

ISP's Qualifications for the 3G service over MIC1 and MIC2 Network

MoT is granting qualified ISPs the right to use MIC1 and MIC2 Networks to provide their retail customers with data-only service under their own brand.

Qualifications

To qualify for the above service, applying ISP shall provide evidence of the below to the MoT/OSB to approve its eligibility:

- Must have an official license granted by the MOT/TRA
- Must have been operational for at least 5 years with a minimum of 10,000 subscribers
- Must have at least three (3) E1 links with the MoT
- Must have an already established Contact Center equipped with an IVR system, CRM and troubleshooting system
- Must have wide distribution and existence across the country

Set Up Requirements

The ISP shall provide reliable and redundant connectivity between MICs packet core sites and its own packet core with an availability of 99.999 %.

The ISP and MICs shall conduct a mutual survey to the preselected sites to determine the connectivity type, the link installation, and the interface type on the router and the modem.

The ISP GGSN shall integrate with MIC1 and MIC2 packet core and shall be assigned a public address allowing it to be reachable by MIC1/MIC2 SGSN to setup the GTP tunnel which is needed to carry the subscribers' traffic from MIC1/MIC2 Radio and transport network through the SGSN to reach the ISP GGSN.

A Service Management Platform (SMP) is needed based on the ISP network, its nodes and the supported features; the SMP may include, but is not limited to: a PCRF (Policy Charging Rule Function), a Charging System, and a DPI (Deep Packet Inspection). This set up shall allow the ISP to create and manage its services independently without the intervention of the MICs. In addition, the ISP will be able to identify users and their CDRs, and control their flow per session on the GGSN.

The ISP shall have its own billing system to invoice its subscribers and shall have resources in its Contact Center to serve its 3G forecasted subscribers starting with 3 agents and growing at the rate of one agent for every 10,000 subscribers.