesale Mobile Intelligent Call Origination Service and all charges in line with Schedule (3), Interconnect Links, and associated price list have been agreed to by the Other Licensed Operator.

4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale Mobile Intelligent Call Origination Service and **stc** shall cease supplying the Wholesale Mobile Intelligent Call Origination Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Number Range Activation

5.1 The Other Licensed Operator shall provide **stc** with at least twenty (20) Business Days' notice prior to any request to open number range(s). The Other Licensed Operator should advise **stc** of details of the number range(s) to be activated, the date activation is required and provide an associated routing plan.

5.2 If **stc** can activate the number range(s) on the required date then that request will be put into effect by the required date. However where this is not possible, **stc** will advise within five (5) Business Days that the activation cannot be performed by the required date and will agree a new date with the Other Licensed Operator.



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6. Forecasts

- 6.1 The Other Licensed Operator shall provide **stc** with forecasts for network capacity required for the provision of the Wholesale Mobile Intelligent Call Origination Service every six (6) Calendar Months on 1 December and 1 June of each year.
- 6.2 Forecasts will be provided in accordance with and in the format shown in Annex E (*Forecasting*).

7. Charging

- 7.1 Unless otherwise specifically stated in the individual service description, charging for Wholesale Mobile Intelligent Call Origination Service will be in accordance with this Clause.
- 7.2 **stc** will, for those Calls for which it is providing Wholesale Mobile Intelligent Call Origination Service collect a Call Data Record (CDR) for each individual Call on a call-by-call basis and process such records in accordance with this Clause 4.
- 7.3 The CDRs collected by **stc** in accordance with this Clause shall be the source of the data used by **stc** for bill verification as per this Clause 8 and to invoice for the Wholesale Mobile Intelligent Call Origination Service provided under this Schedule (10).
- 7.4 The calculation of charges for any individual Call for the Wholesale Mobile Intelligent Call Origination Service will be based on its duration recorded on the basis of the number of applicable Billing Units, and in accordance with the applicable rates set out in Annex F (*Price List*).
- 7.5 The chargeable duration for each Call, unless specifically stated as otherwise, shall be the "conversation time" in accordance with Section 1.2.2 of CCITT Recommendation D.150 (version Mar del Plata, 1968; amended at Melbourne, 1988). All Successful Calls are chargeable. Successful Calls shall be defined as those Calls that have passed across a POI and received an answer signal returned by the other Party's Network. Charges shall not be payable under this RO by either Licensed Operator to the other for unsuccessful Calls.



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- 7.6 If a Call's duration extends over two (2) or more Charge Rate Periods, the Call shall be recorded as a single Call in the Charge Rate Period which applies at the commencement of the Call.
- 7.7 Calls that cross over into the next Billing Period shall be billed in the Billing Period in which those Calls end.

8. Billing Information

- 8.1 **stc** shall use its reasonable endeavours to provide the interconnect usage report for the Wholesale Mobile Intelligent Call Origination Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale Mobile Intelligent Call Origination Service in accordance with Annex B (*Billing Processes and Procedures*).
- 8.2 In addition to the obligation in Clause 8.1, when there is a Dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for the Wholesale Mobile Intelligent Call Origination Service, then the Dispute resolution procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.
- 8.3 In the event that **stc** cannot record Billing Information for the Wholesale Mobile Intelligent Call Origination Service due to a system error or other faults the Other Licensed Operator will be requested to provide the appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 8.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 8.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith such alternative Billing arrangements, such as an estimation based on the previous three (3) Billing Periods' Billing Information in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.



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9. Routing

- 9.1 The conveyance of Wholesale Mobile Intelligent Call Origination Service shall be in accordance with the routing principles specified in Annex C (*Technical Information*).



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Reference Offer (RO)

Annex G, Schedule 11

Bulk SMS Service



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Schedule [11] Pure Resale of Telecommunications Services

Schedule [11A] Bulk SMS Service

1. General

- 1.1 Bulk SMS service allows the Licenced SMS Providers to benefit from the messaging service Groups provides by stc for the purpose of providing SMS service to their customers and/or employees through the mobile network of stc by linking the devices of the licenced SMS providers to stc's message center (SMSC).
- 1.2 **stc** shall supply the Bulk SMS Service in accordance with Clause 3 of the Primary Document
- 1.3 **stc** will be required to provide Bulk SMS service to the licensed SMS providers to the extent that the Licensed SMS providers has complied with CST conditions related to license type B.

2. Service Definition

Interconnection Service	Definition
Bulk SMS Service	Is a messaging Service that helps businesses broadcast single or multiple SMS messages to a number of mobile users at the same time.

There are two types of Bulk SMS packages:

1. Golden Packages

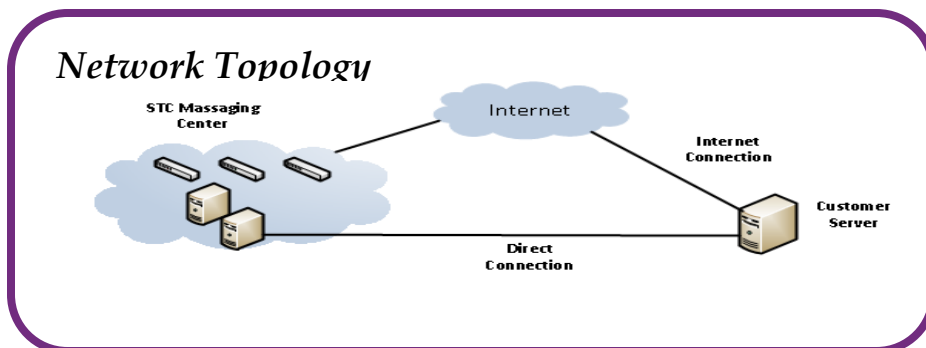
The Golden SMS adds additional features and beyond what's already offered by Regular bulk SMS service such as priority to deliver messages, retry mechanism also it provides higher capacity, the customer also can generate reports for the SMS status targeting Key account and governments customers.

2. Regular Packages

Regular packages provide basic features with low prices helps business to broadcasting their messages to their clients

Pay As you Go

Customer whom consumed their packages and not renewed are moved to PAYG, this is given as privilege for to not stopping their subscription till renewing their packages





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3. Description of Service

- 3.1 Subject to the provisions of this Bulk SMS Service Schedule (11), **stc** shall provide Bulk SMS Service to the licenced SMS providers for the contract period and at the same standard and quality of service as **stc** provides in its own Network.
- 3.2 Bulk SMS Service offers customers a direct link to stc's message centre (SMSC) enabling them to providing SMS service to their customers and/or employees through the mobile network of stc.
- 3.3 The information that will be sent by the devices of SMS providers is personal, public, and advertising or relates to the goods and services that the SMS providers or their end customers are specialized to provide.
- 3.4 stc will be responsible of providing the necessary technical support and activates the features that will enable SMS providers to send SMS to their customers through their devices utilizing the link with stc SMSC.

4. Service Provisioning

- 4.1 This Clause 4 applies where the licensed SMS providers wishes to use the Bulk SMS service provided by stc pursuant to this Schedule (11).
- 4.2 The licensed SMS providers shall notify stc by means of the request form if it wishes to use the Bulk SMS service.
- 4.3 stc shall acknowledge, in writing, receipt of the licensed SMS providers request under Clause 4.2.
- 4.4 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the Bulk SMS service provided by stc in accordance with the licensed SMS providers request under Clause 4.2, failing which



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either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.

- 4.5 stc will connect the devices of the licenced SMS providers to its SMS sending center (SMSC).
- 4.6 Licenced SMS providers will use their devices to send messages by themselves.
- 4.7 Nothing in this Clause 4 requires stc to perform any changes in its Network or to commence the supply of the Bulk SMS Service until the Parties have completed the preparation for Bulk SMS Service and the licensed SMS providers have agreed to all charges.

5. Charging

- 5.1 For Bulk SMS service provided by stc, stc will collect the bulk SMS Service charges from the licensed SMS providers.
- 5.2 The calculation of charges for bulk SMS service will be based on the applicable rates set out in Annex F (Price List).
- 5.3 Charges will be based on SMS rate and SMS rate depend on the SMS volume that the licensed provider are requesting

6. Billing Information

- 6.1 stc shall use its reasonable endeavours to provide appropriate Billing Information for the bulk SMS service in accordance with the format set out in Annex B (Billing Processes and Procedures) within thirty (30) calendar based from the end of each Billing Period, together with the invoice for the bulk SMS service in accordance with Annex B (Billing Processes and Procedures).
- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the bulk SMS service, the Parties shall exchange the appropriate Billing Information set out in Annex B (Billing Processes and Procedures).



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Reference Offer (RO)

Annex G, Schedule 12

Multimedia Message Service (MMS)

Termination Service



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Schedule [12] Multimedia Message Service (MMS) Termination Service

1. General

- 1.1 The Multimedia Message Service (MMS) allows the sending of messages which contain multimedia content such as sounds, pictures or video, between suitably equipped mobile terminals. The MMS Termination Service is for the termination of MMS Messages using a TCP/IP connection to **stc**'s MMS controller as further defined by the terms of this Schedule (12) and by 3GPP TS22.140 and 3GPP TS 23.140 specifications.
- 1.2 The MMS Termination Service is only available to MMS messages which originate from and terminate to subscribers in the Kingdom.
- 1.3 **stc** shall supply the MMS Termination Service in accordance with Clause 3 of the Primary Document in respect of the message types for which the process in Clause 4 of this Schedule (12) has been followed.
- 1.4 For the avoidance of doubt, the process in Clause 4 must be initiated by the Other Licensed Operator if it wishes to acquire the MMS Termination Service in respect of multimedia messages from the Other Licensed Operator's network not previously covered by a request made under that Clause.
- 1.5 **stc** shall only be required to provide the MMS Termination Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (12).

2. Service Definition

Interconnection Service	Definition
Multimedia Message Services (MMS) Termination Service	Multimedia Messages sent to mobile terminals or other devices belonging to customers of stc or hosted MVNO and originated from mobile terminals or other devices belonging to customers of the Other Licensed Operator using a TCP/IP connection.

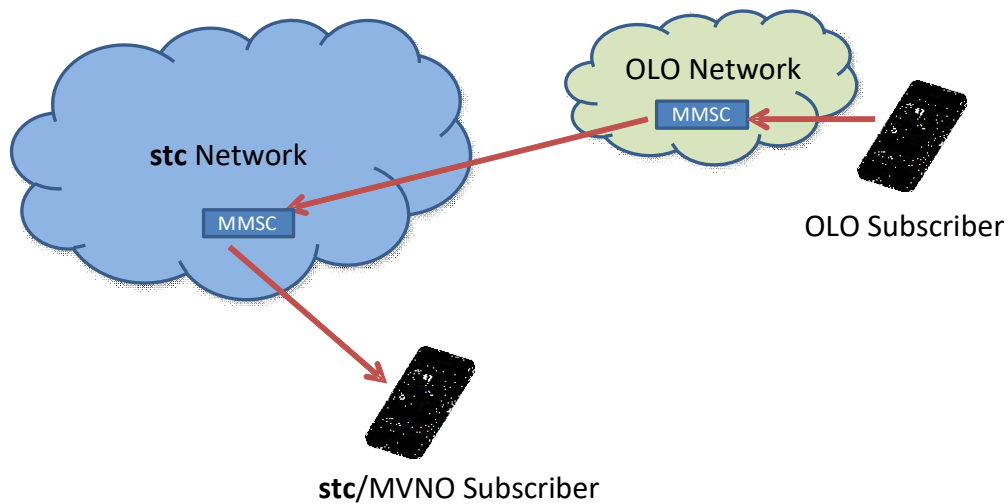


Figure 1: Multimedia Message Services (MMS) Termination Service

3. Description of Service

- 3.1 **stc** shall convey the MMS Termination Service for the contracted period at the same standard and quality of service as **stc** conveys similar MMSs within the **stc** Network.
- 3.2 The Parties shall agree in advance all necessary technical requirements, including protocol and sequences, for the conveyance of MMS pursuant to this Clause 3 of this Schedule (12).



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- 3.3 Each Party shall locate and correct faults that occur in its Network which affect the conveyance of MMS Termination Service traffic in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.4 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.
- 3.5 For the provision of conveyance of the MMS Termination Service the Other Licensed Operator shall pay **stc** a charge calculated in accordance with the rate for such a message specified from time to time in Annex F (*Price List*).
- 3.6 The Principle of MMS hand-over shall be that an MMS shall be handed over by the originating Party from the originating Party's Network to the **stc** Network over an Interconnect Link at a Multimedia Message Services Service Delivery Point (MMSSDP) for delivery by **stc** to the mobile terminal of **stc** subscriber.
- 3.7 The MMS Termination Service is only for a message size as agreed by the Parties.
- 3.8 Spamming
- a) The Parties acknowledge that the transmission of unsolicited MMSs from a Party's Network to a significant number of customers on the other Party's Network in a manner which is likely to annoy the recipient customers is undesirable. Each Party shall use its reasonable endeavours to discourage the transmission of unsolicited MMSs.
 - b) Each Party shall have the right to monitor and possibly block spamming that could adversely affect their Network or customers.
- 3.9 **stc** shall use the same retry algorithms as are used for MMS Messages which originate and terminate in its own Network. Retry notification attempts will be resent in five (5) minutes , thirty (30) minutes, and one hundred and eighty (180) minutes until the MMS Message expires which occurs after two (2) Days.



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3.10 If the MMS Message notification is sent successfully no retries will be made.

4. Service Provisioning

4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the MMS Termination Service in respect of which the process in this Clause 4 has not already been undertaken.

4.2 The Other Licensed Operator shall notify **stc** of its request for the use of the MMS Termination Service by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the MMS Termination Service.

4.3 **stc** shall acknowledge, in writing to the Other Licensed Operator's nominated representative, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.

4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days of acknowledgement that either:

- a) The implementation of the request, in respect of the requested MMS Termination Service, involves only network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangements prior to installation shall be thirty (30) Business Days; or
- b) The implementation of the request in respect of the requested MMS Termination Service involves work in addition to or as alternative to network conditioning in **stc**'s Network, in which case the negotiation period to agree technical interconnection arrangements prior to installation shall be sixty (60) Business Days and additional charges may apply.

4.5 The Parties shall forthwith negotiate in good faith the technical requirements and timetable for the use of the MMS Termination Service in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4. In the event that agreement is not reached either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.



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- 4.6 Where the Parties have reached an agreement, in accordance with Clause 4.5 above, **stc** will commence implementation in accordance with the agreed timetable as per Clause 4.4.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the MMS Termination Service until the Parties have completed all necessary Data Management Amendments required for the MMS Termination Service and all charges in line with Schedule (3), Interconnect Links, and associated price list have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the MMS Termination Service and **stc** shall cease supplying the MMS Termination Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Numbering

- 5.1 The originating Party shall transmit an accurate A-number with each MMS handed over to the terminating Party so that the terminating Party's customer is able to immediately reply to that MMS from the originating Party's customer.
- 5.2 For the avoidance of doubt, the originating Party shall not have complied with Clause 5.1 if it transmits a modified A-number to the terminating Party of the MMS.
- 5.3 For the avoidance of doubt, in respect of any MMS handed over from the originating Party's Network to the terminating Party's Network, there shall be no charge to the terminating Party for the provision by the originating Party of any number information provided by the originating Party, including the A-number.
- 5.4 The addresses of MMSSDP's of the two operators shall be listed as shown in the table below and included in the joint Network Plan.



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stc Multimedia Message Services Service Delivery Points (MMSSDP)	Other Licensed Mobile Operator's Multimedia Message Services Service Delivery Points (MMSSDP)

6. Forecasts

- 6.1 Forecasts shall be supplied in accordance with the processes detailed in Annex E (*Forecasting*).
- 6.2 The Parties agree to provide to each other forecasts of MMS traffic in accordance with the procedures detailed in Annex E (*Forecasting*). The content of the traffic forecasts will cover:
- a) the average number of MMS per day and the peak number of MMS per busy hour; and
 - b) the number of Interconnect Links required, including the speed of each Link requested by the forecasting party.

7. Charging

- 7.1 **stc** will for those terminating MMSs collect a Call Data Record (CDR) for each individual MMS and process such records in accordance with this Clause 7.
- 7.2 The CDRs collected by **stc** in accordance with this Clause shall be the source of the data used by **stc** for bill verification as per this Clause 7 and to invoice for the MMS Termination Services provided under this Schedule (12).
- 7.3 The calculation of charges for the MMS Termination Service will be based on the number and type of MMSs in accordance with the applicable rates set out in Annex F (*Price List*).
- 7.4 For the avoidance of doubt, an MMS handed over from the originating Party to the terminating Party shall not be a chargeable MMS where that MMS is handed over to the terminating Party during the period of any suspension of the MMS Termination Service under Clause 20 of the Primary Document or Clause 7.5 of this Schedule (12).

8. Billing Information

- 8.1 **stc** shall use its reasonable endeavours to provide the interconnect usage report for the MMS Termination Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each



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Billing Period together with the invoice for the MMS Termination Services in accordance with Annex B (*Billing Processes and Procedures*).

8.2 In addition to the obligation in Clause 8.1, when there is a dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for the MMS Termination Services, then the Dispute resolution procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.

8.3 In the event that **stc** cannot record Billing Information for the MMS Termination Services due to a system error or other faults the Other Licensed Operator will be requested to provide the appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).

8.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 8.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith such alternative Billing arrangements, such as an estimation based on the previous three (3) Billing Periods' Billing Information in accordance with the procedure set out in the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.

9. Routing

9.1 The conveyance of MMSs shall be in accordance with the routing principles to be agreed upon between **stc** and the Other Licensed Operator. Such agreement will form part of the Network Plan.



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stc

Reference Offer (RO)

Annex G, Schedule 13

Wholesale Video Call

Termination Service



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Schedule [13] Wholesale Video Call Termination Service

1. General

- 1.1 **stc** will supply the Wholesale Video Call Termination Service in accordance with Clause 3 of the Primary Document in respect of the Call types for which the process in Clause 4 of this Schedule (13) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (13) must be initiated by the Other Licensed Operator if it wishes to acquire the Wholesale Video Call Termination Service in respect of video Calls from the Other Licensed Operator's network not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's Network under this Schedule (13), **stc** shall have no obligation to provide the Wholesale Video Call Termination Service in respect of video Calls of any type other than terminating interconnected video Calls to **stc**'s mobile Network.
- 1.4 **stc** will only be required to provide the Wholesale Video Call Termination Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (13).

2. Number Range Activation

- 2.1 The Other Licensed Operator shall provide **stc** with at least twenty (20) Business Days' notice prior to any request to open number range(s). The Other Licensed Operator should advise **stc** of details of the number range(s) to be activated, the date activation is required and provide an associated routing plan.
- 2.2 If **stc** can activate the number range(s) on the required date then that request will be put into effect by the required date. However where this is not possible, **stc** will advise within five (5) Business Days that the activation cannot be performed by the required date and will agree a new date with the Other Licensed Operator.



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3. Forecasts

- 3.1 This Clause applies to the forecasts to be provided by the Other Licensed Operator to **stc** in relation to Network capacity required for Wholesale Video Call Termination Service.
- 3.2 The Other Licensed Operator shall provide **stc** with forecasts for Network Capacity required for the provision of the Wholesale Video Call Termination Service every six (6) Calendar Months on 1 December and 1 June of each year.
- 3.3 Forecasts will be provided in accordance with and in the format shown in Annex E (*Forecasting*).

4. Charging

- 4.1 Unless otherwise specifically stated in the individual service description, charging for Wholesale Video Call Termination Service will be in accordance with this Clause.
- 4.2 **stc** will, for those terminating interconnected video Calls for which it is providing a Wholesale Video Call Termination Service, collect a Call Data Record (CDR) for each individual terminating interconnected video Call on a call-by-call basis and process such records in accordance with this Clause 4.
- 4.3 The CDRs collected by **stc** in accordance with this Clause shall be the source of the data used by **stc** for bill verification as per this Clause and to invoice for the Wholesale Video Call Termination Service provided under this Schedule (13).
- 4.4 The calculation of charges for any individual video Call for the Wholesale Video Call Termination Service will be based on its duration recorded on the basis of the number of applicable Billing Units, and in accordance with the applicable rates set out in Annex F (*Price List*).
- 4.5 The chargeable duration for a video Call shall be the time between the receipt of the answer signal and the termination of the video Call. Charges shall not be payable under this RO by either Licensed Operator to the other for unsuccessful video Calls. Successful video Calls shall be defined as those video Calls that have passed across



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a POI and received an appropriate answer signal returned by the other Party's Network.

- 4.6 If a video Call's duration extends over two (2) or more Charge Rate Periods, the video Call shall be recorded as a single video Call in the Charge Rate Period which applies at the commencement of the video Call.
- 4.7 Video Calls that cross over into the next Billing Period shall be billed in the Billing Period in which those video Calls end.

5. Billing Information

- 5.1 **stc** shall use its reasonable endeavours to provide the interconnect usage report for the Wholesale Video Call Termination Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period together with the invoice for the Wholesale Video Call Termination Service in accordance with Annex B (*Billing Processes and Procedures*).
- 5.2 In addition to the obligation in Clause 5.1, when there is a dispute, as defined in Annex B (*Billing Processes and Procedures*), in relation to invoices issued for the Wholesale Video Call Termination Service, then the Dispute resolution procedures laid out in Clause 4 of Annex B (*Billing Processes and Procedures*) and Clause 19 of the Primary Document will be followed.
- 5.3 In the event that **stc** cannot record Billing Information for the Wholesale Video Call Termination Service due to a system error or other faults the Other Licensed Operator will be requested to provide the appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 5.4 Where the Billing Information collected by the Other Licensed Operator is not available under this Clause and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith such alternative Billing arrangements, such as an estimation based on the previous three (3) Billing Periods' Billing Information in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*) and as appropriate in the circumstances.

6. Service Definition

Interconnection Service	Definition
Wholesale Video Call Termination Service	A video Call, originated in KSA, handed over from the Other Licensed Operator's Network to the stc Network at an Interconnect Gateway Mobile Exchange (ICG-MSC), and then routed for delivery across the stc Mobile network for delivery to an stc mobile Network termination point.

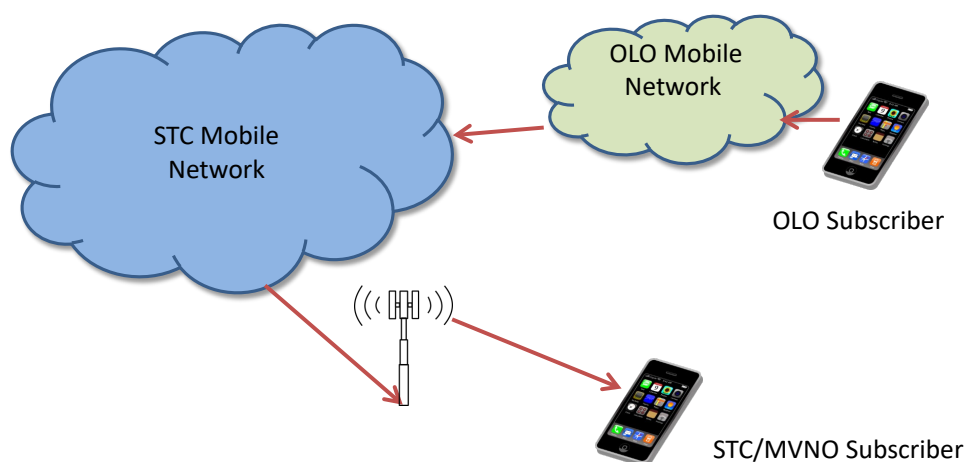


Figure 1: Wholesale Video Call Termination Service

7. Description of Service

- 7.1 Subject to the provisions of this Schedule,
- 7.2 shall convey video Calls handed over from the Other Licensed Operator's Network at an **stc** designated Interconnect Node site, to the appropriate **stc** mobile Network termination point.
- 7.3 The Wholesale Video Call Termination Service shall be limited to video Calls to mobile number ranges allocated by CST to **stc** or MVNO networks parented on the **stc** mobile Network as per the National Numbering Plan.



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- 7.4 **stc** shall convey the Wholesale Video Call Termination Service for the Other Licensed Operator for the contracted period at the same standard and quality of service as **stc** conveys similar video Calls originated on the **stc** Network.
- 7.5 The Parties shall agree in advance all necessary technical requirements for the conveyance of video Calls pursuant to this Schedule (13).
- 7.6 Each Party shall locate and correct faults that occur in its Network which affect the conveyance of Wholesale Video Call Termination Service in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 7.7 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** Network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST.
- 7.8 The conveyance of the Wholesale Video Call Termination Service shall be routed in accordance with the routing principles specified in Annex C (*Technical Information*). All video Calls covered by this Service Schedule will be carried on installed Interconnect Links.
- 7.9 For the conveyance of each Wholesale Video Call Termination Service, the Other Licensed Operator shall pay **stc** a charge calculated in accordance with the rate for such a video Call specified from time to time in Annex F (*Price List*).

8. Service Provisioning – Initial Procedure

- 8.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale Video Call Termination Service pursuant to this Schedule (13) and in respect of which the process in this Clause 4 has not already been undertaken.
- 8.2 The Other Licensed Operator shall notify **stc** of its request for the use of Wholesale Video Call Termination Service by means of the request form set out in Annex H (*Operations and Maintenance Manual*).



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- 8.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 8.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days of acknowledgement that either:
- a) The implementation of the request, in respect of the requested Wholesale Video Call Termination Service, involves only network conditioning in **stc's** Network, in which case the negotiation period to agree technical interconnection arrangements prior to installation shall be thirty (30) Business Days; or
 - b) The implementation of the request in respect of the requested Wholesale Video Call Termination Service involves work in addition to or alternative to network conditioning in **stc's** Network, in which case the negotiation period to agree technical interconnection arrangement prior to installation shall be sixty (60) Business Days and additional charges may apply.
- 8.5 The Parties shall forthwith negotiate in good faith the technical requirements and timetable for the use of the Wholesale Video Call Termination Service in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4. In the event that agreement is not reached either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 8.6 Where the Parties have reached an agreement, in accordance with 4.4 above, **stc** will commence implementation in accordance with the agreed timetable as per Clause 4.5.
- 8.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of Wholesale Video Call Termination Service until the Parties have completed all necessary Data Management Amendments required for that Wholesale Video Call Termination Service and all charges in line with Schedule (3), Interconnect Links and associated price list have been agreed to by the Other Licensed Operator.



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8.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Wholesale Video Call Termination Service and **stc** shall cease supplying the Wholesale Video Call Termination Services as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination), of the Primary Document.

9. Routing

9.1 The conveyance of the Wholesale Video Call Termination Service shall be in accordance with the routing principles specified in Annex C (*Technical Information*).



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stc

Reference Offer (RO)

Annex G, Schedule 14

Wholesale National Roaming Service



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Schedule [14] Wholesale National Roaming Service

1. General

- 1.1 **stc** will supply the Wholesale National Roaming Service within Universal Service areas to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (14) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (14) must be initiated by the Other Licensed Operator if it wishes to acquire the Wholesale National Roaming Service within Universal Service areas not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's network, **stc** shall have no obligation to provide the Wholesale National Roaming Service within Universal Service areas at sites not designated as Points of Interconnection (POI).
- 1.4 **stc** will only be required to provide the Wholesale National Roaming Service within Universal Service areas to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (14)

2. Service Definition

Interconnection Service	Definition
Wholesale National Roaming Service	A service provided by stc whereby it enables a visiting mobile subscriber of the Other Licensed Operator (OLO) to automatically make and receive voice calls, send and receive data or access other services when travelling inside a KSA geographical region covered by STC mobile telecommunication network.

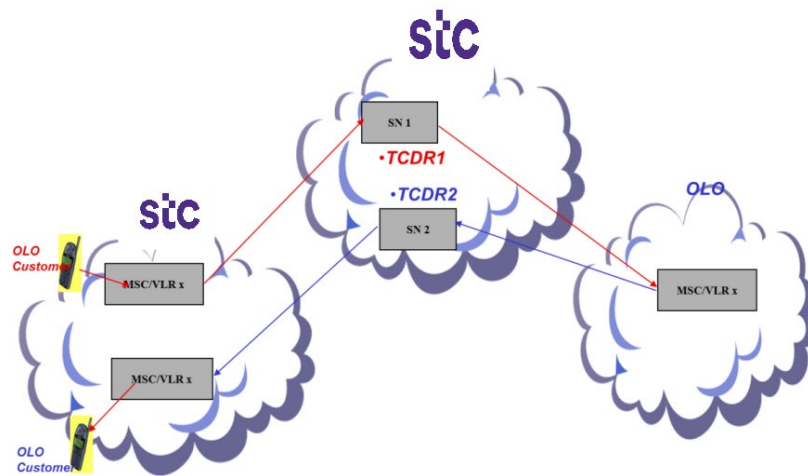


Figure 1: Wholesale National Roaming Service

3. Description of Service

- 3.1 Subject to the provisions of this Wholesale National Roaming Service within Universal Service areas Schedule (14),



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- 3.2 shall provide Wholesale National Roaming Service within Universal Service areas stc shall provide the Wholesale National Roaming Service within Universal Service areas for the Other Licensed (mobile) Operator for the contract period and at the same standard and quality of service as stc provides in its own Network.
- 3.3 The Roaming process is split into two main phases where different activities are carried out. In the pre-commercial phase the agreement is negotiated plus the network and IT elements are implemented and tested. When these activities are successfully completed, then commercial Roaming can begin and customers can use stc's network.
- 3.4 The Parties shall agree in advance all necessary technical and commercial requirements for the provision of the Wholesale National Roaming Service within Universal Service areas pursuant to this Service Schedule (14). The Requesting OLO and stc shall enter into a separate a USF Service Areas Roaming Agreement where in all the related technical, commercial and the other contractual terms and conditions which will be mutually discussed and
- 3.5 agreed to will be included.
- 3.6 Each Party shall locate and correct faults that occur in its Network which affect the performance of the Wholesale National Roaming Service within Universal Service areas in accordance with each Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.7 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the stc network, then stc reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified.. Such suspension shall be notified in writing to both the Other Licensed Operator and CST
- 3.8 The Wholesale National Roaming Service within Universal Service areas will be provided using the agreed appropriate technology and wireless systems.
- 3.9 For the provision of each Wholesale Signalling for International Roaming Link, the Other Licensed Operator shall pay stc in accordance with the rate for such a Wholesale National Roaming Service within Universal Service as specified from time to time in Annex F (*Price List*).



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4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Wholesale National Roaming Service within Universal Service areas provided by stc pursuant to this Schedule (14) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify stc by means of the request form set out in Annex H (Operations and Maintenance Manual) if it wishes to use the Wholesale National Roaming Service within Universal Service areas.
- 4.3 stc shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, stc shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either;
- a) The implementation of the request in respect of the requested Wholesale National Roaming Service within Universal Service areas involves only network conditioning/software programming in **stc's** Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - b) The implementation of the request in respect of the requested Wholesale National Roaming Service within Universal Service areas involves work in addition to or alternative to network conditioning/software programming in **stc's** Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the Wholesale National Roaming Service within Universal Service areas provided by stc in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b), failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, stc will commence implementation in accordance with the agreed timetable.



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- 4.7 Nothing in this Clause 4 requires stc to perform any changes in its Network or to commence the supply of the Wholesale National Roaming Service within Universal Service areas until the Parties have completed the preparation for that Wholesale National Roaming Service within Universal Service areas and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request stc to cease supplying the Wholesale National Roaming Service within Universal Service areas and stc shall cease supplying the Wholesale National Roaming Service within Universal Service areas as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

- 5.1 For all Wholesale National Roaming Service within Universal Service areas provided by stc, stc will collect the Wholesale National Roaming Service within Universal Service areas charges from the Other Licensed Operator.
- 5.2 stc shall, for those links for which it is providing a Wholesale National Roaming Service within Universal Service areas, collate a record for each individual link which will be used by stc to invoice for the Wholesale National Roaming Service within Universal Service areas which it provides under this RO.
- 5.3 The calculation of charges for the Wholesale National Roaming Service within Universal Service areas will be based on the applicable rates set out in Annex F (Price List).
- 5.4 Charging commences upon the formal completion and handover of each Wholesale Signalling for International Roaming Link.

6. Billing Information

- 6.1 stc shall use its reasonable endeavours to provide appropriate Billing Information for the Wholesale National Roaming Service within Universal Service areas in accordance with the format set out in Annex B (Billing Processes and Procedures) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the Wholesale National Roaming Service within Universal Service areas in accordance with Annex B (Billing Processes and Procedures).



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- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the Wholesale National Roaming Service within Universal Service areas, the Parties shall exchange the appropriate Billing Information set out in Annex B (Billing Processes and Procedures).
- 6.3 In the event that stc cannot provide the appropriate Billing Information for the Wholesale National Roaming Service within Universal Service areas due to a system error or other faults, upon request of stc, the Other Licensed Operator will be requested to provide appropriate Billing Information to stc in accordance with the procedure set out in Annex B (Billing Processes and Procedures).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (Billing Processes and Procedures), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.

7. Routing

- 7.1 The provision of the Wholesale National Roaming Service within Universal Service areas shall be in accordance with the stc transmission routing principles specified in Annex C (Technical Information).



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Reference Offer (RO)

Annex G, Schedule 15

Private Peering Service



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Schedule [15] Private Peering Service

1. General

- 1.1 **stc** will supply the Private Peering Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (15) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (15) must be initiated by the Other Licensed Operator if it wishes to acquire the Private Peering Service not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's network, **stc** shall have no obligation to provide the Private Peering Service at sites not designated as Points of Interconnection (POI).
- 1.4 **stc** will only be required to provide the Private Peering Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (15).

2. Service Definition

Interconnection Service	Definition
Private Peering Service	A service provided by stc whereby it facilitates the interconnection of its Network with that of the Other Licensed Operator by creating a direct physical connection (usually consisting of one or more physical ports ranging from 100M to 10G/GE) so that both the networks can exchange mutually agreed balanced internet traffic between them. With this Private Peering Service, stc and the OLO also keep the Internet traffic between their networks local, instead of traversing networks outside of Saudi Arabia. The Private Peering is usually settlement-free process meaning that neither party pays the other for the exchange of traffic. stc may however charge for the backhaul that it provides to the customer PoP.

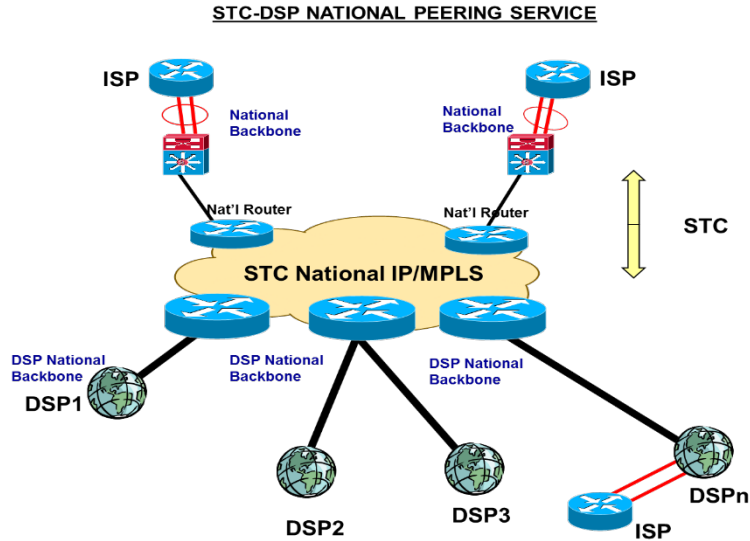


Figure 1: Private Peering Service

3. Description of Service

- 3.1 Subject to the provisions of this Private Peering Service Schedule (15), **stc** shall provide Private Peering Service to the Other Licensed (mobile) Operator for the contract period and at the same standard and quality of service as **stc** provides in its own Network.
- 3.2 The Parties shall agree in advance all necessary technical and commercial requirements for the provision of the Private Peering Service pursuant to this Service Schedule (15). The Requesting OLO and **stc** shall enter into a separate Private Peering Service Agreement where in all the related technical, commercial and the other contractual terms and conditions which will be mutually discussed and agreed to will be included.
- 3.3 Each Party shall locate and correct faults that occur in its Network which affect the performance of the Private Peering Service in accordance with each Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.



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- 3.4 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified.. Such suspension shall be notified in writing to both the Other Licensed Operator and CST
- 3.5 The Private Peering Service will be provided using the agreed appropriate technology and appropriate systems.
- 3.6 For the provision Private Peering Service, the Other Licensed Operator and **stc** shall enter into settlement free agreement and involving a charge for the backhaul that **stc** provides up-to the customer PoP as specified in Annex F (*Price List*).

4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the other Licensed Operator wishes to use the Private Peering Service provided by **stc** pursuant to this Schedule (15) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the Private Peering Service.
- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either;
- a) The implementation of the request in respect of the requested Private Peering Service involves only network conditioning/software programming in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - b) The implementation of the request in respect of the requested Private Peering Service involves work in addition to or alternative to network conditioning/software programming in **stc**'s Network, in which case the



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negotiation period shall be sixty (60) Business Days and additional charges may apply.

- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the Private Peering Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b), failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the Private Peering Service until the Parties have completed the preparation for that Private Peering Service and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Private Peering Service and **stc** shall cease supplying the Private Peering Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

- 5.1 For all Private Peering Service provided by **stc**, **stc** will collect the Private Peering Service charges from the Other Licensed Operator, depending on the terms of the agreement entered into between the parties..
- 5.2 **stc** shall, for those links for which it is providing a Private Peering Service, collate a record for each individual link which will be used by **stc** to invoice for the Private Peering Service which it provides under this RO, subject to the terms of the agreement that will be entered into between the parties.
- 5.3 The calculation of charges for the Private Peering Service will be based on the applicable rates set out in Annex F (*Price List*).

stc Reference Offer – Annex G



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- 5.4 Charging commences upon the formal completion and commencement of the commercial service between the parties.

6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the Private Peering Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the Private Peering Service in accordance with Annex B (*Billing Processes and Procedures*), depending the terms of the conditions entered into between **stc** and the OLO.

- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the Private Peering Service, the Parties shall exchange the appropriate Billing Information set out in Annex B (*Billing Processes and Procedures*).

- 6.3 In the event that **stc** cannot provide the appropriate Billing Information for the Private Peering Service due to a system error or other faults, upon request of **stc**, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).

- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.

7. Routing

- 7.1 The provision of the Private Peering Service shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).



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Reference Offer (RO)

Annex G, Schedule 16

IP Transit Service



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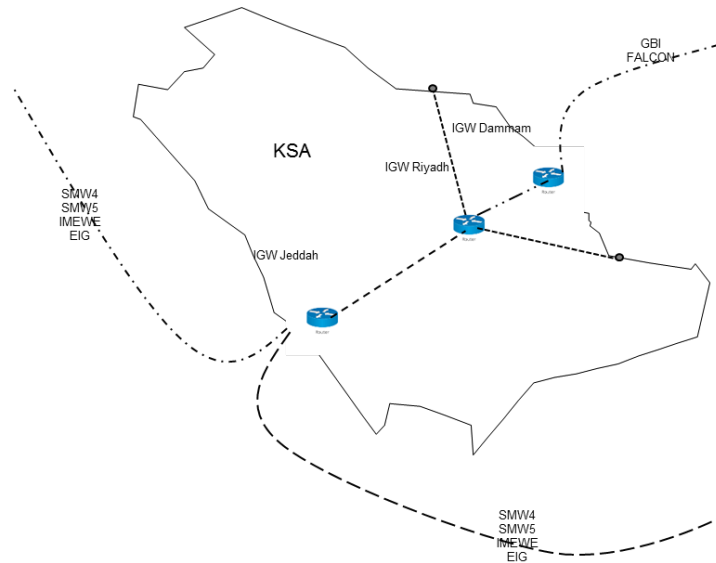
Schedule [16] IP Transit Service

1. General

- 1.1 **stc** will supply the IP Transit Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (16) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (16) must be initiated by the Other Licensed Operator if it wishes to acquire the IP Transit Service not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's network, **stc** shall have no obligation to provide the IP Transit Service at sites not designated as Points of Interconnection (POI).
- 1.4 **stc** will only be required to provide the IP Transit Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (16).

2. Service Definition

Interconnection Service	Definition
IP Transit Service	A National IP Transit is a wholesale Internet access service by which stc provides the Other Licensed Operator (OLO) the national and/or international bandwidth for Internet (IP) traffic to all destinations in its routing table or identifies a default route with the intention to provide global internet connectivity for the Internet traffic to the requesting Other Licensed Operator (OLO) via stc Internet Gateway (IGW).



stc Internet Gateway (IGW) Global Connectivity

Figure 1: IP Transit Service



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3. Description of Service

3.1 Subject to the provisions of this IP Transit Service Schedule (16), **stc** shall provide IP Transit Service to the Other Licensed (mobile) Operator for the contract period and at the same standard and quality of service as **stc** provides in its own Network.

3.2 National IP Transit Service offers a direct connectivity to the Global Internet Backbone via **stc** Internet Gateway (IGW) which is connected globally to top tier carriers, top ISPs and top content providers.

3.3 **stc**'s Internet Gateway being one of the largest and most comprehensive IP networks in the region enables customers to leverage the following :

- Locally distributed Nodes in Jeddah, Riyadh and Dammam.
- Connected via redundant, diversified (East/West) International Facilities (including SMW5, SMW4, EIG, and IMEWE etc.) offering customers the most reliable reachability options globally.
- Connectivity with all top tier Internet providers.
- Presence in regional and global Internet Exchanges Points (IXP).
- Well-established relationships with all top tier content providers

3.4 The Parties shall agree in advance all necessary technical and commercial requirements for the provision of the IP Transit Service pursuant to this Service Schedule (16). The Requesting OLO and **stc** shall enter into a separate IP Transit Service Agreement where in all the related technical aspects including the SLA(Service Level Agreement Terms), commercial and the other contractual terms and conditions which will be mutually discussed and agreed to will be contained.



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- 3.5 Each Party shall locate and correct faults that occur in its Network which affect the performance of the IP Transit Service in accordance with each Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.6 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST
- 3.7 The IP Transit Service will be provided using the agreed appropriate technology and appropriate systems.
- 3.8 For the provision IP Transit Service, the Other Licensed Operator and **stc** shall enter into either a settlement free agreement or involving a small fee as specified in Annex F (*Price List*).

4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the IP Transit Service provided by **stc** pursuant to this Schedule (16) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the IP Transit Service.



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- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either;
- a) The implementation of the request in respect of the requested IP Transit Service involves only network conditioning/software programming in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - b) The implementation of the request in respect of the requested IP Transit Service involves work in addition to or alternative to network conditioning/software programming in **stc**'s Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the IP Transit Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b), failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the IP Transit Service until the Parties have completed the preparation for that IP Transit Service and all charges have been agreed to by the Other Licensed Operator.



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- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the IP Transit Service and **stc** shall cease supplying the IP Transit Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

- 5.1 For all IP Transit Service provided by **stc**, **stc** will collect the IP Transit Service charges from the Other Licensed Operator, based on the applicable rates set out in Annex F (*Price List*).
- 5.2 **stc** shall, for those links for which it is providing a IP Transit Service, collate a record for each individual link which will be used by **stc** to invoice for the IP Transit Service which it provides under this RO, subject to the terms of the agreement that will be entered into between the parties.
- 5.3 The calculation of charges for the IP Transit Service will be based on the applicable rates set out in Annex F (*Price List*).
- 5.4 Charging commences upon the formal completion and commencement of the commercial service between the parties.

6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the IP Transit Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the IP Transit Service in accordance with

stc Reference Offer – Annex G



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Annex B (*Billing Processes and Procedures*), depending the terms of the conditions entered into between **stc** and the OLO.

- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the IP Transit Service, the Parties shall exchange the appropriate Billing Information set out in Annex B (*Billing Processes and Procedures*).
- 6.3 In the event that **stc** cannot provide the appropriate Billing Information for the IP Transit Service due to a system error or other faults, upon request of **stc**, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.

7. Routing

- 7.1 The provision of the IP Transit Service shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).



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Reference Offer (RO)

Annex G, Schedule 16A

IP Transit Service (Internet Port)



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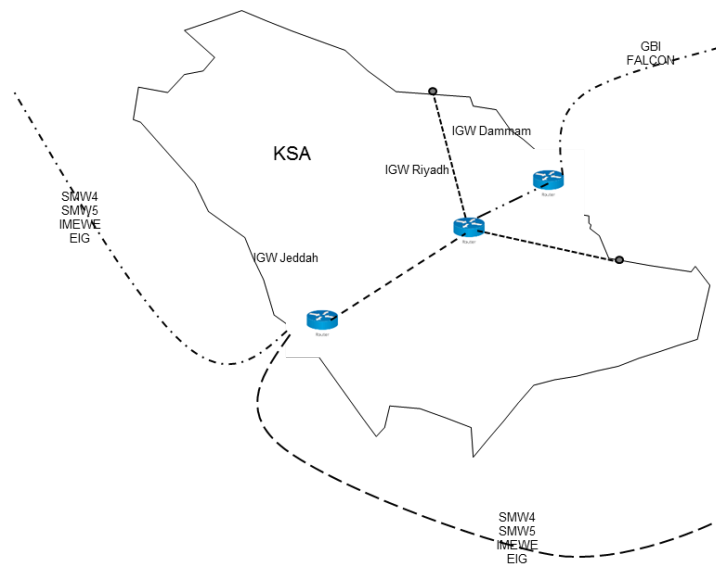
Schedule [16A] IP Transit Service (Internet Port)

1. General

- 1.1 **stc** will supply the IP Transit Service (Internet Port) to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (16A) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (16A) must be initiated by the Other Licensed Operator if it wishes to acquire the IP Transit Service not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's network, **stc** shall have no obligation to provide the IP Transit Service (Internet Port) at sites not designated as Points of Interconnection (POI).
- 1.4 **stc** will only be required to provide the IP Transit Service (Internet Port) to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (16A).

2. Service Definition

Interconnection Service	Definition
IP Transit Service (Internet Port)	A National IP Transit is a wholesale Internet access service by which stc provides the Other Licensed Operator (OLO) the national and/or international bandwidth for Internet (IP) traffic for the Internet traffic to the requesting Other Licensed Operator (OLO) via stc Internet Gateway (IGW).



stc Internet Gateway (IGW) Global Connectivity

Figure 1: IP Transit Service

3. Description of Service

- 3.1 Subject to the provisions of this IP Transit Service (Internet Port) Schedule (16A), **stc** shall provide IP Transit Service (Internet Port) to the Other Licensed (mobile)



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Operator for the contract period and at the same standard and quality of service as **stc** provides in its own Network.

3.2 National IP Transit Service (Internet Port) offers a direct connectivity to the Global Internet Backbone via **stc** Internet Gateway (IGW) which is connected globally to top tier carriers, top ISPs and top content providers.

3.3 **stc**'s Internet Gateway being one of the largest and most comprehensive IP networks in the region enables customers to leverage the following :

- Locally distributed Nodes in Jeddah, Riyadh and Dammam.
- Connected via redundant, diversified (East/West) International Facilities (including SMW5, SMW4, EIG, and IMEWE etc.) offering customers the most reliable reachability options globally.
- Connectivity with all top tier Internet providers.
- Presence in regional and global Internet Exchanges Points (IXP).
- Well-established relationships with all top tier content providers

3.4 The Parties shall agree in advance all necessary technical and commercial requirements for the provision of the IP Transit Service pursuant to this Service Schedule (16A). The Requesting OLO and **stc** shall enter into a separate IP Transit Service Agreement where in all the related technical aspects including the SLA(Service Level Agreement Terms), commercial and the other contractual terms and conditions which will be mutually discussed and agreed to will be contained.

3.5 Each Party shall locate and correct faults that occur in its Network which affect the performance of the IP Transit Service (Internet Port) in accordance with each Party's



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normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.

- 3.6 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST
- 3.7 The IP Transit Service (Internet Port) will be provided using the agreed appropriate technology and appropriate systems.
- 3.8 For the provision IP Transit Service (Internet Port), the Other Licensed Operator and **stc** shall enter into either a settlement free agreement or involving a small fee as specified in Annex F (*Price List*).

4. **Service Provisioning – Initial Procedure**

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the IP Transit Service (Internet Port) provided by **stc** pursuant to this Schedule (16A) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the IP Transit Service (Internet Port).
- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.



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- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either;
- c) The implementation of the request in respect of the requested IP Transit Service (Internet Port) involves only network conditioning/software programming in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - d) The implementation of the request in respect of the requested IP Transit Service (Internet Port) involves work in addition to or alternative to network conditioning/software programming in **stc**'s Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the IP Transit Service (Internet Port) provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b), failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the IP Transit Service (Internet Port) until the Parties have completed the preparation for that IP Transit Service (Internet Port) and all charges have been agreed to by the Other Licensed Operator.



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- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the IP Transit Service (Internet Port) and **stc** shall cease supplying the IP Transit Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

- 5.1 For all IP Transit Service (Internet Port) provided by **stc**, **stc** will collect the IP Transit Service (Internet Port) charges from the Other Licensed Operator, based on the applicable rates set out in Annex F (*Price List*).
- 5.2 **stc** shall, for those links for which it is providing a IP Transit Service (Internet Port), collate a record for each individual link which will be used by **stc** to invoice for the IP Transit Service (Internet Port) which it provides under this RO, subject to the terms of the agreement that will be entered into between the parties.
- 5.3 The calculation of charges for the IP Transit Service (Internet Port) will be based on the applicable rates set out in Annex F (*Price List*).
- 5.4 Charging commences upon the formal completion and commencement of the commercial service between the parties.

6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the IP Transit Service (Internet Port) in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the IP Transit Service (Internet Port)

stc Reference Offer – Annex G



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in accordance with Annex B (*Billing Processes and Procedures*), depending the terms of the conditions entered into between **stc** and the OLO.

- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the IP Transit Service (Internet Port), the Parties shall exchange the appropriate Billing Information set out in Annex B (*Billing Processes and Procedures*).
- 6.3 In the event that **stc** cannot provide the appropriate Billing Information for the IP Transit Service (Internet Port) due to a system error or other faults, upon request of **stc**, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.

7. Routing

- 7.1 The provision of the IP Transit Service (Internet Port) shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).



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Reference Offer (RO)

Annex G, Schedule 17

DC Collocation for Interconnection

Services



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Schedule [17] DC Collocation for Interconnection Services

1. General

- 1.1 **stc** will provide DC Collocation for Interconnection Services to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the Services for which the process in Clause 4 of this Schedule (17) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (17) must be initiated by the Other Licensed Operator if it wishes to acquire the DC Collocation for Interconnection Services not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator network, under this Schedule (17), **stc** shall have no obligation to provide to the Other Licensed Operator DC Collocation for Interconnection Services in respect of equipment not specifically required for the facilitation of Interconnection.
- 1.4 Without prejudice to **stc** rights, **stc** will offer on a commercial basis DC Collocation for the equipment specifically required for the facilitation of the Interconnection to **stc** Network subject to technical feasibility.
- 1.5 As part of the procedural steps detailed under Clause 4.4 of this Service Schedule (17), **stc** requires a minimum of three (3) months of advance notice in order to assess the feasibility of the DC Collocation for Interconnection Services corresponding to each request from the OLO.
- 1.6 Any incidental expenditure incurred by **stc** either for the feasibility study or in providing the DC Collocation for Interconnection Services which are not covered under Clause 5 of this Service Schedule, will be borne by the OLO.
- 1.7 **stc** will only be required to provide DC Collocation for Interconnection Services to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (17).
- 1.8 **stc** will provide the DC Collocation for Interconnection Services according to a contract mutually agreed between the parties for a specific period.

stc Reference Offer – Annex G



Internal -

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- 1.9 The OLO is responsible to remove its equipment from the **stc** premises when contracted period expires or when there is no mutual agreement to extend the period.

2. Service Definition

Interconnection Service	Definition
DC Collocation For Interconnection Services	A service provided by stc wherever it is technically, operationally and commercially feasible, offering Collocation space at certain DCs which has been designated as a point of interconnection and suitable for hosting transmission equipment owned by the Other Licensed Operator for the sole purpose of Interconnection between the stc and Other Licensed Operator Networks

3. Description of Service

- 3.1 Subject to the provisions of this Schedule, **stc** shall provide accommodation within certain DCs, which have been designated suitable for the installation and operation of Other Licensed Operator Transmission Equipment and where a Point of Interconnection (POI) at certain DCs is requested in accordance with Annex H (*Operations and Maintenance Manual*), only in respect of equipment specifically required to facilitate Interconnection of the **stc** and Other Licensed Operator networks
- 3.2 The Parties shall agree in advance all necessary technical requirements, including Footprint, Adequate Floor Loading, Power, Alarm Management, Air Conditioning, Fire Alarm and Suppression Systems, Security and Access arrangements.
- 3.3 **stc** will provide maintenance of the Collocation Facility in accordance with its standard DC maintenance policy and procedures.
- 3.4 Except as provided in this Schedule, the Other Licensed Operator shall provide all installation materials and manpower needed for the installation of its Collocation Equipment for interconnection.



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- 3.5 Access to the DC Collocation for Interconnection Services areas shall be restricted to authorized Other Licensed Operator personnel and/or their authorized nominated contractors for whom the Other Licensed Operator will assume full responsibility. Details of the processes for identifying Authorised Personnel to **stc** are given in Annex H (*Operations and Maintenance Manual*).
- 3.6 **stc** will reserve the right of access to the DC Facility at any time in order to carry out planned and reactive maintenance of the building fabric, power and ancillary service systems.
- 3.7 Each Party shall locate and correct faults that occur in its Network which affect the provision of DC Collocation for Interconnection Services in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.8 In the event that a fault in the Other Licensed Operator's network becomes service affecting in the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator network until such time as the cause of the fault is rectified.
- 3.9 For the use of the DC Collocation for Interconnection Services, the Other Licensed Operator shall pay **stc** charges in accordance with Annex F.
- 3.10 The Other Licensed Operator must request space at a Collocation Site of a minimum of 1.44 square metres, which is the minimum space required to allow the installation of one (1) standard equipment rack or cabinet. The maximum available floor space will be determined on a site-by-site basis dependent upon the type of equipment to be installed and the results of a physical survey at that site.
- 3.11 The Collocation Facility will provide space for equipment racking with a standard height of 2200mm and footprint of 1800mm x 800mm for the installation of standard equipment racks and lockable metal equipment cabinets. All installed equipment must comply with current standards and regulations.
- 3.12 The Requesting Other Licensed Operator has no rights to assign in whole or in part the license in respect of the Collocation Space or to sub-let the Collocation Space at the Collocation Site.



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3.13 The list of sites at which DC Collocation for Interconnection Service can be requested is contained in Annex C (*Technical Information*) (**stc** Designated DCs for Points of Interconnection). It should be noted that the availability of DC Collocation for Interconnection Services at any of the Annex C listed locations is not guaranteed and will be subject to a physical survey carried out in accordance with Clause 4.4 a) of this Schedule.

4. Service Provisioning

4.1 This Clause 4 applies to all requests by the Other Licensed Operator to use the DC Collocation for Interconnection Services provided by **stc**. For the avoidance of doubt this also includes requests for additional DC Collocation for Interconnection Services as well as replacement, modification and rearrangement of existing service.

4.2 The Other Licensed Operator shall notify **stc** of its request for the use of DC Collocation for Interconnection Services by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the DC Collocation for Interconnection Services.

4.3 **stc** shall acknowledge, in writing to the Other Licensed Operator's nominated representative, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.

4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days of acknowledgement that either:

- a) The request has been provisionally accepted, on a non-binding basis subject to the satisfactory completion of a DC Collocation for Interconnection Services Survey.
- b) The request has been rejected, in which case **stc** will provide the reasons for such rejection to the Other Licensed Operator. **stc** may reject a Collocation Request if any of the following applies:



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- The Request Form for Interconnection Equipment Collocation Services is not in the prescribed form; or
- The data contained in the Request form for DC Collocation for Interconnection Services is incomplete; or
- The space requested is not within the limits prescribed by Clause 3.10 of this schedule;

5. Charging

Charges for each DC Collocation for Interconnection Service will be in accordance to Prices reflected in Annex F.



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Reference Offer (RO)

Annex G, Schedule 18
MVNO Hosting Service



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Schedule [18] MVNO Hosting Service

1. General

- 1.1 **stc** will supply the MVNO Hosting Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (18) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (18) must be initiated by the Other Licensed Operator if it wishes to acquire the MVNO Hosting Service stc Service areas not previously covered by a request made under that Clause.
- 1.3 **stc** will only be required to provide the MVNO Hosting Service stc Service areas to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (18).

2. Service Definition

Interconnection Service	Definition
MVNO Hosting Service	A mobile virtual network operator (MVNO) hosting service is a service that allows the MVNO license operator, without spectrum assignment or a radio access network, to lease mobile network capacity from STC and use this capacity to provide MVNO services to its own retail customers. Such MVNO services include, but are not limited to, mobile voice, data services, SMS among others. The MVNO Hosting Services will be provided based on the prevailing MVNO regulation issued by CST.

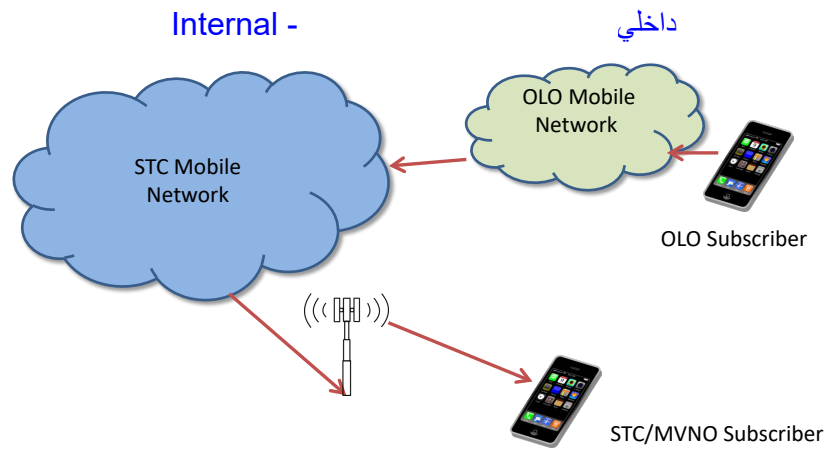


Fig 1: MVNO Hosting Service



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Reference Offer (RO)

Annex G, Schedule 19

Wholesale Bitstream Access Services



Internal -

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Schedule [19] Wholesale Bitstream Access Service

1. General

- 1.1 **stc** will supply the Wholesale Bitstream Access Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (19) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (19) must be initiated by the Other Licensed Operator if it wishes to acquire the Wholesale Bitstream Access Service not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's network, **stc** shall have no obligation to provide the Wholesale Bitstream Access Service at sites not designated as Points of Interconnection (POI).
- 1.4 **stc** will only be required to provide the Wholesale Bitstream Access Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (19).



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Reference Offer (RO)

Annex G, Schedule 19A

Wholesale Bitstream Access Service

Fibre To The Home (FTTH)



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Schedule [19A] Wholesale Bitstream Access Service (Fibre To The Home (FTTH))

1. General

- 1.1 **stc** will supply the FTTH to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (19A) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (19A) must be initiated by the Other Licensed Operator if it wishes to acquire the FTTH Service not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's network, **stc** shall have no obligation to provide the FTTH Service at sites not designated as Points of Interconnection (POI).
- 1.4 **stc** will only be required to provide the FTTH Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (19A).

2. Service Definition

Interconnection Service	Definition
Wholesale Bitstream Access Service (Fibre to the Home (FTTH))	means a strand of optical fibre strand of a required length, over which a GPON based FTTH service is delivered by the Access Provider

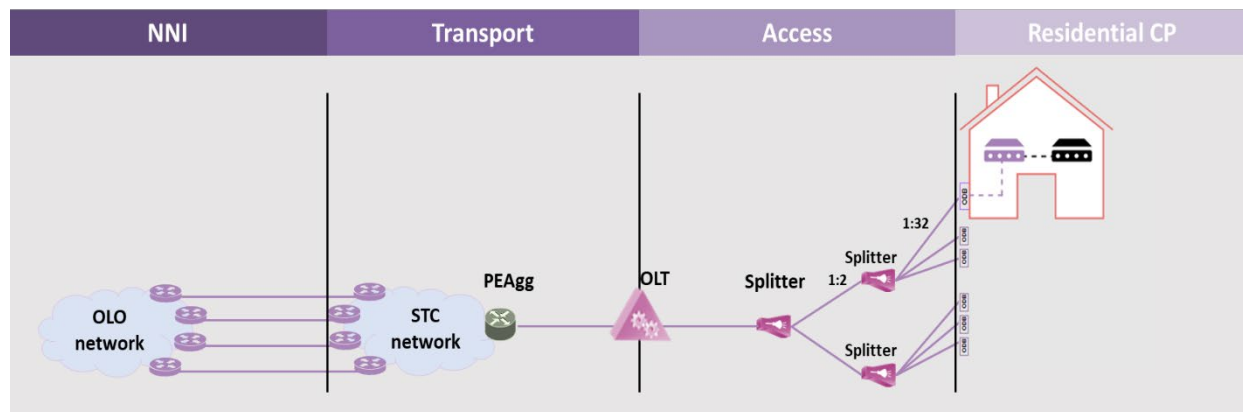


Figure 1: FTTH Service

3. Description of Service

- 3.1 Subject to the provisions of this **FTTH** Service Schedule (19A), **stc** shall provide FTTH Service to the Other Licensed Operator for the contract period and at the same standard and quality of service as **stc** provides in its own Network.
- 3.2 FTTH Service offers means a single or a multiple FTTH Network Links within the Access Provider FTTH Network offered to the Access Seeker



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- 3.3 The Parties shall agree in advance all necessary technical and commercial requirements for the provision of the FTTH Service pursuant to this Service Schedule (19A). The Requesting OLO and **stc** shall enter into a separate FTTH Service Agreement where in all the related technical aspects including the SLA(Service Level Agreement Terms), commercial and the other contractual terms and conditions which will be mutually discussed and agreed to will be contained.
- 3.4 Each Party shall locate and correct faults that occur in its Network which affect the performance of the FTTH Service in accordance with each Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.5 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST
- 3.6 The FTTH Service will be provided using the agreed appropriate technology and appropriate systems.
- 3.7 For the provision FTTH Service, the Other Licensed Operator and **stc** shall enter into either a settlement free agreement or involving a small fee as specified in Annex F (*Price List*).



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4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the FTTH Service provided by **stc** pursuant to this Schedule (19A) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the FTTH Service.
- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either;
- e) The implementation of the request in respect of the requested FTTH Service involves only network conditioning/software programming in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - f) The implementation of the request in respect of the requested FTTH Service involves work in addition to or alternative to network conditioning/software programming in **stc**'s Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the FTTH Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b), failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.



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- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the FTTH Service until the Parties have completed the preparation for that FTTH Service and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the FTTH Service and **stc** shall cease supplying the FTTH Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

- 5.1 For all IFTTH Service provided by **stc**, **stc** will collect the FTTH Service charges from the Other Licensed Operator, based on the applicable rates set out in Annex F (*Price List*).
- 5.2 **stc** shall, for those links for which it is providing a FTTH Service, collate a record for each individual link which will be used by **stc** to invoice for the FTTH Service which it provides under this RO, subject to the terms of the agreement that will be entered into between the parties.
- 5.3 The calculation of charges for the FTTH Service will be based on the applicable rates set out in Annex F (*Price List*).



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- 5.4 Charging commences upon the formal completion and commencement of the commercial service between the parties.

6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the FTTH Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the FTTH Service in accordance with Annex B (*Billing Processes and Procedures*), depending the terms of the conditions entered into between **stc** and the OLO.
- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the FTTH Service, the Parties shall exchange the appropriate Billing Information set out in Annex B (*Billing Processes and Procedures*).
- 6.3 In the event that **stc** cannot provide the appropriate Billing Information for the FTTH Service due to a system error or other faults, upon request of **stc**, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.



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7. Routing

- 7.1 The provision of the FTTH Service shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).



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Reference Offer (RO)

Annex G, Schedule 19B

Wholesale Bitstream Access Service

Fiber To The Business (FTTB)



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Schedule [19B] Wholesale Bitstream Access Service (Fiber To The Business (FTTB))

1. General

- 1.1 **stc** will supply the FTTB to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (19B) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (19B) must be initiated by the Other Licensed Operator if it wishes to acquire the FTTB Service not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's network, **stc** shall have no obligation to provide the FTTB Service at sites not designated as Points of Interconnection (POI).
- 1.4 **stc** will only be required to provide the FTTB Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (19B).

2. Service Definition

Interconnection Service	Definition
Wholesale Bitstream Access Service (Fibre to the Business (FTTB))	Means a strand of optical fibre strand of a required length, over which a GPON based FTTB service is delivered by the Access Provider

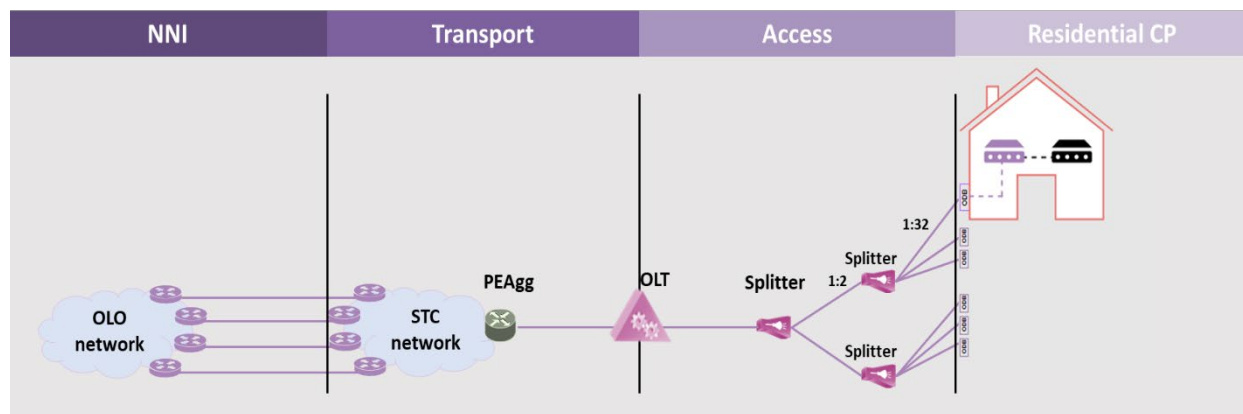


Figure 1: FTTB Service

3. Description of Service

- 3.1 Subject to the provisions of this **FTTB** Service Schedule (19B), **stc** shall provide FTTB Service to the Other Licensed Operator for the contract period and at the same standard and quality of service as **stc** provides in its own Network.
- 3.2 FTTB Service offers means a single or a multiple FTTB Network Links within the Access Provider FTTB Network offered to the Access Seeker



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- 3.3 The Parties shall agree in advance all necessary technical and commercial requirements for the provision of the FTTB Service pursuant to this Service Schedule (20B). The Requesting OLO and **stc** shall enter into a separate FTTB Service Agreement where in all the related technical aspects including the SLA(Service Level Agreement Terms), commercial and the other contractual terms and conditions which will be mutually discussed and agreed to will be contained.
- 3.4 Each Party shall locate and correct faults that occur in its Network which affect the performance of the FTTB Service in accordance with each Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.5 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST
- 3.6 The FTTB Service will be provided using the agreed appropriate technology and appropriate systems.
- 3.7 For the provision FTTB Service, the Other Licensed Operator and **stc** shall enter into either a settlement free agreement or involving a small fee as specified in Annex F (*Price List*).



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4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the FTTB Service provided by **stc** pursuant to this Schedule (19B) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the FTTB Service.
- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either;
- g) The implementation of the request in respect of the requested FTTB Service involves only network conditioning/software programming in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - h) The implementation of the request in respect of the requested FTTB Service involves work in addition to or alternative to network conditioning/software programming in **stc**'s Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the FTTB Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b), failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.



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- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the FTTB Service until the Parties have completed the preparation for that FTTB Service and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the FTTB Service and **stc** shall cease supplying the FTTB Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

- 5.1 For all FTTB Service provided by **stc**, **stc** will collect the FTTB Service charges from the Other Licensed Operator, based on the applicable rates set out in Annex F (*Price List*).
- 5.2 **stc** shall, for those links for which it is providing a FTTB Service, collate a record for each individual link which will be used by **stc** to invoice for the FTTB Service which it provides under this RO, subject to the terms of the agreement that will be entered into between the parties.
- 5.3 The calculation of charges for the FTTB Service will be based on the applicable rates set out in Annex F (*Price List*).
- 5.4 Charging commences upon the formal completion and commencement of the commercial service between the parties.



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6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the FTTB Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the FTTB Service in accordance with Annex B (*Billing Processes and Procedures*), depending the terms of the conditions entered into between **stc** and the OLO.
- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the FTTB Service, the Parties shall exchange the appropriate Billing Information set out in Annex B (*Billing Processes and Procedures*).
- 6.3 In the event that **stc** cannot provide the appropriate Billing Information for the FTTB Service due to a system error or other faults, upon request of **stc**, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.

7. Routing

- 7.1 The provision of the FTTB Service shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).



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Reference Offer (RO)

Annex G, Schedule 20

Dedicated Internet Access Service (DIA)

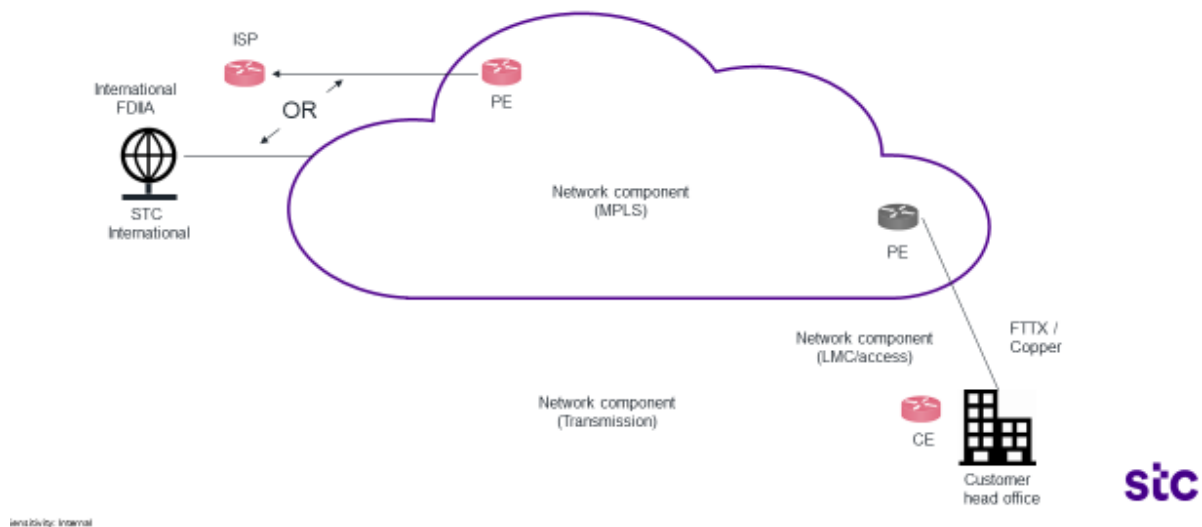
Schedule [20] Dedicated Internet Access (DIA) service

1. General

- 1.1 STC provides a Wholesales dedicated access for local ISPs OR entities approved by CST to sell fixed internet

2. Service Definition

- 2.1 Wholesales Dedicated Internet Access (WDIA) is a dedicated data connection over STC MPLS network between a business customer and an ISP for Internet access



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3. Details of the Service

Speed	512Kbps up-to 10Gbps
Download and upload speed	1:1 contention ratio
Access Media Options	(FTTX, Copper)
Public static IP	24x7 professional support
(MPLS)	High availability across our Multiprotocol Label Switching (MPLS) network

3.1 Contracts type

Annual contracts

4. Service Provisioning – Initial Procedure

STC provide this service for local ISPs OR entities approved by CST to sell fixed internet.

5. Charging

- Charges are based on the provided price list and discount if applied.
- It does not depend on the usage it depends on the requested speed
- Disconnecting the services within the contract period, it applies disconnecting fees as per CST rules.

6. Billing information:

Fixed monthly price based on the requested speed as per the provided price list.



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7. Routing

The provision of the Collocation Service shall be in accordance with the stc transmission routing principles.



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Annex G, Schedule 21

Ducts Service



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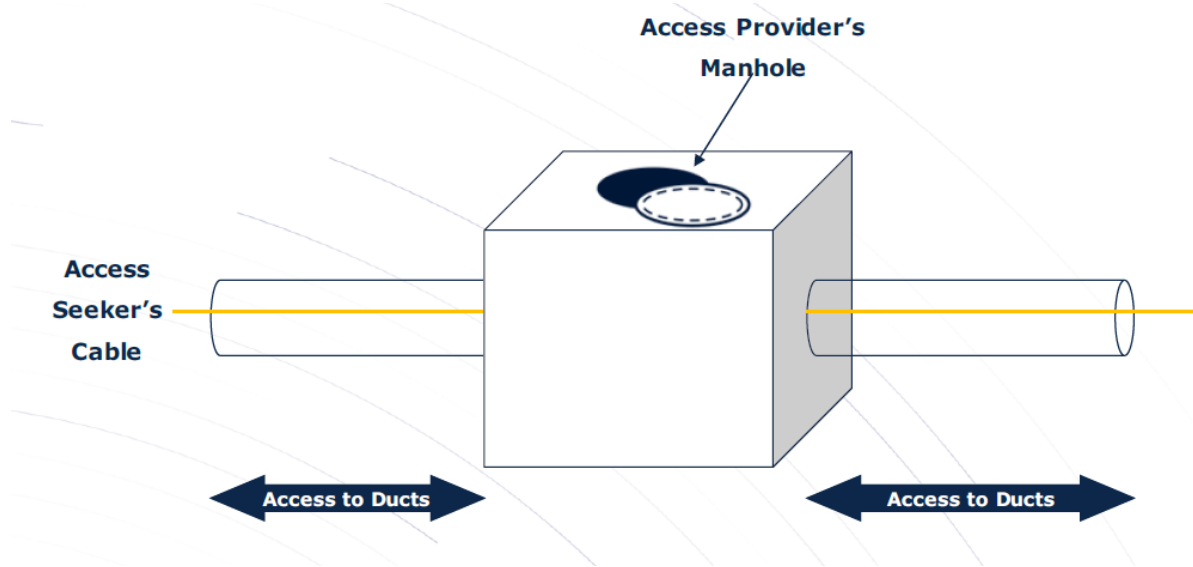
Schedule [21] Ducts Service

1. General

- 1.1 **stc** will supply the Ducts Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (21) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (21) must be initiated by the Other Licensed Operator if it wishes to acquire the Ducts Service not previously covered by a request made under that Clause.
- 1.3 **stc** will only be required to provide the Ducts Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (21).

2. Service Definition

Service Name	Definition
Ducts	The Duct Service will be provided as a dedicated point-to-point connection tube on stc core and access national network beginning and terminating at stc sites or manholes along the stc's routes. The Duct Service allows the OLO to install its own fiber-optic cables using appropriate equipment and procedures, which need to be approved by stc. All ducts are exclusively used for fiber-optic cable installations.



3. Description of Service

- 3.1 Subject to the provisions of this Ducts Service Schedule (21), **stc** shall provide Ducts Service to the Other Licensed Operator for the contract period and at the same standard and quality of service as **stc** provides in its own Network.
- 3.2 The Duct Service will be provided subject to the OLO agreeing that stc will install the OLO fiber cable(s) in the offered Duct.
- 3.3 The implementation of the Duct Service will be subject to physical and/or technical limitations and unforeseen costs highlighted during the implementation.
- 3.4 The Duct Service can only be offered where spare capacity is available.
- 3.5 The Parties shall agree in advance all necessary technical and commercial requirements for the provision of the Ducts Service pursuant to this Service Schedule (21). The Requesting OLO and **stc** shall enter into a separate Ducts Service Agreement where in all the related technical aspects including the commercial and the other



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contractual terms and conditions which will be mutually discussed and agreed to will be contained.

4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Ducts Service provided by **stc** pursuant to this Schedule (21) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the Ducts Service.
- 4.3 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within (30) Business Days that the implementation of the request in respect of the requested Ducts Service involves only network conditioning in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or the requested Ducts not available .
- 4.4 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the Ducts Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.3, failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 4.5 Where the Parties have reached an agreement, in accordance with 4.3 above, **stc** will commence implementation in accordance with the agreed timetable.
- 4.6 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the Ducts Service until the Parties have completed the

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preparation for that Ducts Service and all charges have been agreed to by the Other Licensed Operator.

- 4.7 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Ducts Service and **stc** shall cease supplying the Ducts Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

- 5.1 For all Ducts Services provided by **stc**, **stc** will collect the Ducts Service charges from the Other Licensed Operator, based on the applicable rates set out in Annex F (*Price List*).
- 5.2 **stc** shall, for those Ducts Service, collate a record for each individual Duct which will be used by **stc** to invoice for the Ducts Service which it provides under this RO, subject to the terms of the agreement that will be entered into between the parties.
- 5.3 The calculation of charges for the Ducts Service will be based on the applicable rates set out in Annex F (*Price List*).
- 5.4 Charging commences upon the formal completion and commencement of the commercial service between the parties.

6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the Ducts Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the Ducts Service in accordance with Annex B (*Billing Processes and Procedures*), depending the terms of the conditions entered into between **stc** and the OLO.



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- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the Ducts Service, the Parties shall exchange the appropriate Billing Information set out in Annex B (*Billing Processes and Procedures*).
- 6.3 In the event that **stc** cannot provide the appropriate Billing Information for the Ducts Service due to a system error or other faults, upon request of **stc**, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.



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Annex G, Schedule 22

Dark Fiber



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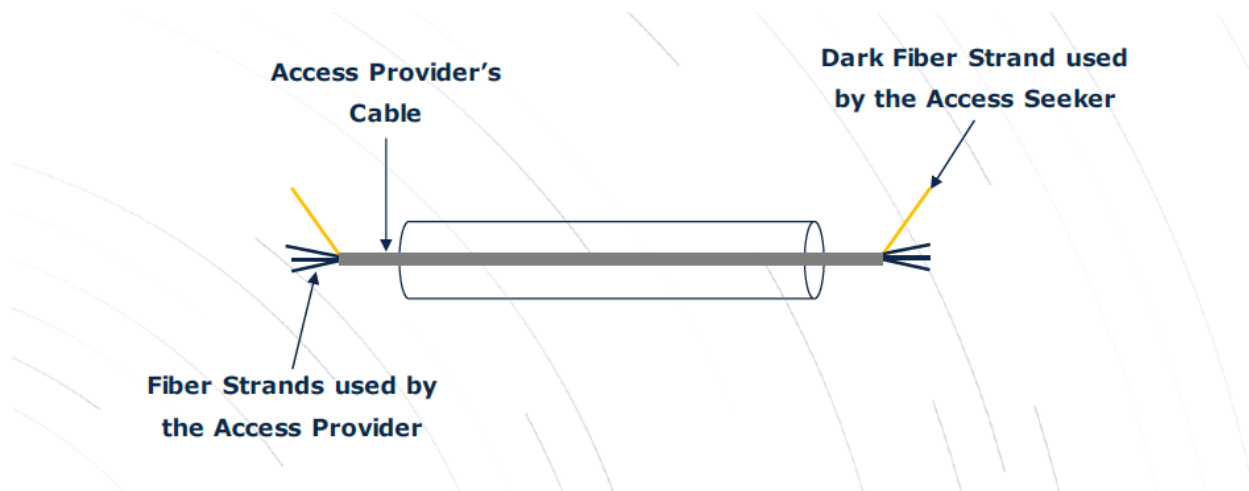
Schedule [22] Dark Fiber

1. General

- 1.1 **stc** will supply the Dark Fiber Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (22) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (22) must be initiated by the Other Licensed Operator if it wishes to acquire the Dark Fiber Service not previously covered by a request made under that Clause.
- 1.3 **stc** will only be required to provide the Dark Fiber Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (22).

2. Service Definition

Service Name	Definition
Dark Fiber	The Dark Fiber Service will be provided on a dedicated point-to-point connection terminating at an ODF that provides physical connectivity between the ODF of stc/OLO and the OLO's ODF. Physical connectivity will be provided by means of an Internal Patch Cable or External Patch Cable. The Dark Fiber Service allows the OLO to connect appropriate optical transmission technologies to the fiber so allowing OLO to deliver its own transmission services. The Dark Fiber Service can be offered on fibers on stc core and access national network.



3. Description of Service

- 3.1 Subject to the provisions of this Dark Fiber Service Schedule (22), **stc** shall provide Dark Fiber Service to the Other Licensed Operator for the contract period and at the same standard and quality of service as **stc** provides in its own Network.



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- 3.2 Dark Fiber Service offers within the STC Network offered to the Seeker
- 3.3 The Dark Fiber Service will be provided subject to the OLO agreeing that stc will install the OLO fiber cable(s) in the offered Duct.
- 3.4 The implementation of the Dark Fiber Service will be subject to physical and/or technical limitations and unforeseen costs highlighted during the implementation.
- 3.5 The Parties shall agree in advance all necessary technical and commercial requirements for the provision of the Dark Fiber Service pursuant to this Service Schedule (22). The Requesting OLO and **stc** shall enter into a separate Dark Fiber Service Agreement where in all the related technical aspects including the commercial and the other contractual terms and conditions which will be mutually discussed and agreed to will be contained.

4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the Dark Fiber Service provided by **stc** pursuant to this Schedule (22) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the Dark Fiber Service.
- 4.3 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within (30) Business Days that the implementation of the request in respect of the requested Dark Fiber Service involves only network

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conditioning in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or the requested Dark Fiber not available.

- 4.4 The Parties shall forth with negotiate in good faith the requirements, implementation charges and timetable for the use of the Dark Fiber Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.3, failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 4.5 Where the Parties have reached an agreement, in accordance with 4.3 above, **stc** will commence implementation in accordance with the agreed timetable.
- 4.6 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the Dark Fiber Service until the Parties have completed the preparation for that Dark Fiber Service and all charges have been agreed to by the Other Licensed Operator.
- 4.7 The Other Licensed Operator may, at any time, request **stc** to cease supplying the Dark Fiber Service and **stc** shall cease supplying the Dark Fiber Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.



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5. Charging

- 5.1 For all Dark Fiber Service provided by **stc**, **stc** will collect the Dark Fiber Service charges from the Other Licensed Operator, based on the applicable rates set out in Annex F (*Price List*).
- 5.2 **stc** shall, for those Dark Fiber Service, collate a record for each individual Duct which will be used by **stc** to invoice for the Dark Fiber Service which it provides under this RO, subject to the terms of the agreement that will be entered into between the parties.
- 5.3 The calculation of charges for the Dark Fiber Service will be based on the applicable rates set out in Annex F (*Price List*).
- 5.4 Charging commences upon the formal completion and commencement of the commercial service between the parties.

6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the Dark Fiber Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the Dark Fiber Service in accordance with Annex B (*Billing Processes and Procedures*), depending the terms of the conditions entered into between **stc** and the OLO.
- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the Dark Fiber Service, the Parties shall exchange the appropriate Billing Information set out in Annex B (*Billing Processes and Procedures*).
- 6.3 In the event that **stc** cannot provide the appropriate Billing Information for the Dark Fiber Service due to a system error or other faults, upon request of **stc**, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).



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- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.



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Annex G, Schedule 23

In-Building Solution (IBS) Sharing Service



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Schedule [23] In-Building Solution (IBS) Sharing Service

1. General

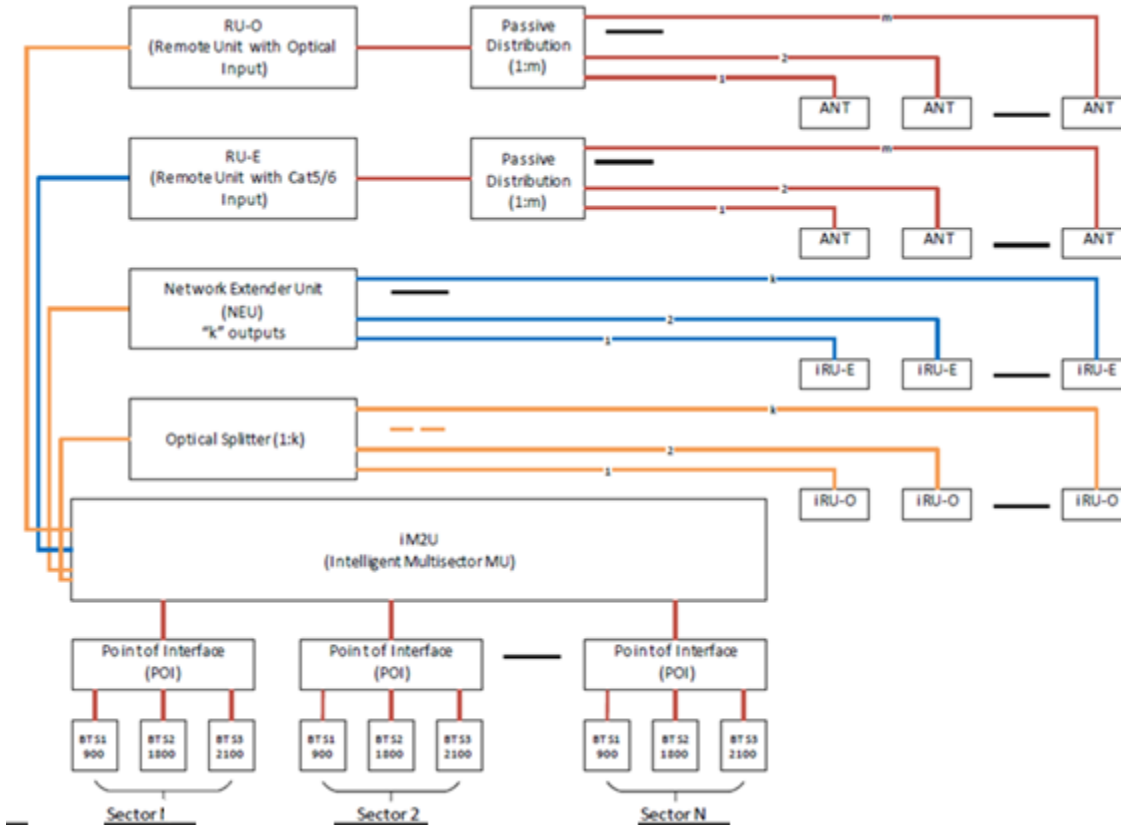
1.1 **stc** will supply the In-Building Solution (**IBS**) Sharing Service to the Other Licensed Operator (Associate Operator) in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (23) has been followed.

1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (23) must be initiated by the Other Licensed Operator if it wishes to acquire the In-Building Solution (**IBS**) Sharing Service.

1.3 **stc** will only be required to provide the In-Building Solution (**IBS**) Sharing Service to the Associate Operator to the extent that the Associate Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (23).

2. Service Definition

Service Name	Definition
In-Building Solution (IBS)	In-Building Solution (IBS) is the service where the Other Licensed Operator can share using the IBS systems implemented and managed by stc inside residential, commercial complexes and large public places such as malls, hotels stadiums and airports, to boost quality of indoor mobile coverage and minimise call drops. Schematic diagram of the IBS system is shown below.



Schematic diagram of the IBS system

3. Description of Service

- 3.1 Subject to the provisions of this In-Building Solution (IBS) Sharing Service Schedule (23), **stc** (as a Principal Operator) shall provide In-Building Solution (IBS) Sharing Service to the Other Licensed Operator (Associate Operator) for the minimum commitment period and at the same standard and quality of service as **stc** provides in its own Network.
- 3.2 The In-Building Solution (IBS) Sharing Service will be provided subject to the Associate Operator agreeing that stc will implement the IBS system. The implementation activities including the Main Telecom Room (MTR), DAS design,



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cabling, electromechanical (except the rectifiers), connection to power source (applied for common equipment room), and project management.

- 3.3 As a Principal Operator, stc will be responsible for connecting the power source to the Main Telecom Room (MTR) with enough capacity that should cover the Associate Operator's requirements. The Associate Operator will be responsible for connecting the power source to its equipment room using the power meter arranged-for/provided by stc.
- 3.4 Both stc and Associate Operator shall agree in advance all necessary technical and commercial requirements for the provision of the In-Building Solution (**IBS**) Sharing Service pursuant to this Service Schedule (23). The Associate Operator and **stc** shall enter into a separate In-Building Solution (**IBS**) Sharing Service Agreement where in all the related technical aspects, the commercial framework and the other contractual terms and conditions which will be mutually discussed and agreed to will be contained in the agreement.
- 3.5 The Associate Operator shall be responsible to provide their own backhaul solution for connecting its telecom equipment to its network or as agreed mutually with stc. However, stc should arrange the access for the Associate Operator to enable Associate Operator implementing its own transmission links required to connect its telecom equipment to its own network (Backhauling solution) and to keep its backhauling ready once the Distributed Antenna System ("DAS") implementation at the IBS site is completed.
- 3.6 Considered IBS Models:



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3.6.1 The IBS models are classified based on the employed Distributed Antenna System (DAS). The DAS could be one of the following general types:

a. Passive: Typically composed of standard and radiating coaxial cables, couplers and power splitters which are employed to branch the base station power to indoor Panel, Omni and/or Cable antennas in remote locations.

b. Active: Typically composed of point-to-point optical fiber cables connecting one or more local fiber-optic interfaces located in the base station to one or more AC or DC power operated active heads in remote locations. The remote active heads in turn are each connected to one or more antennas, possibly via an additional amplifier.

c. Hybrid: In some cases the DAS can be hybrid, i.e. having both passive and active DAS segments.

4. Service Provisioning

4.1 This Clause 4 applies where the Other Licensed Operator (Associated Operator) wishes to use the In-Building Solution (**IBS**) System provided by **stc** pursuant to this Schedule (23).

4.2 The Associate Operator shall notify **stc** by means of the request form named "Mutual Sharing Approval Form (MSAF)" it wishes to use the In-Building Solution (**IBS**) Service.

4.3 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Associate Operator within (30) Business Days that the implementation of

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the request in respect of the requested In-Building Solution (**IBS**) Sharing Service involves only network conditioning in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or the requested In-Building Solution (**IBS**) not available.

- 4.4 The Parties shall forth with negotiate in good faith the requirements, implementation charges and timetable for the use of the In-Building Solution (**IBS**) Sharing Service provided by **stc** in accordance with the Associate Operator request under Clause 4.2 for the negotiation period specified in Clause 4.3.
- 4.5 Where the Parties have reached an agreement, in accordance with 4.3 above, **stc** will commence implementation in accordance with the agreed timetable.
- 4.6 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the In-Building Solution (**IBS**) Sharing Service until the Parties have signed the Sharing Order Form (SOF) and all IBS Service charges have been agreed by the Associate Operator.
- 4.7 **stc** shall provide Associate Operator with the DAS As-Built layouts & BOQ upon request by the Associate Operator once IBS site passed the preliminary Acceptance Test (PAT) (i.e. site readiness from the **stc** side) and within a period of 10 working days after receiving the request.
- 4.8 Site Coverage/Capacity Expansion should be mutually agreed between the parties, and should not affect the existing system KPIs. The additional cost resulting from the expansion will follow same sharing concept of the new site.



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5. Charging

- 5.1 For all In-Building Solution (**IBS**) Sharing Service provided by **stc**, **stc** will collect the In-Building Solution (**IBS**) Sharing Service charges from the Associate Operator, based on the applicable rates set out in Annex F (*Price List*).
- 5.2 The calculation of charges for the In-Building Solution (**IBS**) Sharing Service will be based on the IBS Sharing Price Structure set out in Annex F (*Price List*).
- 5.3 Charging commences upon the formal completion of implementation of IBS system and commencement of the Sharing service starting from signing date of the IBS Site's Handover Form between the parties.

6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the **In-Building Solution (IBS)** Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) in accordance with Annex B (*Billing Processes and Procedures*), depending the terms of the conditions entered into between **stc** and the Associate Operator and contained in the concluded agreement for sharing the IBS Systems.
- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the **In-Building Solution (IBS)** Service, the Parties shall exchange the appropriate Billing Information set out in Annex B (*Billing Processes and Procedures*).
- 6.3 Based on the terms and conditions of the concluded IBS sharing agreement and for billing purposes; and upon signing the Site Handover Form, stc will send to the Associate Operator the invoice of the Installation charge of the IBS System as set out in Annex F (*Price List*).
- 6.4 Based on the terms and conditions of the concluded IBS sharing agreement and for billing purposes; and upon signing the Site Handover Form, stc will send to the



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Associate Operator the invoice of the Annual charge of sharing the IBS System as set out in Annex F (*Price List*).

- 6.5 At the beginning of every year of the Commitment Period, stc will send the Associate Operator the invoice of the Annual charge of sharing the IBS System as set out in Annex F (*Price List*).
- 6.6 Upon receiving the invoice, the Associate Operator can object to any error within 10 working days from receiving the invoice. stc will reply to the Associate Operator within 10 working days from receiving the objection.
- 6.7 If stc accepts the objection, stc will send credit note within 10 working days from receiving the objection and the Associate Operator shall pay the agreed amount in the due date.
- 6.8 If stc does not accept the objection and provides justification, the Associate Operator shall pay the agreed amount and then follow the dispute resolution procedure in accordance with Clause 19 of the Primary Document.
- 6.9 Invoices are due and payable in Saudi Riyals unless specified otherwise. Invoices are payable on or before the "Due Date" which is thirty (30) calendar days from the date of receipt of invoice.



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Reference Offer (RO)

Annex G, Schedule 24

Metro Connect Service



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Schedule [24] Metro Connect Service

1. General

- 1.1 **stc** will supply the Metro Connect Service to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (24) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (24) must be initiated by the Other Licensed Operator if it wishes to acquire the Metro Connect Service not previously covered by a request made under that Clause.

2. Service Definition

Service Name	Definition
Metro Connect Service	Metro-Connect (MC) Service provides an active connection between two STC Data Centers, for the purpose of interconnecting two DC clients – ie: collocated client at one DC being able to connect with another collocated client at a distant DC. This is a new service that is essential in order to interconnect clients located at different DCs.

3. Description of Service

- 3.1 Subject to the provisions of this **METRO CONNECT** Service Schedule (24), **stc** shall provide METRO CONNECT Service to the Other Licensed Operator for the contract period and at the same standard and quality of service as **stc** provides in its own Network.



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- 3.2 METRO CONNECT Service offers within the STC Network offered to the Seeker and provider.
- 3.3 The implementation of the METRO CONNECT Service will be subject to physical and/or technical limitations and unforeseen costs highlighted during the implementation.
- 3.4 The Parties shall agree in advance all necessary technical and commercial requirements for the provision of the METRO CONNECT Service pursuant to this Service Schedule (24). The Requesting DC member and **stc** shall enter into a separate METRO CONNECT Service Agreement where in all the related technical aspects including the commercial and the other contractual terms and conditions which will be mutually discussed and agreed to will be contained.

4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the DC members wishes to use the METRO CONNECT Service provided by **stc** pursuant to this Schedule (2) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the DC members within (30) Business Days that the implementation of the request in respect of the requested METRO CONNECT Service involves only network conditioning in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or the requested Metro Connect not available.
- 4.3 The Parties shall forth with negotiate in good faith the requirements, implementation charges and timetable for the use of the METRO CONNECT Service provided by **stc** in



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accordance with the DC members's request under Clause 4.2 for the negotiation period specified in Clause 4.3, failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.

4.4 Where the Parties have reached an agreement, in accordance with 4.3 above, **stc** will commence implementation in accordance with the agreed timetable.

4.5 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the METRO CONNECT Service until the Parties have completed the preparation for that METRO CONNECT Service and all charges have been agreed to by the DC members.

4.6 The DC members may, at any time, request **stc** to cease supplying the METRO CONNECT Service and **stc** shall cease supplying the METRO CONNECT Service as soon as practicable or at such later time as specified by the DC members in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

5.1 For all METRO CONNECT Service provided by **stc**, **stc** will collect the METRO CONNECT Service charges from the DC members, based on the applicable rates set out in Annex F (*Price List*).

5.2 The calculation of charges for the METRO CONNECT Service will be based on the applicable rates set out in Annex F (*Price List*).

5.3 Charging commences upon the formal completion and commencement of the commercial service between the parties.



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6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the METRO CONNECT Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the METRO CONNECT Service in accordance with Annex B (*Billing Processes and Procedures*), depending the terms of the conditions entered into between **stc** and the OLO.
- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the METRO CONNECT Service, the Parties shall exchange the appropriate Billing Information set out in Annex B (*Billing Processes and Procedures*).
- 6.3 In the event that **stc** cannot provide the appropriate Billing Information for the METRO CONNECT Service due to a system error or other faults, upon request of **stc**, the DC members will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances



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Reference Offer (RO)

Annex G, Schedule 25

Fibre To The Tower Service (FTTT)



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Schedule [25] Fibre To The Tower Service (FTTT)

1. General

- 1.1 **stc** will supply the FTTT to the Other Licensed Operator in accordance with Clause 3 of the Primary Document in respect of the services for which the process in Clause 4 of this Schedule (25) has been followed.
- 1.2 For the avoidance of doubt, the process in Clause 4 of this Schedule (25) must be initiated by the Other Licensed Operator if it wishes to acquire the FTTT Service not previously covered by a request made under that Clause.
- 1.3 Notwithstanding the Interconnection of the **stc** Network and the Other Licensed Operator's network, **stc** shall have no obligation to provide the FTTT Service at sites not designated as Points of Interconnection (POI).
- 1.4 **stc** will only be required to provide the FTTT Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with Annex H (*Operations and Maintenance Manual*) and this Schedule (25).

2. Service Definition

Interconnection Service	Definition
Fibre to the Tower Service (FTTT)	An active point-to-point connection over last mile fiber access network that facilitate OLOs to connect their mobile towers to their core switches. The new connectivity product will allow OLO to transfer massive mobile traffic.

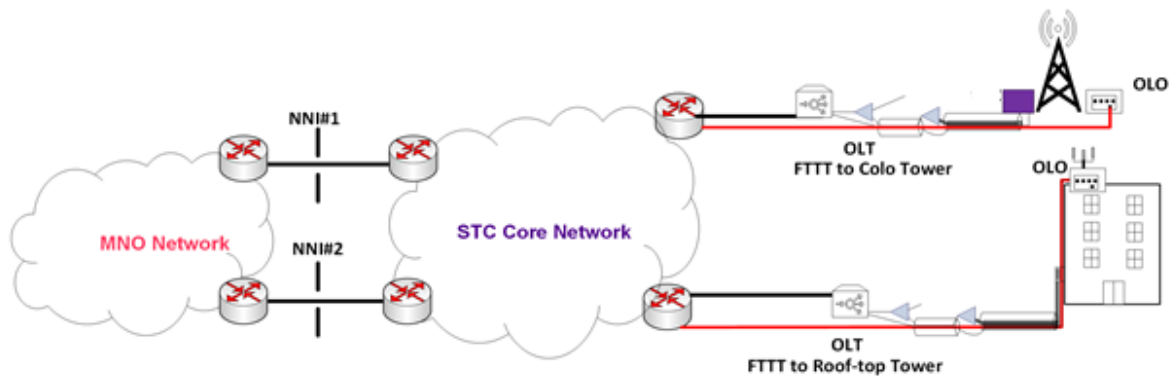


Figure 1: FTTT Service

3. Description of Service

- 3.1 Subject to the provisions of this **FTTT** Service Schedule (25), **stc** shall provide FTTT Service to the Other Licensed Operator for the contract period and at the same standard and quality of service as **stc** provides in its own Network.
- 3.2 FTTT Service offers means a single or a multiple FTTT Network Links within the Access Provider FTTT Network offered to the Access Seeker



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- 3.3 The Parties shall agree in advance all necessary technical and commercial requirements for the provision of the FTTT Service pursuant to this Service Schedule (25). The Requesting OLO and **stc** shall enter into a separate FTTT Service Agreement where in all the related technical aspects including the SLA(Service Level Agreement Terms), commercial and the other contractual terms and conditions which will be mutually discussed and agreed to will be contained.
- 3.4 Each Party shall locate and correct faults that occur in its Network which affect the performance of the FTTT Service in accordance with each Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its Network is, or will be, free from faults.
- 3.5 In the event that a fault in the Other Licensed Operator's network seriously and adversely affects the normal operation of the **stc** network, then **stc** reserves the right to suspend services to the Other Licensed Operator until such time as the cause of the fault is identified and the fault is rectified. Such suspension shall be notified in writing to both the Other Licensed Operator and CST
- 3.6 The FTTT Service will be provided using the agreed appropriate technology and appropriate systems.
- 3.7 For the provision FTTT Service, the Other Licensed Operator and **stc** shall enter into either a settlement free agreement or involving a small fee as specified in Annex F (*Price List*).



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4. Service Provisioning – Initial Procedure

- 4.1 This Clause 4 applies where the Other Licensed Operator wishes to use the FTTT Service provided by **stc** pursuant to this Schedule (25) and in respect of which the process in this Clause 4 has not already been undertaken.
- 4.2 The Other Licensed Operator shall notify **stc** by means of the request form set out in Annex H (*Operations and Maintenance Manual*) if it wishes to use the FTTT Service.
- 4.3 **stc** shall acknowledge, in writing, receipt of the Other Licensed Operator's request under Clause 4.2 within five (5) Business Days of its receipt.
- 4.4 Following receipt of a request under Clause 4.2, **stc** shall assess that request and notify the Other Licensed Operator within ten (10) Business Days that either;
- i) The implementation of the request in respect of the requested FTTT Service involves only network conditioning/software programming in **stc**'s Network, in which case the negotiation period shall be thirty (30) Business Days; or
 - j) The implementation of the request in respect of the requested FTTT Service involves work in addition to or alternative to network conditioning/software programming in **stc**'s Network, in which case the negotiation period shall be sixty (60) Business Days and additional charges may apply.
- 4.5 The Parties shall forthwith negotiate in good faith the requirements, implementation charges and timetable for the use of the FTTT Service provided by **stc** in accordance with the Other Licensed Operator's request under Clause 4.2 for the negotiation period specified in Clause 4.4 (a) or (b), failing which either Party may commence the Dispute resolution procedure in accordance with Clause 19 of the Primary Document.



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- 4.6 Where the Parties have reached an agreement, in accordance with 4.4 (a) or (b) above, **stc** will commence implementation in accordance with the agreed timetable.
- 4.7 Nothing in this Clause 4 requires **stc** to perform any changes in its Network or to commence the supply of the FTTT Service until the Parties have completed the preparation for that FTTT Service and all charges have been agreed to by the Other Licensed Operator.
- 4.8 The Other Licensed Operator may, at any time, request **stc** to cease supplying the FTTT Service and **stc** shall cease supplying the FTTT Service as soon as practicable or at such later time as specified by the Other Licensed Operator in accordance with the terms and conditions specified in Clause 20 (Breach, Suspension and Termination) of the Primary Document.

5. Charging

- 5.1 For all FTTT Service provided by **stc**, **stc** will collect the FTTT Service charges from the Other Licensed Operator, based on the applicable rates set out in Annex F (*Price List*).
- 5.2 **stc** shall, for those links for which it is providing a FTTT Service, collate a record for each individual link which will be used by **stc** to invoice for the FTTT Service which it provides under this RO, subject to the terms of the agreement that will be entered into between the parties.
- 5.3 The calculation of charges for the FTTT Service will be based on the applicable rates set out in Annex F (*Price List*).



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- 5.4 Charging commences upon the formal completion and commencement of the commercial service between the parties.

6. Billing Information

- 6.1 **stc** shall use its reasonable endeavours to provide appropriate Billing Information for the FTTT Service in accordance with the format set out in Annex B (*Billing Processes and Procedures*) within thirty (30) Business Days from the end of each Billing Period, together with the invoice for the FTTT Service in accordance with Annex B (*Billing Processes and Procedures*), depending the terms of the conditions entered into between **stc** and the OLO.
- 6.2 In addition to the obligation in Clause 6.1, when there is a Dispute in relation to invoices issued for the FTTT Service, the Parties shall exchange the appropriate Billing Information set out in Annex B (*Billing Processes and Procedures*).
- 6.3 In the event that **stc** cannot provide the appropriate Billing Information for the FTTT Service due to a system error or other faults, upon request of **stc**, the Other Licensed Operator will be requested to provide appropriate Billing Information to **stc** in accordance with the procedure set out in Annex B (*Billing Processes and Procedures*).
- 6.4 Where the Billing Information collected by the Other Licensed Operator is not available under Clause 6.3 and the procedure set out in Annex B (*Billing Processes and Procedures*), the Parties shall negotiate in good faith alternative billing arrangements as may be appropriate in the circumstances.



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7. Routing

- 7.1 The provision of the FTTT Service shall be in accordance with the **stc** transmission routing principles specified in Annex C (*Technical Information*).