



Membership Request Form

OMREN is an initiative by the Research Council Oman (TRC) to contribute to the emergence of an effective national innovation ecosystem and provide the research and education community in the Sultanate of Oman with a common network and collaboration infrastructure dedicated and adapted to their needs. Currently membership to OMREN is open for Higher Education Institutes and Research Centers in both the public and private sectors. Members will be entitled to benefit from the services discussed in OMREN's website. Members' at the same time are obliged to endorse and sign the membership polciy attached to this form

1. Organization Details

Organization Name: _____

Organization Website: _____

Organization Location: _____

Number of Students: _____

2. Contact Details

- A. **Administrative Focal Point:** (The Organization OMREN focal point for Administrative communications)

Name: _____
Designation: _____
Email: _____
Office Telephone # and Mobile: _____

- B. **Technical Focal Point:** (Network, Communication and other technical communication in charge)

Name: _____
Designation: _____
Email: _____
Office Telephone # and Mobile: _____

- C. **Research Focal Point:** (higher-level authority at the organization concerning about research and international relations)

Name: _____
Designation: _____
Email: _____
Office Telephone # and Mobile: _____

- D. **Library & Education Focal Point:** (Library & Education Resources contact person.)

Name: _____
Designation: _____
Email: _____
Office Telephone # and Mobile: _____

3. Organization Research Interest Areas

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

4. Current ICT Environment

Current ILL Speed: _____ ILL Cost: _____

ISP: _____

Current ADSL/other connections: _____

5. Current Library Subscriptions

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

6. Membership Policy Endorsment:

Authorized Name: _____

Authorized Signature: _____

May- 2018



OMREN Membership Policy



1. Introduction

Oman Research and Education Network (OMREN) is an initiative by the Research Council Oman (TRC) to contribute to the emergence of an effective national innovation ecosystem and provide the research and education community in the Sultanate of Oman with a common network and collaboration infrastructure dedicated and adapted to their needs.

2. Purpose of this document

- This Document sets out the terms and conditions on which OMREN agrees to provide the services described in Annex 1 with fees. Other added value services in Annex 2 shall be provided inclusive within the membership fees or may incur additional cost wherever specified against each service.
- The services consist in the connection of the member to the OMREN core network, the services stated in Annex 1 and Annex 2 under the Acceptable Use Policy stated in Annex 3.
- The connection to OMREN network shall allow the Member to use all the services provided in Annex 1 at no additional charge except as provided in the contract signed between the member and the ISP. The services in Annex 2 are common services that OMREN seeks to provide to the members from a variety of sources. As OMREN is being a consortium with the objective to enrich research and educational collaboration in Oman, members are entitled to offer additional services to other members either for free or on cost with the approval of OMREN management.
- The technical specifications for connectivity set out in the Annexes to this membership document may be subject to changes during the term of membership.

3. Content of this document

This document, including the following annexes, constitutes OMREN's membership policy:

- OMREN Core Network Services - Annex 1
- OMREN's added value services - Annex 2
- OMREN Network Acceptable Use Policy - Annex 3.

4. Membership eligibility

Currently membership to OMREN is open for Higher Education Institutes and Research Centers in both the public and private sectors. OMREN management may entitle other related institutions/organizations to be a member with the approval of OMREN steering committee.

5. Membership duration

- Membership remains for the duration of the contract signed with the connectivity provider. This is normally five years contract. Period may vary with mutual understanding. Membership can be renewed through a written notice two months period to the expiry date with approval from connectivity provider and OMREN management.
- No obligation on OMREN or any of its services providers towards the member after the expiry of the membership.

6. Membership Fees

- The fees have been defined in consideration to the number of students in each institution, the price of services in the market and fees in similar international networks, etc.
- OMREN shall endeavor to provide all the added services set out in Annex 2 and to continue to develop them free of charge according to the budget availability unless otherwise stated against each service in the annexes while encouraging members to contribute in providing other added value services.
- Fees are due from the effective date of providing the Member's with the Internet connectivity while the rest of the services may take longer to be configured as per the member preparation and readiness. Fees payments will be made directly to the connectivity provider assigned by OMREN.
- Members are entitled to opt for additional Internet bandwidth with a discounted rate from designated ISP during the membership period. Members may also choose to obtain additional Internet bandwidth from other service providers in the Sultanate.

7. Member's Obligation

- The member shall ensure that the use of the services described in Annex 1 abide by the *Acceptable Use Policy - AUP* (Annex 3), which has carefully been examined.
- The member agrees to stop using *IPv4 and IPv6* addresses assigned by OMREN or the nominated OMREN service provider, upon suspension or termination of this membership. These addresses are assigned to the member by *OMREN or the ISP partner* for temporary use, within the framework of this membership, and they shall continue to belong solely to *OMREN or the ISP partner*, while being absolutely non-transferable. Possible use of the such *IP* addresses outside the purpose of this membership and without permission from *OMREN*, is being jointly acknowledged by the Parties as unlawful.
- The Member agrees to use the Services described in Annex 1 and Annex 2 or any new services in accordance with the policies and rules of use of the Service set out in the Service Provider's website. Continued use of the Service is an implicit consent of the member to all policies and rules of use of that Service. Members should review the service providers' websites for any change in policies and rules.

8. OMREN Network terms of Use

- OMREN network shall be used in accordance with the terms set out in Annex 1 and Annex 2 and in accordance with the policies in Annex 3.
- The member agrees to take all reasonable efforts to prevent any unauthorized access to the Network.
- The member agrees to notify OMREN management immediately of any unauthorized use of the network or services.
- The member may permit temporary access to authorised users in accordance with the terms and policies stated in this document.
- OMREN or any of its partners and service providers shall not be held liable for the use of OMREN network or services by the member or any third parties.
- In the event of violation of the terms and conditions specified in this document by the member, OMREN retains the rights to suspend the services or cancel the membership.

9. Hardware Installation & Maintenance

- Hardware necessary for supplying of OMREN service shall be supplied, installed and configured by OMREN assigned ISP, unless otherwise stated in the contract between the member and the ISP.
- The member shall enable OMREN, or at OMREN’s request any third party, to carry out all the activities related to installation, maintenance and removal of the hardware.
- OMREN reserves the right to suspend the service provisioning if locations and systems provided by the member are not compliant with the technical specification of systems to be installed or if they fail to comply with health and safety regulation or to provide a safe working environment.
- Hardware provided by OMREN shall be offered to the member with no extra charges, and the member agrees to take care of this hardware with diligence and, to return it to OMREN upon expiration or termination of this membership.

10. Protection of personal data

- OMREN and its ISP partner shall handle, disseminate and communicate personal data inherent to this membership within the context of the pursuit of its institutional aims and according to the provision of the Royal Decree 69/2008 Decree “The Electronic Transactions Law”.
- The member shall handle personal data originating from OMREN solely for the purposes of this membership.

11. Health and Safety at work

OMREN abides by health and safety legislation, as stated in MOP Ministerial Decision no. 286/2008.

12. Disputes

In the event of any dispute over the interpretation or execution of this membership, the Parties shall seek an amicable solution within 15 days from the date where the dispute arises. Where this is not possible, the parties shall endeavor to settle the dispute by submitting the exclusive jurisdiction to the Courts of the Sultanate of Oman.

13. Endorsement of the membership policy

This document was read, understood and approved:

Organization

Authorized name:

Authorized signature:

Annex 1

OMREN CORE NETWORK SERVICES

OMREN members benefit from the following services, These are set out in the contract between the connectivity provider and the member:

- **A HIGH SPEED MPLS CONNECTION TO OMREN MANAGED NETWORK.**

OMREN connectivity infrastructure allows the implementation of dedicated end-to-end circuits. Members can exchange data with special features in terms of speed, capacity and confidentiality. These technologies can be used to facilitate the interconnection of entities spreads across the country. The capacity of the connection varies based on the subscribed access bandwidth.

- **INTERNET CONNECTION THROUGH OMREN PARTNER ISP**

This is a commodity internet connection that allows OMREN members to connect to the general internet outside the private research and education network. OMREN negotiated special discounted rate to the members. The capacity of the connection varies based on the subscribed access bandwidth of Internet leased line or fibre broadband of agreed speed with the relevant SLA. Additional capacity can be purchased from the partner ISP or any other provider.

- **A SERVICE LEVEL AGREEMENT WITH THE ISP FOR AVAILABILITY OF 99.5%.**

OMREN members will enjoy a minimum acceptable Service Level Agreement of 99.5% for a single access and 99.95% for redundant access, with a targeted performance of 100% for the reachability between Hub CPEs & each spoke CPEs separately.

○ **SECURE AND RELIABLE DATA CENTER TO GUARANTEE YOUR BUSINESS CONTINUITY**

OMREN members will have the ability to benefit from a tier 3 OMREN data center for collocation, disaster Recovery or even running critical applications utilizing the high-speed point to point secure connectivity. This will contribute in a great cost saving on local data center, ICT support, AMC and ICT services operation. This service is not inclusive within the membership fee but provided at a discounted rate to the members.

○ **HIGH DEFENITION VIDEO CONFERENCING SERVICES**

OMREN in coordination with its partner ISP provides a Managed Video as a Service (MVaaS) to all OMREN members as mentioned in the table below:

Free Offered Package Plan	
2 hours Point to Multi point per month (5 unified users max)	
8 hours point to point video calling per month	
Per extra hour multi point (Out of the free package)	35 OMR per hour
Per extra hour point to point (Out of the free package)	25 OMR per hour

More features may be provided in future such as a multi-point high-definition videoconference service in coordination with TRA. This will allow OMREN members to establish multiple video conferencing sessions with other authorized members or external entities.

Annex 2

OMREN Added value services

During the first phase of the project, OMREN selected a range of services provided by various parties. These services are offered to the members at no additional fees unless otherwise stated against each service description. Any services requiring additional fees shall be identified and approved by OMREN Steering Committee. Services should be used in accordance with the policies and rules of use set out by Service Provider. Members should review the service providers' websites for any change in policies and rules. An updated list of OMREN services can always be found at <https://www.omren.om/services/>

- **INTERNET CONNECTION TO THE INTERNATIONAL SYSTEM OF EDUCATION AND RESEARCH NETWORKS WORLDWIDE.**

OMREN members will be able to connect through international gateway high speed connectivity to Internet2, GEANT, APAN from OMREN data center. This will expose OMREN community to the international research and education community for better collaboration and innovation. You may read more about each of this connectivity at <https://www.omren.om/services/>

- **EDUROAM**

Eduroam is an international service that provides free and secure access to wireless networks to all teachers, students, researchers in Oman and worldwide. It allows OMREN members to have an Internet connection, wherever you are, using the same credentials used at home institution. This feature will allow researchers, faculty members and students to gain access to research networks and OMREN resources anywhere anytime for better collaboration to enrich research and education activities.

More information is available at URL: <http://omren.om/Services/SitePages/Eduroam.aspx>

- **EDUGAIN**

EduGAIN service interconnects identity federations around the world, simplifying access to content, services and resources for the global research and education community. eduGAIN enables the trustworthy exchange of information related to identity, authentication and authorization (AAI). More information and terms of use can be found at www.edugain.com

- **FEDERATED AUTHENTICATION (OMREN FEDERATION)**

This system allows you to login from your home organization (university, institute etc..) using the id and password you use there. Not only you can use OMREN services using this id, you can also benefit from resources and applications provided by other Service Providers connected through the same federation. Further information can be found at <https://fed.omren.om/>

- **ACCESS TO RESEARCH MANAGEMENT INFORMATION SYSTEM (RMIS)**

The Research Management Information System (RMIS) facilitates for researchers the opportunity to submit research proposals in areas allocated by TRC, with the ease of applying through online access and tracking the evaluation of the proposal. Researchers from OMREN members are privileged to use the RMIS platform.

- **RECOGNITION IN OMREN WEBSITE**

All OMREN members will be recognized at OMREN website. This will enhance member's website exposure and accessibility to other research and education community including the international NRENS.

Researchers, faculty members and students from around the globe will become better acquainted with the member's academics programs and activities after seeing its presence in OMREN website and network. In which we believe it will enhance the collaboration and share a collective goal of empowering education and research among the members. Similarly, members are obliged to include OMREN logo and link to OMREN website in member's website and social media.

- **ACCESS TO VIRTUAL SCIENCE LIBRARY (Masader)**

The Online Virtual Science Library is a national Library provides the academics and researchers with access to scientific resources and papers through OMREN Network. The library portal will ease the resources search process and unify the member's collections to enhance collaboration and optimize resources utilization. The library will initially provide access to selected subscriptions to electronic journals and Arabic publications subscriptions. Access to this knowledge is considered vital for local research activities. Consequently, this contributes to raise the classifications of local universities in the world ranking which consider publication references to local outcomes a great deal. For more information visit www.masader.om

- **OMAN RESEARCH REPOSITORY (Shuaa)**

Digital repositories are gaining great importance within universities and research centers because they allow the possibility for digital data saving and provides availability at a local, regional and global level. They have the potential to greatly contribute to the development of the educational curriculum and increase research production, as well as acting as a regional collective between libraries, universities and research centers. The important role played by research repositories in providing various open data sources, have resulted in the increase of research production over the last decade, which is in line with the needs of the beneficiaries of those repositories. Moreover, in accordance with international statistics, the number of digital repositories have risen to exceed four thousand in various disciplines, which shows their importance in developing educational and scientific processes within higher education institutions and universities. The digital repositories have facilitated the task of providing open resources for researchers, which have led to increased number of articles and magazines with free open- access, as proven in the statistics showing an increase in the numbers of articles and magazines during the past ten years. The current project aspires to create an electronic database of research, studies, journal articles, abstracts research, Omani specialized academic statistics, and innovation materials that were written or compiled in the Sultanate of Oman and viewed on a specific website (indexed and classified according to the modern systems base) in order to ease the access and utilization of researchers and innovators and to clarify the role of the institutions and responsible bodies for the dissemination and issuance.

Read more about the repository at www.shuaa.om

- **DIGITAL CERTIFICATES**

OMREN recognized the need to secure NREN members website and all services exposed to the internet. OMREN selected a world class SSL certificate issuer through GEANT. The trusted SSL account are private and managed by the members themselves. OMREN Members are eligible to receive free trusted SSL certificates during the membership period.

- **INTERNET PROTOCOL VERSION6 (IPV6)**

OMREN signed a memorandum of understanding MoU with the Regional Internet Registry for Europe, the Middle East and parts of Central Asia. As an outcome of the participation between OMREN and RIPE NCC, OMREN members are receiving latest internet services such as, internet governance and IPv6. In addition to that, professional training sessions are conducted to OMREN members on the provided services. For more information visit RIPE NCC website <https://www.ripe.net/>

○ **Technical Support and Knowledge sharing**

OMREN members can also benefit from the following services:

- **Technical support from ISP-NOC. Details given below under ISP Support**
- **Constant monitoring of the operation of network infrastructure;**
- **Participation to technical workshops and OMREN related Conferences;**
- **Participation to thematic meetings organized by OMREN for educational and research community.**

ISP Support

Members satisfaction is our primary goal and the following support services have been created specifically to serve OMREN members:

- Dedicated Account Manager for every market sector who are available to meet customers' Telecommunication Requirements
- Dedicated Corporate Service Support Team
- Dedicated Corporate Customer Relation Team
- Dedicated Call Centre service for Corporate Customers – **1235/24242888**
- Dedicated email id for all corporate queries and leads: business@omantel.om

Fault Escalation Matrix

For Faults Issues in all services:

1. Primary contact is the corporate call center **1235**
NOC- MPLS & Internet Leased Line: **1316** NOCIPMPLSFrontOffice@omantel.om
NOC- National Leased Line: **1301** NOCAccessTeam@omantel.om
NOC- ISDN PRI: **Either 24700000 or 1300**
NOC- VSAT: **24796000 OR 24528700** – VSATMailGroup@omantel.om
2. Then forward the complaint number to Faults Management Team on: CorpCustomerRelationsFaukts@omantel.om and copy your A/C Manager.
3. Fault Management team will coordinate the fault resolution (taking fault ownership) according to the Omantel Internal Process and Escalation.
4. Customer can escalate to the corporate Customer team as listed in following table:

Escalation Point 1	Rashid Al Mukhaini	Office +968 2424 4662 Mobile +968 92103333	Rashid.bahwan@omantel.om
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Escalation Point 2	Said Al Katheri Sr. Manager Customer relations	Office +968 2424 4756 Mobile +968 99490416	Said.katheri@omantel.om
Escalation Point 3	Nabil Al Rawas General Manager, Corporate Customer care	Office +968 2424 4913 Mobile +968 99888880	Nabil.Rawas@omantel.om

For a billing complaint:

Send email to: Rashid.Hinai@omantel.om	Billing complaints related to fixed and mobile services including leased line and VSAT
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Annex 3

ACCEPTABLE USE POLICY (AUP) of OMREN Network

1. Oman Research and Education Network, which is commonly known as "OMREN" is based upon projects involving scientific and academic cooperation among Universities, Schools, and Research Institutions in Oman. OMREN service is therefore principally intended for communities which are supervised by the Research Council, Ministry of Higher Education and Ministry of Education. There shall also be the possibility of extending the aforementioned service to other contexts, such as institutions which are supervised by other Ministries which may have adopted a specific Contract with the Consortium OMREN, or institutions where research activity is being pursued in Oman, specifically but not solely in the instance of "non-profit" institutions which are participating in cooperation with OMREN. Use of the Network shall depend, in all instances, upon compliance with Acceptable Use Policies (AUP's) by all OMREN members.

2. "OMREN Network Service", consists of the entirety of data transmission services, network management services, application services and of all the interoperability tools (which are to be provided directly by OMREN or on its behalf) allowing authorized subjects to communicate with one another. Data transmission and services allowing interconnections between the national OMREN Network and other networks are integral part of the OMREN Network.

3. The following activities are not permitted within the OMREN Network:

- providing unauthorized parties with access to the OMREN Network, network connectivity services, or other services which may involve it, such as providing housing and hosting services and similar services, as well as allowing routing of data and/or information on the OMREN Network between two parties for whom access to the OMREN Network shall not be allowed (Third party routing);
- using network services or resources, connecting hardware or services or software to the network, disseminating viruses, hoaxes, or other programs in such a manner that the activities of other persons, users, or services which are available within the OMREN Network or other networks which are connected to it, may be harmed, hindered, or disrupted;
- creating or transmitting (unless these activities may occur for research purposes or in a specifically regulated and lawful mode in all instances) any images, data, or other material, which may be offensive, libelous, obscene, or indecent, or which may offend human dignity, specially if said items pertain to gender, race, or religious beliefs;
- transmitting unrequested commercial and/or advertising material ("spamming"), as well as allowing use of one's own resources by third parties for activities of this kind;
- damaging, destroying, or seeking unauthorized access to data, or violating other users' confidentiality, including interception or dissemination of passwords, confidential cryptographic codes, and any other personal data, as it is defined by legislation pertaining to privacy protection;
- engaging in any other activities on the OMREN Network which may be prohibited by the domestic legislation, by international standards, or by rules and customs ("netiquette") pertaining the use of networks and the access to network services;

4. Responsibility for the content of materials being produced and disseminated using the network is attributable to the persons producing and disseminating said materials. In situations involving persons who have not attained adulthood, responsibility may also involve persons whom the law defines as guardians in relation to minors' activities.

5. Participants who are allowed access to OMREN Network, may use the Network for all of their own institutional activities. Institutional activities are to be understood as any activity pertaining to completion of functions defined by the statute of an authorized participant, including activities within the context of contracts or agreements which have been approved by the respective probated institutions, provided that use shall occur for institutional purposes. Institutional activities shall specifically include participants' research and educational activities, administrative functions and functions involving participants for whom access is allowed, along with research activities on behalf of third parties, with exclusion of any situations which are explicitly not allowed by this document.

Other participants who are approved for temporary network access may only engage in the entire series of activities indicated within the authorization itself.

Final decisions concerning permissibility of a given activity within the OMREN Network shall continue to be a prerogative of the OMREN management.

6. All users to whom access to the OMREN Network shall be provided must be recognized and identifiable. Hence, all necessary measures for preventing access by unidentified users must be adopted. Normally, users must be employees of participants who may be authorized, even on a temporary basis, to access the OMREN Network.

As far as subjects who are authorized for access to the OMREN Network are concerned, users may also be individuals who shall have received temporary permission from the aforementioned participants as a result of employment relationships for institutional purposes. Students who are regularly enrolled in courses at an authorized entity with access to the OMREN Network shall be permissible users.

7. Entities which are authorized to obtain access to the OMREN Network, even on a temporary basis, shall be responsible to the OMREN Network for adopting all reasonable measures for ensuring consistency between their own rules and those which have been presented herein, as well as for ensuring that forms of use which are not allowed by the OMREN Network shall not occur. Each entity with access to the OMREN Network must also provide its own users with knowledge (by methods which may be deemed appropriate) of the rules contained within this document.

8. Entities which are authorized to obtain access to the OMREN Network, even on a temporary basis, explicitly agree that their identifying information (name of institution, company name, or equivalent information) shall be emailed to OMREN.

9. In the event of demonstrated noncompliance with these rules for the use of the Network, OMREN management shall adopt appropriate measures which may be necessary for restoring the proper functionality of the network, including temporary or definitive suspension of access to the OMREN Network *per se*.

10. Access to the *OMREN* Network shall depend upon complete acceptance of rules contained within this document.