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SAUDI TELECOM

SAUDI TELECOM COMPANY

Reference Offer for Data Access (RODA)

Annex H

Operations and Maintenance Manual

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A. BIT STREAM ACCESS LINK SERVICE

1. General Provisioning Terms

1.1 STC will only provide the Bit Stream Access Link Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with the terms of the Primary Document of the RODA, and has completed the Provisioning Form (Attachment 3 of this Annex H).

1.2 Subject to the provisions of this RODA, STC shall have no obligation to provide the Bit Stream Access Link Service from sites not designated as Edge Sites for Bit Stream Access Links (Attachment 2 of this Annex H.)

1.3 Subject to the provisions of this RODA, STC shall provide capacities to the Other Licensed Operators at requested Edge Sites of Attachment 2 of this Annex H only.

1.4 The Other Licensed Operator will endeavour to place orders for new Bit Stream Access Link Services to allow sufficient lead time for STC to implement them in time for the planned delivery and availability dates. The indicative target lead times are detailed in Annex I (*Quality of Service Measures).*

1.5 The Parties shall agree in advance all necessary technical requirements for the provisioning of the Bit Stream Access Link Service pursuant to this RODA.

1.6 For the provision of Bit Stream Access Link Service, the OLO shall pay STC in accordance with the rates of provisioning for activation and configuration of service as specified in Annex F (*Price List*).

2. Bit Stream Access Link Service Capacity Provisioning

2.1 A request for the Bit Stream Access Link Service detailed in Annex G (*Services Schedule*) will be placed by the Other Licensed Operator using the Provisioning Request Form set out in Attachment 3 of this Annex H to confirm the need for the Bit Stream Access Link Service. Capacities are provided against a previously

submitted forecast using the forms contained in Annex E (*Forecasting*). All relevant sections of the Order Form must be completed for the order to be valid. The Order form should be sent to the STC Wholesale Department by letter, fax or e-mail.

2.2 The request shall be processed in accordance with the process set out in Annex G (*Service Schedules*).

2.3 Where the Parties have reached an agreement, in accordance with Annex G (*Service Schedules*), STC will commence implementation in accordance with the agreed timetable and in line with the delivery schedules set out in Annex I (*Quality of Service*).

3. Delivery

3.1 Unless otherwise specified, STC shall provide the Bit Stream Access Link Service within the period notified in the acceptance of the Request for Bit Stream Access Link Service under Annex G (*Service Schedules*) Schedule [1.2]. If it cannot meet this date, STC shall notify the Requesting OLO of the delay in installation when it becomes aware of it.

4. Initial Contact Process

4.1 The initial contact process is detailed in Schedule [1.2], Clause 4 of Annex G (*Service Schedules*)..

5. Access and Approval Requirements

5.1 The Parties shall comply with all the requirements in relation to obtaining all permits, consents, waivers, authorizations and intellectual property rights required for the provision of the Bit Stream Access Link Service.

6. Fault Reporting and clearing

6.1 Each party must establish a single point of contact for the reporting and management of fault reporting and clearing. This contact point must be available twenty four (24) hours a day, seven days a week.

6.2 Each Party will perform fault analysis to determine the source of the fault and check that the fault does not lie within its network before reporting the fault to the other party.

6.3 Where it is confirmed that the OLO's use of the Bit Stream Access Link Service is causing interference with STC services, STC reserves the right to make that specific Bit Stream Access Link Service temporarily unavailable to the OLO until the cause of the interference has been identified and corrected. Initially STC shall notify the OLO of the interference problem.

6.4 Upon the receipt of a notification of an interference problem proved to be caused by the operations of the requesting OLO under Clause 6.3 the Requesting OLO shall remove the cause of the interference within one (1) Business Day.

6.5 If the Requesting OLO fails or is unable to remove the cause of the interference as required by Clause 6.4 above, STC may immediately terminate the contract for the Bit Stream Access Link Service in question under this Schedule and remove the Requesting OLO's service. The Requesting OLO shall pay STC for the costs incurred in the investigation and disconnection of the service.

6.6 Each party shall maintain and store its own records of faults and repairs.

B. WHOLESALE BIT STREAM SERVICE

1. General Provisioning Terms

1.1 STC will only provide the Wholesale Bit Stream Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with the terms of the Primary Document of the RODA, and has completed the Provisioning Form (Attachment 3 of this Annex H).

1.2 Subject to the provisions of this RODA, STC shall have no obligation to provide the Wholesale Bit Stream Service at sites not designated as ADSL Serving Sites (Attachment 1 of this Annex H).

1.3 Wholesale Bit Stream Service will only be provided to active lines, which already have STC PSTN telephone subscription using a Metallic Pair, and over which there must be no other operational service for the duration of this Bit Stream Service Contract.

1.4 Subject to the provisions of this Bit Stream RODA, STC shall provide capacities to the Other Licensed Operator at requested ADSL Serving Sites of Attachment 1 only in multiples of 1,000 (one thousand) ADSL ports per service type.

1.5 The initial order for Wholesale Bit Stream Service shall be no less than 30,000 lines to be activated over the year at an average rate of 7,500 lines per quarter.

1.6 STC will ensure maximum availability of ports only when the order is in line with a previous forecast made as per Annex E. STC will confirm the availability of ports and assign these to the OLO.

1.7 For the purpose of ordering the Wholesale Bit Stream Service the year shall be divided into four quarters commencing on 1st December, 1st March, 1st June and 1st September each year .

1.8 When placing the order, the OLO must specify the Exchange location and the desired downstream/upstream speed (512 kbps /128 kbps or 256 kbps/128 kbps) for each port being ordered.

1.9 STC will process the OLO requests for the upgrading/downgrading of bit stream line speed based on the subscriber request within 48 hours. STC will levy a charge for this as specified in Annex F (*Price List*).

1.10 The OLO will notify STC of the phone numbers that need to be connected to the pre-assigned ports.

1.11 STC shall provide connectivity to the OLO network only at those Edge switches/Routers designated as Edge sites for Bit Stream (Attachment 2 of this Annex H).

1.12 The Parties shall agree in advance all necessary technical requirements for the provisioning of the Bit Stream Service pursuant to Annex C (*Technical Information*) of this RODA.

1.13 The OLO acknowledges that there is a maximum number of Subscriber activations that can be carried out in any one day. This constraint will be shared by all OLOs during the Joint Technical Review Committee Meetings.

1.14 For the provision of Wholesale Bit Stream Service, the OLO shall pay STC in accordance with the rates for connection and rental as specified in Annex F (*Price List*).

2. Wholesale Bit Stream Capacity Provisioning

2.1 The OLO shall notify STC by means of the Provisioning Request Form set out in Attachment 3 to this Annex to confirm the need for the Wholesale Bit Stream Service. Capacities are provided against a previously submitted forecast forms contained in Annex E (*Forecasting*). All relevant sections of the Order Form must be completed for the order to be valid. The Order form should be sent to the STC Wholesale Department by letter, fax or e-mail.

2.2 The request shall be processed in accordance with the process set out in Annex G (*Service Schedules*).

3. Delivery

3.1 Unless otherwise specified, STC shall provide the Wholesale Bit Stream Service within the period notified in the acceptance of the Request for Wholesale Bit Stream Service. If it cannot meet this date, STC shall notify the Requesting OLO of the delay in installation when it becomes aware of it..

4. Requests Handling & Activation of Service to Subscribers

4.1 The OLO must check service compatibility with the Subscriber, and must also ensure that the Subscriber is aware of the restrictions and limitations set out or referred to in Clause 4.9 below before requesting Bit Stream Service operation.

4.2 The OLO's Nominated Contacts will request Subscriber Bit Stream activation by completing a Bit Stream Operation Request (BOR) at Attachment 4 to this Annex. The BOR should then be sent to the STC Wholesale Account Management Office (AMO). The AMO is open for order handling during STC Normal Business Hours.

4.3 The STC AMO will check that the OLO's total ordered capacity has not been fully utilised. In case the OLO's ordered capacity has been exceeded for any of the ordered speeds, further Subscriber activations can only be placed if the OLO orders Additional ports or ceases one of the existing subscribers on the Block.

4.4 Any dates specified by the OLO on the BOR shall be no less than five (5) Business Days from submission of the BOR to STC, and are not contractually binding. If any information on the BOR is illegible or materially incomplete or incorrect that BOR will be rejected in which case STC reserves the right to charge an administration rejection fee as detailed in Annex F (*Price List*).

4.5 BOR implementation shall include applicable Line Test System (LTS), DSLAM port activation and virtual path configuration through the core network up to the Edge where OLO is connected. If the BOR is rejected, STC will notify the OLO of

the reasons for the rejection (e.g. if the LTS indicates the offering of the Service is not technically feasible, or if other circumstances beyond STC's reasonable control prevent STC from carrying out the operation).

4.6 The AMO will either accept or reject each BOR. The OLO acknowledges that the acceptance of a BOR and the installation of the Subscriber CPE is not necessarily a complete guarantee that a Subscriber Access can be successfully activated in respect of the requested Bit Stream Service.

4.7 The OLO will make sure that the CPE is installed and tested in line with the STC CPE technical requirements. The OLO will be responsible for testing their end to end service from the Subscriber's premises to the OLO's own data equipment.

4.8 Where a site visit is required by STC personnel, at a charge as per Annex F (*Price List*), STC and the OLO will agree appointment slots for the installation of the Subscriber CPE.

4.9 There may be technical limitations that inhibit the activation of the service. The OLO acknowledges that for each individual Subscriber, the provision of the service is subject to successful activation by STC following the installation of the Subscriber CPE. If STC cannot activate the Service to a Subscriber, STC will close the BOR without charge to the OLO.

4.10 STC will notify the OLO promptly of all Subscriber Access activations and will advise the OLO of the reasons for cases that could not be activated.

4.11 For all BORs, the OLO will ensure that the Subscriber is aware that provision of the Service to that Subscriber's Site may result in the Subscriber experiencing a temporary loss of analogue direct exchange line service, for the period when the Subscriber Access activation is being carried out.

4.12 During the normal course of operation of the Bit Stream line, if the OLO due to some problem requests STC for line testing service using LTS, STC will do the Line

Testing and will charge the OLO for this service as specified in Annex F (*Price List*) provided that STC network is not identified at fault.

4.13 All appointments, changes to appointments and access arrangements with the Subscriber will be handled via the OLO. However, the OLO agrees that once STC has accepted a request for Bit Stream Service connection to a Subscriber, STC may contact the Subscriber directly in relation to the arrangement of such provision.

4.14 STC reserves the right, where STC is not at fault, to cancel any Bit Stream Service order where the OLO has failed to agree with STC an activation date within ten (10) Business Days from acceptance by STC of the BOR. If STC cancels the Bit Stream Service request in accordance with this paragraph, STC reserves the right to charge the cancellation charges specified in Annex F (*Price List*).

4.15 The OLO is responsible for arranging the provision, delivery and connection of all equipment at the Subscriber's Premises and the OLO agrees to inform the Subscriber accordingly.

4.16 The rental charges for newly connected Wholesale Bit Stream Service shall be paid on a Quarterly basis in advance at the beginning of each Quarter. Rental will be payable for all the lines which were activated or ordered during the previous Quarters. For the first year, the OLO is required to meet the quarterly target activation. A minimum rental of 70% will be payable based on this target.

C. WHOLESALE BACKHAUL FOR LINE SHARING SERVICE

1. General Provisioning Terms

1.1 STC will only provide the Wholesale Backhaul for Line Sharing Service to the Other Licensed Operator to the extent that the Other Licensed Operator has complied with the terms of the Primary Document of the RODA, and has completed the Provisioning Form (Attachment 3 of this Annex H).

1.2 Subject to the provisions of this RODA, STC shall have no obligation to provide the Wholesale Backhaul for Line Sharing Service at sites not designated as ADSL Serving Sites (Attachment 1 of this Annex H).

1.3 The Other Licensed Operator will endeavour to place orders for new Wholesale Backhaul for Line Sharing Services to allow sufficient lead time for STC to implement them in time for the planned delivery and availability dates. The indicative target lead times are detailed in Annex I (*Quality of Service Measures).*

1.4 The Parties shall agree in advance all necessary technical requirements for the provisioning of the Wholesale Backhaul for Line Sharing Service pursuant to this RODA.

1.5 For the provision of the Wholesale Backhaul for Line Sharing Service, the OLO shall pay STC in accordance with the rates of provisioning for activation and configuration of service as specified in Annex F (*Price List*).

2. Backhaul for Line Sharing Service Capacity Provisioning

2.1 A request for the Wholesale Backhaul for Line Sharing Service detailed in Annex G (*Service Schedules*) will be placed by the Other Licensed Operator using the Provisioning Request Form set out in Attachment 3 to this Annex H to confirm the need of the Wholesale Backhaul for Line Sharing Service. Capacities are provided against a previously submitted forecast using forms contained in Annex E (*Forecasting*). All relevant sections of the Order Form must be completed for the

order to be valid. The Order form should be sent to the STC Wholesale Department by letter, fax or e-mail.

2.2 The request shall be processed in accordance with the process set out in Annex G (*Service Schedules*).

2.3 Where the Parties have reached an agreement, in accordance with Annex G (*Service Schedules*), STC will commence implementation in accordance with the agreed timetable and in line with the delivery schedules set out in Annex I (*Quality of Service*).

3. Delivery

3.1 Unless otherwise specified, STC shall provide the Wholesale Backhaul for Line Sharing Service within the period notified in the acceptance of the Request for Wholesale Backhaul Service under Annex G (*Service Schedules*) Schedule [2.3], Wholesale Backhaul for Line Sharing Service. If it cannot meet this date, STC shall notify the Requesting OLO of the delay in installation when it becomes aware of it.

4. Initial Contact Process

4.1 The initial contact process is detailed in Schedule [2.3], Clause 4 of Annex G (*Service Schedules*).

5. Access and Approval Requirements

5.1 The Parties shall comply with all the requirements in relation to obtaining all permits, consents, waivers, authorizations and intellectual property rights required for the provision of the Wholesale Backhaul for Line Sharing Service.

6. Fault Reporting and clearing

6.1 Each party must have established or establish a single point of contact for the reporting and management of fault reporting and clearing. This contact point must be available twenty four (24) hours a day, seven days a week.

6.2 Each Party will perform fault analysis to determine the source of the fault and check that the fault does not lie within its network before reporting the fault to the other party.

6.3 Where it has been confirmed that the OLO's use of the Wholesale Backhaul for Line Sharing Service is causing interference with STC' services, STC reserves the right to make the Wholesale Backhaul for Line Sharing Service unavailable to the OLO until the cause of the interference has been identified and corrected. Initially STC shall notify the OLO of the interference problem.

6.4 Upon the receipt of a notification of an interference problem proved to be caused by the operations of the requesting OLO under Clause 6.3 above the Requesting OLO shall remove the cause of the interference within one (1) Business Day.

6.5 If the Requesting OLO fails or is unable to remove the cause of the interference as required by Clause 6.4 above, STC may, with the OLO agreement, suspend the Line Sharing Service in question while STC carries out work to identify and remove the source of the interference. The OLO will be charged for the work carried out by STC to identify and remove the interference source as detailed in Annex F Price List. Otherwise STC reserves the right to immediately terminate the contract for the Wholesale Backhaul for Line Sharing Service in question under this Schedule and remove the Requesting OLO's service. The Requesting OLO shall pay STC for the costs incurred in the investigation and disconnection of the service.

6.6 Each party shall maintain and store its own records of faults and repairs.

D . LOCAL LOOP SHARING FOR LINE SHARING SERVICE

1. Ordering and Service Provisioning Procedure

1.1 The ordering procedures provided in this Clause are applicable to the OLO that has already signed a Line Sharing Agreement with STC. In the case of the OLO that has not yet signed the Line Sharing Agreement with STC, then the initial contact procedures as stated in Clause 5 below are applicable. After signing the Line Sharing Agreement, the OLO selects the sites to which it proposes to provide the ADSL service from the list of Main Exchange Building sites for Line Sharing provided in Attachment 8 of this Annex. The OLO then submits the ADSL DSLAM Site Sharing Service Request Form (Attachment 6 of this Annex H) and is subsequently permitted to install DSLAM equipment in those sites where the ADSL DSLAM Site Sharing space could be provided by STC. When the OLO has completed DSLAM installation and is ready to provide the ADSL service, the OLO must then request the STC Local Loop Sharing for Line Sharing Service through the prescribed Order Form for Local Loop Sharing contained in Attachment 5 to this Annex H. The requesting OLO may only submit a request for the Local Loop Sharing Service if the User who is the customer of the Requesting OLO has and maintains the analogue telephony service provided by STC.

1.2 The Requesting OLO shall submit its request for the Local Loop Sharing for Line Sharing Service to STC in the form provided in Attachment 5 to this Annex H. The request must contain the following information:

a) the technical specifications, including the type of service to be offered and its signal power, frequency and bandwidth of ADSL service that the Requesting OLO proposes to supply to its customers.
b) Subscriber's premises address and the Customer's telephone number for the Shared Line.

c) Authorization from the STC Subscriber for the provision of the OLO's ADSL service over the Shared Line.
d) The Switch name and site number.
e) The number of shared lines requested for that Customer's premises.

2. Response Time

2.1 STC shall process all Requests for the Local Loop Sharing for Line Sharing Service on a "first come, first served" basis and in a timeframe as set out in Annex G (*Service Schedules*).

2.2 Where the parties have reached an agreement in accordance with Clause 1 for the Local Loop Sharing for Line Sharing Service, STC shall provide to the Requesting OLO its approval together with the following information for the provision of the shared lines:

a) The shared line estimated provisioning date which will be no later than thirty (30) Business Days from the date of processing; and
b) Corresponding Circuit Reference number.

2.3 STC shall process a combined total of no more than one hundred (100) wire pairs for Line Sharing and Internal cabling from all Licensees in one (1) Business Day and subsequent requests shall overflow to the next Business Day.

2.4 STC may reject a Request for Line Sharing if:

a) The Requesting OLO is not authorized under its License to provide ADSL service using the Line Sharing Service.
b) The requesting OLO has not signed a Line Sharing Agreement with STC as detailed in Clause 1.
c) The Request for the Line Sharing Service is not in the prescribed form.
d) The Request for the Line Sharing Service does not contain all the required information.
e) Line Sharing is not available for the requested line due to technical reasons.

f) The Customer has no contract with STC for the Analogue Telephone Service.

g) The Requesting OLO has not obtained the necessary DSLAM Site Sharing Space.

2.5 The Requesting OLO shall pay to STC the application fee (connection charge) regardless of whether its Request for the ADSL Service is successful or not (provided that the STC network is not identified at fault).

3. Delivery

3.1 Unless otherwise specified, STC shall provide the Local Loop Sharing Service within the period notified in the acceptance of the Request for Local Loop Sharing Service. If it cannot meet this date, STC shall notify the Requesting OLO of the delay in installation when it becomes aware of it..

3.2 STC shall retain the responsibility for working at the STC Exchange MDF, Splitter, Tie Cables, Cabinet and DP, including jumpering works at the Exchange MDF and cabinet as well as termination of wiring to the STC DP. The cost of such operations is included in the connection charges in Annex F (*Price List*)

3.3 STC will only use Jumper Wires conforming to CW 6000 series with a nominal gauge of 0.4mm and use the proper tools for installing Jumper Wires.

3.4 The Jumper Wires shall be installed horizontally either left or right out from its starting Termination Block and then across the jumper field and vertically up or down to the destination Termination Block. Jumper Wires shall not be installed with any slack nor will they be left dangling to cause obstruction to the jumper field.

3.5 STC shall first verify the jumpering points assigned before recovering any unused jumper Wire or for the running of the new Jumper Wire for the provision of the Line Sharing.

3.6 STC shall notify the Requesting OLO the completion of provisioning of the Shared Line or Jumper Wire within two (2) Business Days.

3.7 Nothing in this Schedule vests any right, title or proprietary interest in the Shared Line or Jumper Wire in the Requesting OLO.

4. Access to DP

4.1 The Requesting OLO shall ensure that its employees, agents and contractors do not, at any time access any STC MDFs, DPs, Cabinets or OSP components. The Requesting OLO may have access to the Subscriber Termination Box (STB).

4.2 Where required, the Requesting OLO shall submit an application requesting STC to jumper to a new Tie Cable pair. Subject to Clause 2, STC will perform the jumpering within ten (10) Business Days from the receipt of the request.

5. Initial Contact Process

This section deals with the initial contact between a prospective OLO and STC and the signing of the Commercial Agreement for the provision of the Line Sharing Service. Where no contract is in place the following process will apply:

5.1 The OLO requesting the Local Loop Sharing Service must apply, in writing or by email to the Commercial Manager in the STC Wholesale Markets Department to request preparation of the Agreement for Line Sharing. The OLO shall include in their application evidence that they are licensed to obtain the Local Loop Sharing Service from STC.

5.2 This letter or email must contain contact details and the full name of the applicant company, as it appears on the Company's official literature and/or website, a copy of the Certificate of the Company Incorporation and evidence of the company's registered address.

5.3 Within ten (10) Business Days of receipt of the initial written request, STC will provide the Line Sharing Agreement unsigned document to the prospective OLO.

5.4 The OLO will sign and return the agreements to STC. STC will forward a copy of the signed agreement to the OLO within ten (10) Business Days of receipt, or provide written notification of its rejection and the reasons for this within fifteen (15) Business Days. No orders for the Local Loop Sharing Service will be accepted until contractual arrangements are in place and at least twenty (20) Business Days have elapsed following the Operator's initial application for the Local Loop Sharing Service.

5.5 The STC staff will carry out all the necessary jumpering works for the provisioning of the Local Loop Sharing Service after receiving the Local Loop Sharing Service Order in the prescribed form as provided under Attachment 5 of this Annex H. However if STC identifies that the Requesting OLO accesses the Local Loop Sharing Service without having first obtained an STC authorization in accordance with this Section D Clause 5.1, STC shall notify the Requesting OLO and the Requesting OLO must, within two (2) Business Days of the notice submit a Request for the Line Sharing service in accordance with Section D Clause 5.1 of this Annex H. As part of the Request, the Requesting OLO must provide documentary evidence of the date of installation. If the Requesting OLO is unable to provide credible documentary evidence substantiating the date of installation, the date of access shall be deemed to be the effective Date of execution of the very first line Sharing Service order from the OLO.

5.6 Where STC approves the Request for the Local Loop Sharing Service, the Requesting OLO must pay, within five (5) Business Days from the date of the approval STC's reasonable costs incurred in investigating the unauthorized use and the Charges in arrears calculated from the date of the access (including the date of the deemed access under Clause 5.1 of this Annex H).

5.7 If the Requesting OLO fails to pay the arrears after five (5) Business Days from the date of the approval, the Requesting OLO must discontinue use and remove its equipment from the Shared Line within five (5) Business Days.

5.8 If STC rejects the Request for the Local Loop Sharing Service, the Requesting OLO must pay, within five (5) Business Days from the date of the rejection, STC's reasonable costs incurred in investigating the unauthorized use and the charges in arrears calculated from the date of access in accordance with Clause 5.1 and the Requesting OLO must discontinue use and remove its equipment from the Shared Line within ten (10) Business Days.

5.9 Where the Requesting OLO fails to discontinue use and remove its equipment from the shared line in accordance with clause 7.3 or 7.4, STC may remove the equipment from the shared line and the Requesting OLO shall pay any reasonable costs associated with that removal.

6. Access and Approval Requirements

6.1 The Parties shall comply with all the requirements in relation to obtaining all permits, consents, waivers, authorizations and intellectual property rights required for the provision of the Line Sharing Service.

7. Fault Reporting and clearing

7.1 Each party must have established or establish a single point of contact for the reporting and management of fault reporting and clearing. This contact point must be available twenty four (24) hours a day, seven days a week.

7.2 Each Party will perform fault analysis to determine the source of the fault and check that the fault does not lie within its network before reporting the fault to the other party.

7.3 Where STC testing activities indicate that the OLO's use of the Local Loop Sharing for Line Sharing Service is interfering with STC' services, STC reserves the right to make the Local Loop Sharing for Line Sharing Service unavailable to the OLO until the source of the interference has been identified and corrected. Initially STC shall notify the OLO of the interference problem.

7.4 Upon the receipt of a notification of an interference problem caused by the operations of the requesting OLO under Clause 7.3 the Requesting OLO shall remove the cause of the interference within one (1) Business Day.

7.5 If the Requesting OLO fails to remove the cause of the interference as required by the clause7.4, STC may immediately terminate the contract for the Local Loop Sharing for Line Sharing Service in question under this Schedule and remove the Requesting OLO's service. The Requesting OLO shall pay STC for the costs incurred in the investigation and disconnection of the service.

7.6 Each party shall maintain and store its own records of faults and repairs.

7.7 The Requesting OLO shall compensate STC for the cost incurred in responding to a fault that is caused by the Requesting OLO.

7.8 The Requesting OLO acknowledges that STC may temporarily disconnect the Requesting OLO's ADSL services at the Exchange MDF for STC to perform reasonable fault analysis and line testing on one line on which the Local Loop Sharing for Line Sharing Service is provided for up to three (3) Hours. STC will use its reasonable endeavours to provide the Requesting OLO with prior notice of any such disconnection.

7.9 If it is necessary to carry out repair to or upgrading of any equipment forming part of the STC Local Loop Sharing for Line Sharing Service, STC shall, where reasonably practicable, provide the Requesting OLO with reasonable notice of such repairs or upgrades. STC shall not be liable for any loss caused by such repair or upgrading.

8. Protection and safety

8.1 Each Party is responsible for the safe operation of its Network and in particular the safe operation of the Equipment on its side of the connection at the Subscriber Premises.

8.2 Each Party shall, so far as is reasonably practicable, take all necessary steps to ensure that the operation and implementation of the Local Loop Sharing for Line Sharing Service implemented in accordance with this Schedule:

a) does not endanger the safety or health of any person, including the employees and contractors of the Parties.
b) does not damage, interfere with or cause any deterioration in the operation of the existing services provided by STC over its network prior to the introduction of the Local Loop Sharing for Line Sharing Service to the Requesting OLO.

8.3 The Requesting OLO shall not deploy any hazardous power feed onto the line used to provide the Local Loop Sharing for Line Sharing Service through this Schedule as specified in Annex C (*Technical Information*).

E. ADSL DSLAM SITE SHARING FOR LINE SHARING SERVICE

1. Service Provisioning

1.1 This Clause 1 applies to all requests made by the Other Licensed Operator to use the ADSL DSLAM Site Sharing Service for the Local Loop Sharing for Line Sharing Service provided by STC. For the avoidance of doubt this also includes requests for additional ADSL DSLAM Site Sharing Services as well as replacement, modification and rearrangement of existing ADSL DSLAM Site Shared Equipment.

1.2 The Other Licensed Operator shall notify STC of its request for the use of the ADSL DSLAM Site Sharing Service for the Local Loop Sharing for Line Sharing Service by means of the request form set out in Attachment 6 to this Annex H if it wishes to use the ADSL DSLAM Site Sharing Service for Line Sharing.

1.3 STC shall acknowledge, in writing to the Other Licensed Operator's nominated representative, receipt of the Other Licensed Operator's request under Clause 1.2 within ten (10) Business Days of its receipt.

1.4 This acknowledgement will include the result of the Preliminary Survey, the cost of which will be paid by the OLO according to Annex F (*Price List*). STC will ascertain if there is accommodation space at the STC Exchange Overall Site specified by the OLO in its request. The response will inform the OLO that:

a) The request has been provisionally accepted, on a non-binding basis subject to the satisfactory completion of a Professional Survey of ADSL DSLAM Site Sharing Service for Line Sharing, in which case STC will:

- Carry out detailed survey including electrical design, civil works and site preparation requirements, AC & DC power requirements, mobilization requirements, work Schedule and bill of quantities with detailed costs. The OLO will pay the cost of the above professional survey according to Annex F (*Price List*).

- Agree planned work Schedule and costs with the Other Licensed Operator
- Accept the Other Licensed Operator's order for ADSL DSLAM Site Sharing service
- Execute building works. The OLO will pay the cost of the cost of building according to Annex F (*Price List*)
- Confirm acceptance of the one-off costs to be paid by the Other Licensed Operator according to Annex F (*Price List*).
- Confirm acceptance of the ADSL DSLAM Site Sharing facility by Other Licensed Operator.

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 an ADSL DSLAM Site Sharing Request if any of the following applies:

- The Request Form for ADSL DSLAM Site Sharing Services is not in the prescribed form; or
- The data contained in the Request form for ADSL DSLAM Site Sharing Service is incomplete; or
- There is no available space at the STC Exchange Overall Site and the work required to create such space can be demonstrated to be practically and/or economically unviable.
- Acceptance of the ADSL DSLAM Site Sharing Service for the request will give rise to significant security, health, safety, technical, interference or engineering issues.

2. Site Access (ADSL DSLAM Site Sharing areas only)

Access Times and Authority

2.1 ADSL DSLAM Site Sharing sites are monitored and may be accessed 24 hours a day, 7 days a week.

2.2 Access will be granted only to the area where the Other Licensed Operator hires ADSL DSLAM Site Sharing space for their ADSL equipment. The site operator's staff will manage the access and escort the Other Licensed Operator's personnel where necessary.

2.3 Only those individuals whose names the Other Licensed Operator has notified to the site operator, in advance, will be permitted to access a site. To that effect, the Other Licensed Operator will issue a list stating the full name and official personal identification number, such as Saudi ID, Iqama etc, of each authorized person on the form provided in Attachment 7 to this Annex H. The form will be sent to the site operator's NOC (Network Operations Centre) and the Commercial Account Managers of both STC and the Other Licensed Operator, and may be amended from time to time as necessary. Both Operators reserve the right to approve or reject the submitted names according to their latest security policy and procedures before granting access.

2.4 Any individual requiring access will present an appropriate identity card at the entrance of the site. Access to the site will only be granted upon verification that the name and signature of the individual is recorded on the list of authorized persons in the logbook which will state the date, arrival time, departure time, floor number, room number, building / container (if applicable) and purpose of the visit.

3. Responsibility

3.1 The Other Licensed Operator will remain responsible for the action of any authorised individual entering an ADSL DSLAM Site Sharing site, until notification has been received by STC that the individual is removed from the list of authorised persons.

3.2 Persons entering ADSL DSLAM Site Sharing sites on behalf of the Other Licensed Operator will be allowed to make reasonable use of essential facilities such as water and toilets.

3.3 It is the responsibility of each individual entering ADSL DSLAM Site Sharing facilities to ensure that they work in a safe manner. The Other Licensed Operator will ensure that all persons entering the STC ADSL DSLAM Site Sharing facilities on its behalf have adequate training for working on equipment co-located at STC premises, and that these persons are aware of and comply with all safety and security requirements applicable on STC premises.

3.4 All questions and comments regarding safety and security in ADSL DSLAM Site Sharing sites should be addressed in writing to the STC Technical Account Manager.

ATTACHMENT 1 – ADSL SERVING SITES

Area #	Region	District	DSL Serving Area

List of ADSL serving sites will be provided upon OLO's request

ATTACHMENT 2 – BIT STREAM EDGES

Riyadh Region:

Malaz 102, Olaya 106, Khurais Rd 107, Maather 108

Jeddah Region:

Rowais 202, Mohammadiyah 206, Mushrifah 209, Mujammah 214,

Dammam Region:

Bareed 301, Lasilki 302, Khobar 304, Mujammah 309

ATTACHMENT 3 – PROVISIONING REQUEST FORMS

ORDER VALIDATION (FOR STC USE ONLY):	
Date:	Order Receipt Date:
ORDER DETAILS (TO BE FILLED BY THE LICENSEE)	
A – Licensee Details	
Order Date:	Licensee reference:
Address: Billing Address (if different):	Contact name: Company position: Phone: Fax: E-mail:
B - Service Required:	
DSLAM Ports	
Wholesale Backhaul for Line Sharing	
C- Detail of Requirements:	
F- Required Delivery Date:	
G- Additional Information:	
Note: This order form will be completed and signed by a duly authorized representative of the Licensee. Name:……Signature:……	
Order Accepted: Yes No Reason for rejection:	
STC Order Reference Number:	

ORDER CONFIRMATION	
Date:	Order Receipt Date:
STC Service Reference:	STC Order Reference Number:
Planned Delivery Date:	Installation Fee:
	Annual Rental:
Comments:	

SERVICE HANDOVER	
Date:	Order Receipt Date:
STC Service Reference:	STC Order Reference Number:
Installation and Testing completed: [detail]	
Comments:	
Handover Date:	

ATTACHMENT 4 – ORDER FORM FOR BIT STREAM SERVICE

General Data	
Date	
Application Reference Number	
Requesting OLO Company Name	
Technical Specifications	
Type of xDSL Service proposed to be provided	
Signal Power	
Frequency and Bandwidth	
Customer Details	
Customer Name	
Customer Address	
Customer Telephone No.	
Zip Code	
OLO Representative	
Name	
Designation	
Contact Tel. No.	
Fax No.	
Email	
Signature	
Company Stamp	

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Order Form for Bit Stream Service

ORDER VALIDATION (FOR STC USE ONLY):	
Date:	Order Receipt Date:
Order Accepted: Yes No - Reason for rejection:	
STC Order Reference Number:	

SERVICE HANDOVER	
Date:	Order Receipt Date:
STC Service Reference:	STC Order Reference Number:
Installation and Testing completed: [detail]	
Comments:	
Handover Date:	

SERVICE HANDOVER	
Date:	Order Receipt Date:
STC Service Reference:	STC Order Reference Number:
Installation and Testing completed: [detail]	
Comments:	
Handover Date:	

ATTACHMENT 5 – ORDER FORM FOR LOCAL LOOP SHARING

General Data	
Date	
Application Reference Number	
Requesting OLO Company Name	
Cabinet and DP Nos.	
Tie Termination Pair Assigned	
Technical Specifications	
Type of xDSL Service proposed to be provided	
Signal Power	
Frequency and Bandwidth	
Customer Details	
Customer Name	
Customer Address	
Customer Telephone No.	
Zip Code	
OLO Representative	
Name	
Designation	
Contact Tel. No.	
Fax No.	
Email	
Signature	
Company Stamp	

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Order Form for Local Loop Sharing

ORDER VALIDATION (FOR STC USE ONLY):	
Date:	Order Receipt Date:
Order Accepted: Yes No	Reason for rejection:
STC Order Reference Number:	

SERVICE HANDOVER	
Date:	Order Receipt Date:
STC Service Reference:	STC Order Reference Number:
Installation and Testing completed: [detail]	
Comments:	
Handover Date:	

SERVICE HANDOVER	
Date:	Order Receipt Date:
STC Service Reference:	STC Order Reference Number:
Installation and Testing completed: [detail]	
Comments:	
Handover Date:	

Attachment 6 – ADSL DSLAM Site Sharing Service Request Form

Request for ADSL DSLAM Site Sharing Service for the Local Loop Sharing for Line Sharing Service Requesting Other Licensed Operator Details			
Other Licensed Operator Ref:		Other Licensed Operator Request Date:	
Location Details of STC Building:			
STC Building Ref:			
Other Licensed Operator Proposed Ready for Service Date:			
Forecast duration of DSLAM Site Sharing (if known):			
Estimated footprint of all Line Sharing Equipment to be installed (m²):			

Contact Details of Other Licensed Operator Representative Making the ADSL DSLAM Site Sharing Request:	
Name:	
Job Title:	
Telephone Number:	
Facsimile Number:	
E Mail:	
Post Office Box Number and Location Details:	

Contact Details of Other Licensed Operator Representative Managing DSLAM Site Sharing Service for the Line Sharing Equipment Request:	
Name:	
Job Title:	
Telephone Number:	
Facsimile Number:	
E Mail:	

Post Office Box Number and Location Details:	

Part 2 of 11

Contact Details of Other Licensed Operator Representative Managing ADSL DSLAM Site Sharing Service for the Local Loop Sharing for Line Sharing Service Billing and Invoicing:	
Name:	
Job Title:	
Telephone Number:	
Facsimile Number:	
E Mail:	
Post Office Box Number and Location Details:	

Request for ADSL DSLAM Site Sharing Service for Local Loop Sharing for Line Sharing Service Other Licensed Operator Physical and Technical Requirements of ADSL DSLAM Site Sharing Facility	
Maximum total AC power load which would be required by the Other Licensed Operator installed Line Sharing Equipment to the STC building AC power supply (kW).	
Would all installed Line Sharing Equipment be compliant with ETSI standard 300.019? :	
If 'No', state the required operational parameters:	
Maximum permissible room temperature in ° Celsius.	
Minimum permissible room temperature in ° Celsius.	
Relative humidity maximum (%RH).	
Relative humidity minimum (%RH).	
Maximum permissible rate of temperature change as 'degrees Celsius per minute'	

Part 3 of 11

ADSL DSLAM Site Sharing Service for Local Loop Sharing for Line Sharing Service – Other Licensed Operator Detailed Line Sharing Equipment Requirements										
Line Sharing Equipment Racking		Racking/Cabinet Dimensions (mm)			Maximum Equipped Weight (Kg)	Power AC / DC	Required Input Voltage	Maximum Power (kW)	Maximum Heat Output (W)	Method of Physical Connection
Type	Quantity	Width	Depth	Height						

Part 4 of 11

ADSL DSLAM Site Sharing Service for Local Loop Sharing for Line Sharing Service – Other Licensed Operator Line Sharing Equipment Forecast Power Gradient						
Percentage of Stated Maximum Power Graduated from Brought Into Service (BIS) Date of:						
BIS + 6 Months	**BIS + 12 Months**	**BIS +18 Months**	**BIS + 24 Months**	**BIS + 30 Months**	**BIS + 36 Months**	**BIS + 60 Months**
%	%	%	%	%	%	%

ADSL DSLAM Site Sharing Service for Local Loop Sharing for Line Sharing Service – Method of Physical Connection			
Method Connection	**Transmission Medium**	**Transmission Protocol**	**Required Bandwidth**

ADSL DSLAM Site Sharing Service for Local Loop Sharing for Line Sharing Service – Summary of Additional Requirements

Part 5 of 11

STC Authorisation and Response to Building Survey		
Name of Other Licensed Operator Requesting Survey:		
Location Details of STC Building:		
Date and time Initial Survey Request was received:	Date:	Time:
Date response to Initial Survey required:	Date:	
Contact Details of STC work co-ordinator:	Name: Tel: Fax: E-mail:	
For STC Internal Use Only:		
STC Response Compiled By:	Name: Tel: E-mail: Date Compiled:	
Summary of Planning Hours Required to Complete the Initial Survey:	Normal Hours: Overtime Hours:	
Summary of Initial Survey Results		
STC Building Identity:		

Part 6 of 11

Can an ADSL DSLAM Site Sharing Facility be provided that meets the requirements of the requesting Other Licensed Operator?	
If so, what is the degree of difficulty rating at this site:	High Medium Low
Estimated floor area available (m^2):	
Estimated work requirement:	
Any anticipated problems:	
If not, what is the main reason that an ADSL DSLAM Site Sharing Facility cannot be provided at this site:	

Part 7 of 11

ADSL DSLAM Site Sharing Facility Offer			
Name of Requesting Other Licensed Operator:			
To: (PO Box and location of requesting Other Licensed Operator)			
Location of STC Building where ADSL DSLAM Site Sharing Facility has been requested: (Floor Plan to be Attached)			
Details of ADSL DSLAM Site Sharing Facility to which this offer refers:			
Available floor space offered (m^2):		Location of Floor space:	
Method of providing DSLAM Site Sharing Space:			
Method of access for Other Licensed Operator Personnel offered:			
Entry location and type:	Location: Type:	Entry Dimensions (mm):	Height: Width:
Locking Mechanism:		Entry Route:	
Escorted Access	YES/NO		

Part 8 of 11

Additional Relevant Information:			
Method of Line Sharing Equipment Entry:			
Restrictions:		Facilities for Vehicle Unloading:	
Details of Escorted Access Requirements:			

Part 9 of 11

ADSL DSLAM Site Sharing Facility Offer			
Details of work required to comply with floor loading and load spreading:			
Estimated time duration from acceptance of order for ADSL DSLAM Site Sharing Service requiring building works to commencement of installation (Business Days):			
Details of requirement for optional ancillary services:			
Potential risks and constraints that could inhibit the provision of ADSL DSLAM Site Sharing Space:			
Activity Time Summary:			
Activity	Duration (Business Days)	Start Date	Completion Date
Works Planning and Programming			
Pre-building works			
Construction of ADSL DSLAM Site Sharing Facility			
Electric power and fittings			
Ventilation, cooling and heating			
Ancillary services Provision – Standard: Optional:			

Building access and security			

Part 10 of 11

Provision of intra-building cabling			
Work for the provision of physical interconnection			
This Offer will be withdrawn on the date 10 Business Days after the Offer date.			
Offer Dated:		Date Offer will be withdrawn:	

Part 11 of 11

ADSL DSLAM Site Sharing Facility Offer
Acceptance of this offer will only be recognised by the submission of a completed Acceptance Form that must be returned to STC at the Post Office Box and location shown.
To: Saudi Telecom Company PO Box……..
From: Requesting Other Licensed Operator details
On behalf of the requesting Company listed above I formally accept the STC offer for ADSL DSLAM Site Sharing Service for Local Loop Sharing for Line Sharing Service.
Name: Position in Company: Acceptance Dated: Signed:…… On Behalf of ……... (requesting Other Licensed Operator company name)
This acceptance form should be returned by post to the STC location shown above.

ATTACHMENT 7 – SITE ACCESS AUTHORISATION FORM

The following persons are authorized to access ADSL DSLAM Site Sharing facilities on behalf of the Other Licensed Operator as from *(dd/mm/yyyy)* for a period of six (6) months	
Name	Identity No.
The following persons are no longer authorised to access ADSL DSLAM Site Sharing facilities on behalf of the Other Licensed Operator	
Name	Identity No.
Signed at … on behalf of the Other Licensed Operator…… Date Name…… Position: Contact Tel:…… Signature:……..	

ATTACHMENT 8 - LIST OF STC MAIN EXCHANGE SITES

District	Site Name	Site Number

List of DSLAM Site Sharing Exchange sites will provided to OLOs upon request.