



Oman National ATM/POS Switch Network



OmanNet Operating Rules

Business Book 1 - General Rules

Version 2.0 – February 2014



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Change Control

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Version 1.1	December 2013	CBO PSD	Minor restructuring of the document Section 1.1 revised to include new service offering Section 2 revised to include Chip Card requirement, design, and operating modes Section 3 revised to include additional responsibility, EMV compliance requirement, POS acquiring requirements. Section 4 revised to include updated processing requirements from OmanNet
Version 1.2	February 2014	CBO PSD	Section 1: Membership types and approval process removed. GCC POS included in service offering. Examination replaced with Self-assessment Section 2: Minimum set of transactions defined for Issuer Section 3: Refund, Cashback explained. Minimum set of transactions revised for Acquirer Section 6: Acquirer and Issuer response time SLA revised according to GCC requirements
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1 General Rules

The Central Bank of Oman (CBO) has established rules that are designed to provide a safe, convenient, and reliable payment network, OmanNet. The General Rules are set and modified by CBO to support the use of OmanNet services, and represent the binding contract between CBO and member banks, as a mandatory part of their banking licenses with the Sultanate of Oman.

The General Rules are updated on a periodical basis, in order to accommodate changing payment market and risk conditions, as well as changes within payments and technical infrastructure environment.

1.1 Services Offered:

The OmanNet offers an infrastructure of safe, convenient and quick way to transact by providing:

- Domestic network of ATM and POS for switching OmanNet Debit card related transactions
- GCC network of ATM and POS for switching OmanNet and GCC Debit card related transactions.
- Clearing and Settlement for both OmanNet and GCC network transactions.
- Dispute Management for both OmanNet and GCC network transactions; with member banks rights to file for Arbitration after completing the Chargeback/Representation cycle.

1.2 Disclosure Agreement

Unless required to do so by law, no member bank may disclose, fully or partially, to any third party, any documentation, policies, procedures or rules without OmanNet written permission. Such information is considered proprietary and confidential.

For the purposes of this rule, proprietary and confidential information shall include, but not be limited to, the following:

- All information concerning the technical standards and procedures used in implementing and operating the Service and the Network.
- Information not previously disclosed to the public concerning any member or Service that is under consideration for inclusion in the operation of the Network.
- Transaction volumes, charges, fees and any other statistical information related to the operation of the network.



1.3 Membership Rules:

CBO defines the membership rules for all the member banks operating in the Sultanate of Oman.

- member banks are obliged to follow the membership rules set forth by CBO
- The license from CBO for member banks entitles member banks to connect to OmanNet accordingly

1.3.1 License approval:

As a member of the OmanNet, member banks are licensed to provide the following services, subject to OmanNet certification:

- Issuing debit cards bearing the OmanNet Logo; all domestic transactions certified for OmanNet will be processed through OmanNet and will not be routed to any international payments scheme network
- Showing the OmanNet logo on ATM; with the OmanNet logo, the ATM has to accept all domestic debit cards, certified for OmanNet, providing an agreed minimum set of services (see further in the Acquirer Requirements Section)
- Showing the OmanNet logo on POS terminals (in case member bank is certified as a POS acquirer); with the OmanNet logo, the POS terminal will have to accept all domestic debit cards certified for OmanNet (see further in the Acquirer section)
- Adhering to the GCCNET requirement and acceptance for GCCNET issued cards
- Utilizing the Payment Gateway services, offered by the OmanNet (reserved for future), where the bank has a suitable agreement in place with the Merchants

1.3.2 Obligations to member banks;

As a member of the OmanNet, member banks are obliged to adhere to the following rules:

- The bank has to establish a direct connection (switch to switch) to the OmanNet, certified by OmanNet
- All debit cards issued by the member bank in Oman have to be OmanNet compliant and (ultimately) bear the OmanNet logo
- The acquirer member bank has to accept all domestic debit cards certified for OmanNet on ATM, POS (if applicable) and any other approved acquiring channel offered



- Each member bank running ATM services has to provide a minimum set of functionalities on the ATM for OmanNet compliant cards
- For OmanNet transactions at ATM, member bank is required to use dedicated OmanNet ATM flows as dictated by the OmanNet Terminal & Card specifications
- The member bank is to accept all GCCNET cards on ATM, POS (if applicable) and any other acquiring channel offered

1.3.3 Termination of membership:

Suspension or Expulsion of Member bank:

If a member bank breaches the membership terms and conditions, network operating rules or if a member bank does not comply with the Service Level Agreement (SLA) conditions, OmanNet will give a notice period to the bank to correct its position.

In case the member Bank does not correct its position within the notice period given, OmanNet may apply, at its discretion, a penalty on the member bank until the situation is rectified.

Ultimately, on notice to a member bank, CBO may in its discretion suspend a member bank temporarily from OmanNet membership, or expel a member permanently. Each case will be considered in immediate effect or as otherwise as described in the notice.

The above procedures will also apply if in the opinion of the OmanNet or CBO, the continued membership of the member bank may prejudice OmanNet, other member banks, or is undesirable. Each member bank will have to inform OmanNet immediately of any such event known to them.

CBO has a right to impose any other sanctions by virtue of Regulations BM/REG/012/1978 or any amendment thereof. Finally, CBO is not obliged to follow the above penalty sequence while exercising its powers.

Withdrawal of member banks:

It is not allowed for a member bank to withdraw as an OmanNet member, except when the member bank is closing its operations in the country for any reason.

Obligations of Cessation:

If a member bank is suspended, expelled or withdrawn, the member bank will nevertheless remain liable for all its accrued and accruing obligations under the OmanNet rules. There are no limits to this.



Notice:

CBO will as soon as practicable give the other OmanNet Bank members notice of changes or suspensions of a member under this Rule.

1.3.4 Liability for owned or controlled entities:

For OmanNet member bank that:

- Owns or controls another entity
- Owned or controlled by another entity
- Under common ownership or control of another entity

The above mentioned member bank is liable to OmanNet and to all other OmanNet member banks for all of the entity's obligations under the OmanNet membership rules, and for all of the entity's OmanNet related activities and its use of the OmanNet brand and logo's.

It is the responsibility of each OmanNet member bank to assure the onward connection from the OmanNet to any foreign entity or 3rd parties for completing the transaction cycle. The OmanNet connection to a member bank will only be to the member bank switch or member bank's connection points based in the Sultanate of Oman.

1.3.5 Applicable law:

The Law of the Sultanate of Oman governs these OmanNet Operating Rules.



1.4 Branding & Logo's:

1.4.1 OmanNet logo:

Hereunder is OmanNet Logo:



Figure 1: OmanNet logo

"The OmanNet logo is exclusively owned by the Central Bank of Oman". Please refer to the "Use of Logo Handbook v1" document for logo design, color palette, design constraints and use of logo.

1.4.2 Usage of the OmanNet logo:

The OmanNet logo is designated for domestic debit card payment transactions in the Sultanate of Oman. The logo may not be used without prior completion of the OmanNet membership process and the member being accepted. This provision applies, without limitation to:

- Use the OmanNet logo in advertising and promotional campaign
- Show the logo on cards (subject to the card being approved for OmanNet use)
- Show the logo on ATM
- Show the logo on POS terminal

Any use of the OmanNet logo must not degrade, devalue or denigrate the OmanNet branding. It must comply with the applicable operating rules, applicable policies, usage, and artwork standards as may be published from time to time.

The right to use the OmanNet logo and branding cannot be sublicensed or assigned whether by sale, consolidation merger, amalgamation, operation of law or otherwise, except with the permission of CBO.



1.4.3 Misuse of the OmanNet logo:

Each Member bank must inform OmanNet promptly whenever any misuse of the OmanNet logo or branding is discovered, or about any attempt to copy or infringe the OmanNet logo and branding or any portion thereof.

A member bank must not state or imply, in any advertisement or other form of communication, that:

- The OmanNet service is offered exclusively by the member bank
- The OmanNet logo is owned by the member bank

Member banks shall abide by CBO (and OmanNet) instructions as to correction of anything or to stop any act if, in the opinion of CBO, it constitutes misuse of the logo.

1.4.4 Display of the OmanNet logo:

Each member bank must display the OmanNet logo in accordance with the Rules, all applicable policies, and all reproduction, usage, and artwork standards.

All member banks are to send educational guidelines to their customers (brochures) aiming to maximize the awareness of their clients on how the cards can operate across the network. Other media can be used per channel, such as internet banking or SMS.

A member bank must not advertise or display the OmanNet logo in a false, deceptive or misleading manner.

All advertisement and signage used by the Member bank with respect to the OmanNet logo must comply with all applicable laws, regulations and rules.

Display on cards:

The OmanNet logo will be placed on the back of all debit cards issued in Oman in combination with other regional and/or international service marks.

All cards issued in Oman and bearing the OmanNet logo will be treated as domestic cards with local clearing and settlement of transactions at the level of the OmanNet.

Display at ATM:

The OmanNet logo must appear on the ATM and must be applied in such a way that cardholders can immediately recognize that the ATM provides OmanNet acquiring services.



Display at POS:

The OmanNet logo must appear on the POS terminal and must be applied in such a way that cardholders can immediately recognize that the POS terminal provides OmanNet acquiring services.

1.5 Confidentiality:

The OmanNet Operating Rules books and procedures (the materials) are the sole ownership of CBO. The materials are not to be disclosed to any third party, except for knowledge purposes. Whenever disclosure of the materials or parts thereof is deemed necessary (e.g. for configuration, interfacing, set-up ...), all necessary precautions will be taken to ensure the confidentiality of the materials.

1.6 Amendment and waivers:

1.6.1 Amendment to the operating Rules:

CBO and the OmanNet may amend the Operating Rules at any time via CBO circulars or any other means. Unless CBO or the OmanNet establish another effective date, such amendments will become effective after 30 days from the date of publication.

1.6.2 Waivers from the Rules:

Member banks may request a variance, time bound or permanent in effect, to allow non-compliance with a provision of the Operating Rules, provided that it does not endanger the overall application of the Operating Rules for other member banks. A variance will only be considered where there are special circumstances, which make such variance appropriate for the member bank requesting it, but not for member banks in general.

A request for a waiver must be submitted in writing to OmanNet, together with a statement of the reasons for the request and any appropriate evidence.

If the waiver is granted, the applicable member bank must advise OmanNet if the waiver is no longer required. OmanNet may also modify or cancel the variance, with a reasonable period of notice.

1.7 Compliance:

Each member bank must comply with the Operating Rules, policies and technical specifications of the OmanNet as may be in effect from time to time.

CBO has the sole right to interpret and enforce these Operating Rules, policies and specifications. All decisions made by CBO and the OmanNet in respect of these rules, regulations, policies and specifications are final unless expressed otherwise.



1.8 Self-Assessment:

Member banks are required to fill up the Self-Assessment questionnaire to ensure compliance with the OmanNet Operating Rules, particularly with regard to security, business processes, operations and fraud. A copy of the Self-Assessment questionnaire is to be provided to the OmanNet on bi-annual basis.



2 Issuer Requirements & Information

2.1 Card operating modes:

2.1.1 Domestic debit cards:

Domestic debit cards issued by member banks have to be compliant with OmanNet requirements and have to be in line with the minimum standards as outlined, in order to be fully functional for domestic transactions that are processed through OmanNet; this includes, without limitation:

ATM operations: EMV and mag-stripe cards must operate on any ATM within the country that holds the OmanNet logo

POS operations: EMV and mag-stripe cards must operate on any POS terminal within the country that holds the OmanNet logo

All domestic not on-us transactions, originated with an OmanNet compliant card, will be processed as domestic transactions and will be cleared and settled by OmanNet; this rule will apply even if the originating card is co-labeled with an international network scheme card.

Cardholder Verification:

- PIN is the normal accepted Cardholder Verification Method for domestic debit cards
- For magnetic stripe, the cardholder verification method defined in the Service Code, should be set to PIN required
- For EMV, the cardholder verification method should be personalized with Online PIN as least. Offline PIN support is to the issuer bank discretion.
- Issuer banks must issue PINs to all cardholders. To ensure full interoperability PIN should be numeric only and have lengths of 4 digits or more.

Note:

Issuers that offer their cardholders the option to select/modify their PIN value should maintain procedures that ensure the values of the online PIN and of the offline PIN (if applicable) remain equal at all times.

PIN changes, made by the cardholder, will be performed only at ATMs operated by the cardholder's issuing bank. PIN change facilities will not be offered for interbank reciprocity through the OmanNet.



Minimum set of services allowed:

All Issuer carrying the OmanNet logo on the debit card should allow the following minimum set of services to the cardholder over OmanNet:

- Cash withdrawal
- Balance inquiry
- Mini statement
- Cardholder Account Transfer (Optional)
- Account to Account Transfer
- Purchase
- Refund
- Pre-Authorization / Pre-Authorization Completion (Optional)
- MO/TO (Optional)

2.1.2 International payment scheme cards:

Any debit card (Internationally branded or Proprietary Card) issued by an Omani bank should bear the OmanNet logo; consequently transactions performed by that card on any Omani terminal shall be routed through OmanNet and settled domestically.

2.2 Stolen / fraudulent cards:

Debit card:

International branded Cards:

Any debit card issued by an Omani bank with an international brand (ex. Visa or MasterCard) the issuing bank should follow the standard procedures mandated by the relevant payment scheme. OmanNet will not have a role either in the reporting or in any fraud monitoring concerning reported lost or stolen cards.

Proprietary Debit Cards:

Any debit card issued by an Omani bank that bears the issuing bank brand ONLY (Doesn't bear any payment scheme logo), the issuing bank will have to check the card validity during the authorization process at which it will be the sole responsibility of the issuing bank to monitor its cards. OmanNet will not have any role in monitoring reported lost or stolen cards.

Credit Card:

Any credit card issued by an Omani bank (ex. Visa or MasterCard) the issuing bank should follow the standard procedures mandated by the relevant payment scheme. OmanNet will not have a role either in the reporting or in any fraud monitoring concerning reported lost or stolen cards.



3 Acquirer Requirements & information

3.1 Introduction:

Acquirer requirements, as described below, provide detail of the requirements that an OmanNet acquirer member bank has to fulfill in performing acquirer services nationally.

OmanNet membership does not in any means change the requirements or the required authorizations / certifications to operate ATM and/or POS network nationally; nor does OmanNet membership change any of the rules for a bank to become an acquirer.

Acquirer member bank still needs to obtain all the necessary authorizations and certifications to be able to acquire transactions nationally. However, for an OmanNet acquirer member bank, there are specific Operating Rules that have to be followed, as outlined below.

OmanNet has no intention to enter directly into the acquiring business and consequently ATM's and POS terminals will not be connected directly to OmanNet, but always through a member bank switch. It remains the responsibility of the acquirer member banks to install and operate the acquiring terminals (ATM, POS).

3.2 Acquirer Bank Responsibility

3.2.1 Information and Documentation Retention Period

- Disputing parties are required to retain information and supporting documentation for all chargebacks, re-presentments, and arbitration cases
- The acquirer is required to retain a copy of transaction information documents for a period of 12 months from the processing date of transactions for the purpose of dispute management. And the retention period extend till the time of the dispute management
- The bank can extend the period based on its internal requirement

3.2.2 Good Faith Collection

In case of discrepancies discovered during the daily terminal reconciliation process, and in case of an error in dispensing the cash to the cardholder or duplicate posting - a good faith collection should be adopted where the acquirer bank shall refund the amount to the issuer bank without waiting for the issuer bank to raise a claim.



3.2.3 No Cash Refunds

OmanNet does not allow for “Cash Refunds” on goods or services returned by cardholders for purchases completed with debit cards supported by OmanNet. However, refunds will be provided as a transaction service to the acquirer, and can be initiated from the POS or the Acquirer host system.

3.2.4 Cashback

Acquirer member banks offering cashback services to their merchants must instruct them to place the OmanNet Cashback logo (provided hereunder) on their shop window and by the cash counters to indicate to the cardholders that cashback services is offered.



Figure 2: OmanNet cashback logo

3.3 ATM acquiring:

Every bank operating in the Sultanate of Oman and member of OmanNet has to obtain the necessary approvals from CBO to install and operate ATM's in the country. If an OmanNet member bank operates ATM(s) in the country, there are additional technical and functional requirements that should be fulfilled by the member bank.

As a member of the OmanNet, the interface from the bank switch to the OmanNet has to be certified by OmanNet; in addition ATMs must comply with the minimum set of requirements and services provided as outlined below.

3.3.1 Branding:

Upon OmanNet certification of ATM acquiring of a member bank, the ATM should carry the OmanNet and GCCNET logo, clearly visible on the front panel of the ATM.

3.3.2 EMV compliance:

Any ATM, operated by an OmanNet member bank in the Sultanate of Oman, is required to be EMV level 1 and 2 compliant (Hardware and Software). The member banks are also required to attain the chip acceptance certification from the respective International Scheme.



During the EMV migration period, the banking community in Oman, will have a transition period, whereby it is accepted that non-EMV compliant ATM's can be operated by the OmanNet member banks, provided that any such ATM adheres to the operating rules on card acceptance and services offered, as detailed in the OmanNet Operating Rules books.

3.3.3 Card acceptance:

Any ATM carrying the OmanNet logo should accept the following cards:

- All standard domestic debit cards that are OmanNet compliant (these cards should bear the OmanNet logo); as a minimum this should be standard mag-stripe/CHIP and PIN cards; all transactions from any such cards will be treated as domestic transactions that are processed through OmanNet
- Any GCCNET card, whereby the OmanNet is connected to the other GCCNET switches

Optionally the ATM can also accept:

- Any international cards from international payments schemes: Visa, MasterCard, Amex, and/or Diners are dependent upon the membership of the bank to the corresponding international payment scheme

3.3.4 Minimum set of services offered:

Any ATM, carrying the OmanNet logo, should offer the following minimum set of services to any domestic card that is OmanNet certified for use on the OmanNet network:

- Cash withdrawal (OmanNet and GCCNET)
- Balance inquiry (OmanNet and GCCNET)
- Mini statement (Only OmanNet)
- Cardholder Account Transfer (Only OmanNet)
- Account to Account Transfer (Only OmanNet – Optional)

For all financial transactions, a transaction receipt should be generated and provided to the customer.

No PIN change will be accepted across the network; PIN change should be handled through on-us transactions by the member bank.



3.4 POS acquiring:

Every bank operating in the Sultanate of Oman and member of the OmanNet, are required to connect their existing POS network to the OmanNet. There are additional technical and functional requirements that should be fulfilled by the member bank, as described below.

As a member of the OmanNet, the interface from the bank switch to the OmanNet has to be certified by the OmanNet; in addition, the POS must comply with the minimum set of requirements and services provided as outlined below.

3.4.1 Branding:

Upon OmanNet certification of POS acquiring of a member bank, the POS terminal should carry the OmanNet logo, clearly visible on the front.

3.4.2 EMV compliance:

Any POS network, operated by an OmanNet member bank in the Sultanate of Oman, is required to be EMV level 1 and 2 compliant (Hardware and Software). The member banks are also required to attain the chip acceptance certification from the respective International Scheme.

During the EMV migration period, the banking community in Oman, can have a transition period, whereby it is accepted that non-EMV compliant POS network can be operated by the OmanNet member banks, provided that any such POS network adheres to the operating rules on card acceptance and services offered, as detailed in the OmanNet Operating Rules books.

3.4.3 Card acceptance:

Any POS network carrying the OmanNet logo should accept the following cards:

- All standard domestic debit cards that are OmanNet compliant (these cards should bear the OmanNet logo); as a minimum should be standard mag-stripe/CHIP and PIN cards; all transactions from any such cards will be treated as domestic transactions that are processed through OmanNet
- Any GCCNET card, whereby the OmanNet is connected to the other GCCNET switches

Optionally the POS can also accept:

- Any international cards from international payments schemes: Visa, MasterCard, Amex, and/or Diners are dependent upon the membership of the bank to the corresponding international payment scheme



3.4.4 Minimum set of services offered:

Any POS, carrying the OmanNet logo, should offer the following minimum set of services to any domestic card that is OmanNet compliant for use on the OmanNet network;

- Purchase
- Refund
- Pre-Authorization / Pre-Authorization Completion (Optional)
- MO/TO (Optional)

For all financial transactions, a transaction receipt should be generated and provided to the customer.



4 Processing Requirements

4.1 Introduction

OmanNet will provide processing services for all domestic not on-us transactions originated in Oman.

Through Concourse and RTGS, OmanNet will also provide clearing and settlement services for domestic card transactions, which includes OmanNet and GCCNET transactions.

4.2 Domestic transactions processing:

4.2.1 Domestic not on-us transactions processing:

Domestic not on-us (on member bank) transactions are routed through OmanNet and are all processed through OmanNet for routing, processing, clearing, settlement and disputes handling.

OmanNet will only be linked to a member bank through a connection. It is the responsibility of each OmanNet member bank to assure the onward connection from the bank to any foreign entity or 3rd party for completing the transaction cycle.

The OmanNet connection to a member bank will only be to the member bank switch or member bank's connection point, the connection will be based in the Sultanate of Oman.

If the member bank switch or card management system is located outside of Oman (e.g. at the regional head-office), then the member bank remains responsible to provide a secure connection to the bank switch or card management system via the connection point in the Sultanate of Oman.



4.2.1.1 Domestic Debit transactions

1. ATM transactions

Domestic not on-us ATM debit transactions (e.g. Cash withdrawal) will be routed and processed as **single message** transactions. A typical single transaction processing flow for an on-line transaction is shown in the figure below:

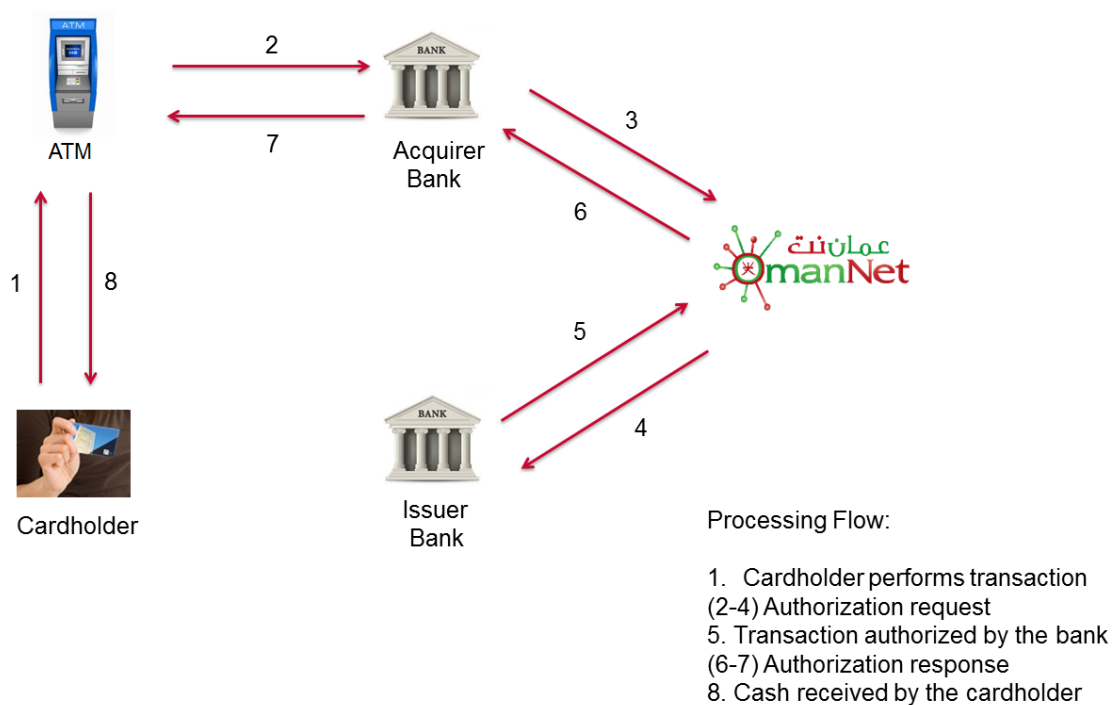


Figure 3 - Domestic Debit ATM transaction flow



2. POS transactions:

Domestic not on-us POS debit transactions (e.g. purchase with debit card, cashback at POS) will be routed and processed as **single message** transactions. A typical single message transaction processing flow for an on-line transaction is shown in the figure below:

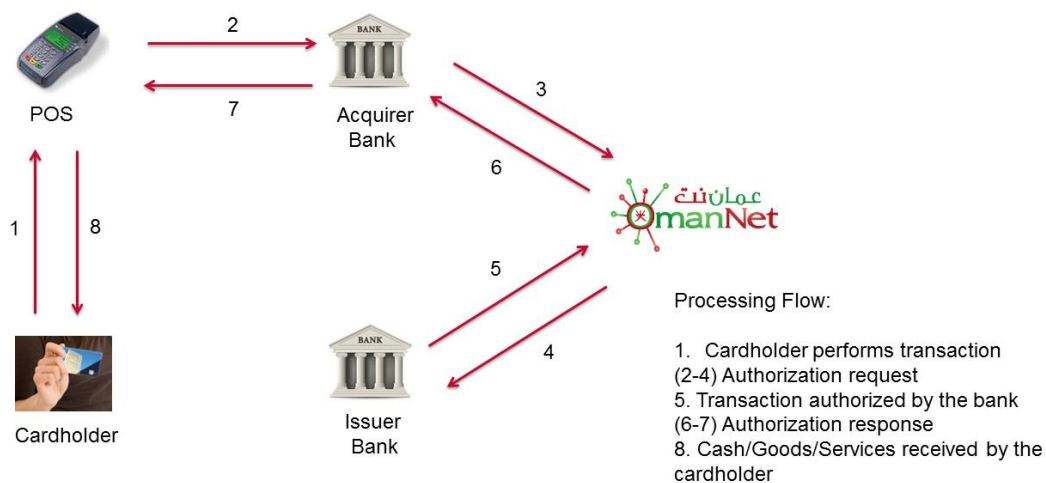


Figure 4 - Domestic Debit POS transaction flow

Note: Full transaction logging is kept at the Issuer and acquirer switches for reconciliation and clearing with the OmanNet business cut-over time.



4.2.1.2 Domestic Credit transactions:

Domestic Credit Card Transactions:

Domestic not on-us credit card transactions will be routed and settled by the relevant payment scheme. Routing and settlement of such transactions will be subject to the relevant payment scheme rules and regulations.

Consequently, OmanNet will not process credit card transaction, and these transactions should not be routed through OmanNet.

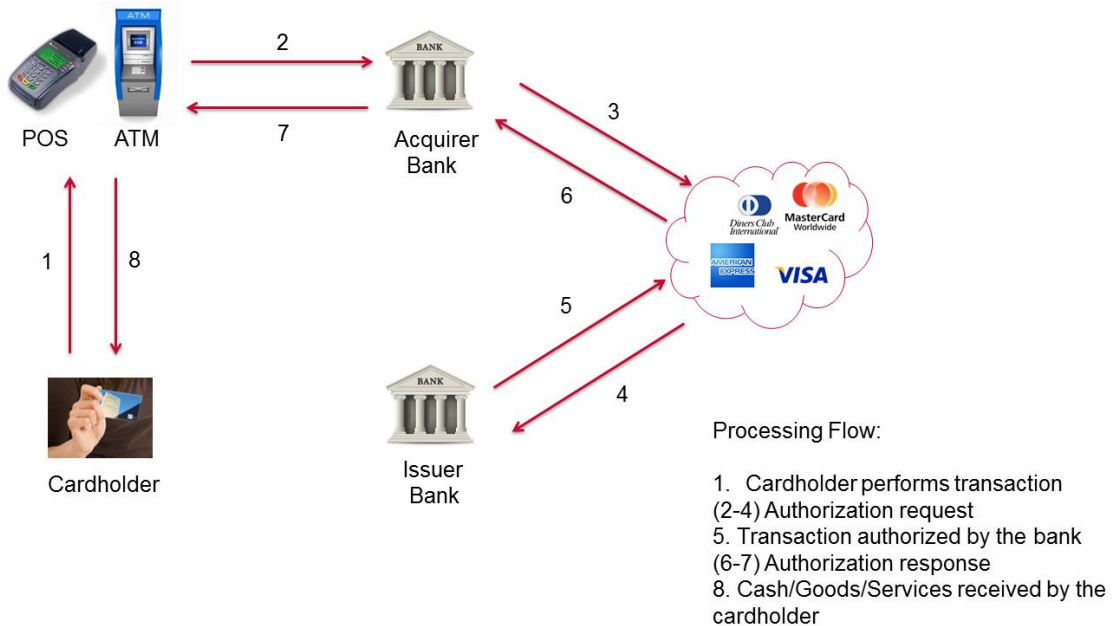
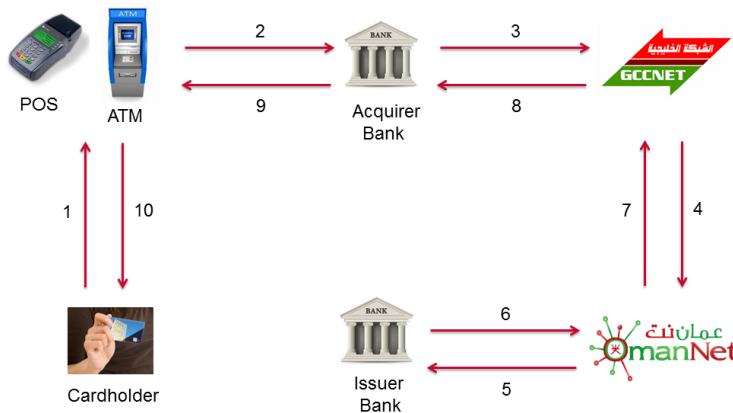


Figure 5 - Domestic Credit transaction flow



4.2.1.3 GCC Net transaction processing

The processing flow for cardholders with OmanNet supported cards and utilizing GCCNET for transactions abroad the Sultanate of Oman and in GCC region is shown in the picture below.



Processing Flow:

1. Cardholder performs transaction
- (2-5) Authorization request
6. Transaction authorized by the bank
- (7-9) Authorization response
10. Cash/Goods/Services received by the cardholder

Figure 6 - Omani Cardholder GCCNET Transaction Flow



For a Foreign GCC Net cardholder, doing a transaction in Oman, the processing flow is shown in the picture below:

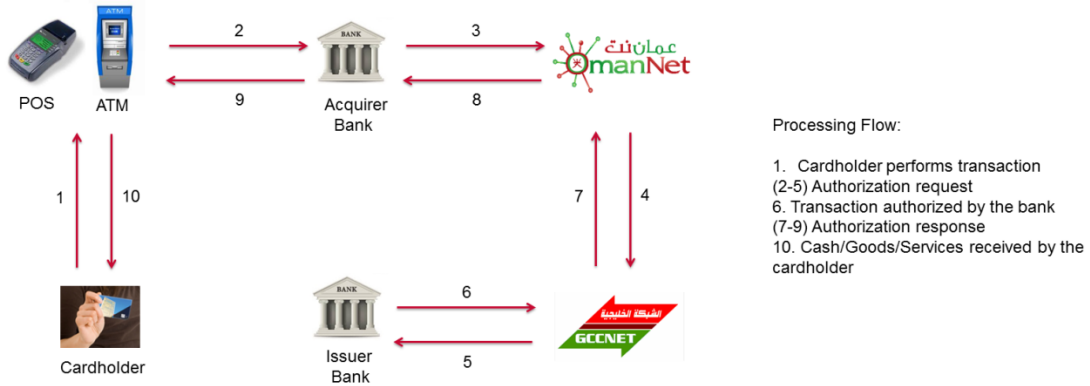


Figure 7 - Omani Terminal GCCNET transaction flow

Note: GCC Net transaction processing is defined by the GCCNET Rules and Regulations as applicable. For further reference please review GCCNET Rules and Regulations.



4.3 Routing of international transactions:

OmanNet will only process transactions where both the issuer member bank and the acquirer member bank are both members of OmanNet or GCCNet.

In case of international transactions, the acquirer member bank will route the transaction directly to the payment scheme network for authorization. Correspondingly, the issuer member bank will receive the authorization request directly from the payment scheme in case of international authorization.

Any bank located in Oman with a direct Visa/MasterCard connection will continue to use this connection under following conditions:

1. Only international acquiring transactions, e.g. from foreign cardholders, should be routed through that direct connection to Visa / MasterCard.
2. All domestic Visa / MasterCard branded cards that bear the OmanNet logo should be routed to the OmanNet for processing and local clearing.



5 Reports

5.1 Introduction

OmanNet will be supporting a complete set of standard reports to be generated periodically. The importance of generating or receiving these reports from member banks implies in monitoring the network in an efficient and effective manner to constantly maintain the most appropriate and convenience service level.

The reports are mainly categorized as follows:

- Reports provided by the member bank to OmanNet
- Reports provided by OmanNet to the member banks
- Reports generated by OmanNet for publishing network activities

5.2 Files/ Reports requested from the member banks:

These are the files/reports that will be requested from each member bank who is part of OmanNet. Each member bank should periodically send these reports to OmanNet to be reviewed and kept for OmanNet auditing and statistical purposes.

The following are the reports that are requested from each member bank:

- Testing and Certification reports that are requested from the member bank during the certification process
- A monthly report to list all active installed terminals (ATM/POS) within the Sultanate of Oman
- A network activity report that describes any unplanned down time that occurred to the bank switch or the terminals during the month

5.2.1 Testing and Certification Reports:

These reports will be requested by each member bank applying to acquire the OmanNet license indicating specific outcomes for the pre-certification process.

For detailed file format specification, please refer to Testing & Certification Process Guide.



5.2.2 Active Installed Terminals Report:

On a monthly basis each acquiring member bank shall send to OmanNet a report that contains all installed active ATMs or POSs within the Sultanate. The Report should include as well a section that states any unplanned downtime to the following showing the underneath details:

- Acquiring Bank Switch
 - Downtime date and duration
 - Downtime reason
 - Corrective action taken by the bank
 - Procedures applied to avoid further occurrence of that incidence
- Bank Terminals
 - Terminal(s) ID and location
 - Downtime date and duration
 - Downtime reason
 - Corrective action taken by the bank
 - Procedures applied to avoid further occurrence of that incidence

5.3 Files/ Reports provided to the member banks by OmanNet:

This section lists out the reports that will be generated by OmanNet and forwarded to the member banks to act accordingly.

5.3.1 Reconciliation & posting files:

These files will be generated by OmanNet on a daily basis and sent after the cutover to all member banks through a secure FTP connection to perform the reconciliation process. For detailed file format and description, please refer to “Concourse posting and reconciliation file format document”

5.3.2 Settlement reports:

These reports will be generated on a daily basis showing each member bank net amount to be debited/credited to its account. The report will include as well any included fees and/or charges applied to the member bank.

For detailed file format and description, please refer to document “Concourse business settlement report format document”.



6 Master Agreement

For the daily operations and interaction with the OmanNet, member banks should abide by the Master Agreement. Each OmanNet member bank has to respect and fulfill the Master Agreement as defined below.

The Master Agreement is put in place to ensure the availability and quality in the services offered to the cardholders, and also to ensure the high service quality of the interface performance between the member banks and OmanNet.

The service levels are defined primarily based on the availability, response time, and performance targets for the connection and service offered. Accordingly, all member banks are obligated to setup and configure their switch's parameters and the infrastructure to the performance requirements, as determined by the OmanNet.

Member banks and OmanNet should cooperative relation to maintain and improve the service and quality levels offered.

6.1 Member bank interface:

Member Banks must monitor the availability of their communication links to OmanNet all year round.

When a failure of the link is detected, action must be initiated to solve and restore the link immediately, and the issue should be escalated to OmanNet operation center, attached with incident/action report.

Member banks must setup and prepare their internal operational procedures to comply with the service levels agreement and to ensure the maximum availability via the OmanNet interface.

Member banks must include in their operational procedures the necessary requirements and action steps for these Master Agreement (restoring links, ready for additional backup link, disaster recovery system, and additional HSM backup).

6.1.1 Planned unavailability:

Member Banks must obtain approval from OmanNet for any planned unavailability of the member bank's switch connection to OmanNet.

Planned unavailability can occur for various reasons, such as entire backups, systems upgrade, power issues, etc...



The “Planned Unavailability request” should, include the following information minimum:

- Planned timeframe for unavailability
- Reason of unavailability
- Impact on cardholder (on-us and not on-us).

The unavailability request must be submitted to the OmanNet, minimum 15 working days prior to the planned unavailability; this is to allow the OmanNet to check for potential conflicts with other network events and to inform the other member banks of this event.

6.2 Acquirer network:

6.2.1 ATM Acquiring:

Each member bank must take the necessary actions to ensure that ATM services are online to cardholders at all times; these services are described in the acquirer section of the Operating Rules books.

Member banks must obtain approval from the OmanNet for any scheduled outage/maintenance of the member bank ATM's they are planning for.

Planned unavailability can happen for various reasons, such as : system maintenance, systems upgrade, power issue...etc.

The “Planned Unavailability request” must include the following information minimum:

- Planned timeframe for unavailability
- Reason of unavailability
- Impact on cardholder (on-us and non on-us)

The Unavailability request must be submitted to OmanNet, minimum 15 working days prior to the planned unavailability; this is to allow the OmanNet to check for potential conflicts with other network events and to inform the other member banks of this event.

If a member bank ATM service is down, penalties may be applied by OmanNet for unplanned downtime of the ATM.

For any unplanned downtime of ATM, the member bank has to report immediately the downtime event of ATM; this event may be validated during an annual examination by CBO.

Every Member Bank has to submit a report every month on all ATM downtime that occurred during that month. If report manipulation is detected at examination, consequently CBO may apply a penalty fee for misleading CBO.



The SLA terms for member bank ATM availability are as follows:

Item	Percentage
Bank's ATMs availability in one Month should not be less than	98% (consolidated for all ATMs within the bank)
Scheduled downtime in one month	As per approval provided by OmanNet

Table 1 – Acquirer Member Bank ATM Availability

The SLA terms for member bank ATM response times and timeout values are as follows:

Acquirer Network (ATM)	
Acquirer Host timeout after	45 Seconds

Table 2 - Acquirer Network ATM

The SLA terms for member bank ATM performance are as follows:

Acquirer faults	
Full reversals as percentage of all approved transactions	Less than 1 %

Table 3 - Member Bank ATM performance

6.2.2 POS Acquiring

Each POS acquirer member bank must take the necessary actions to ensure that POS services are online at all times to merchants and cardholders; these services are described in the acquirer section of the Operating Rules books.

The POS acquirer member bank must monitor the availability and performance of its POS terminals. The POS acquirer member bank must also provide a terminal maintenance service with a given maximum response time to repair or replace terminals to ensure availability and operation of the POS terminals.

Every POS acquirer member bank has to submit a report every week on all POS downtime that occurred during that week. If report manipulation is detected at examination, then CBO may apply a penalty fee for misleading CBO.



The SLA terms for Acquirer member bank POS availability are as follows:

Item	Percentage
Bank's POSs availability in one Month should not be less than	98% (consolidated for all POSs within the bank)
Scheduled downtime in one month	As per approval provided by OmanNet

Table 4 - Acquirer Member Bank POS Availability

If POS issues are not resolved and POS was not online within the SLA time then penalties would be applied.

The SLA terms for Acquirer member bank POS response times and timeout values are as follows:

Acquirer Network (POS)	
Acquirer Host timeout after	45 Seconds

Table 5 - Acquirer Network POS

The SLA terms for Acquirer member bank POS performance are as follows:

Acquirer faults	
Full reversals as percentage of all approved transactions	Less than 1 %

Table 6 - Acquirer Member Bank POS Performance



6.3 Issuer network:

The SLA terms for member bank Issuer availability are as follows:

Item	Duration
Availability in one month not less than	98%
Scheduled downtime in one month	As per approval provided by OmanNet

Table 7 -Issuer Member Bank SLA

The SLA terms for member bank Issuer response times and timeout values are as follows:

Issuer bank network	
Issuer Host timeout after	20 Seconds

Table 8 –Issuer Member Bank Host Timeout



7 Appendix – Terms & Definition

Key terms used within this document are defined below.

Term	Definition
ATM	Automated Teller Machine
EMV	Europay, MasterCard & Visa (Founders of Chip Cards specifications)
HSM	Host Security Module
PAN	Primary Account Number
PIN	Personal Identification Number
POS	Point of Sale
RTGS	Real-Time Gross Settlement
SLA	Service Level Agreement

Table 9 - Terms Definition