



Home > about-us > press-releases > omantel-and-oman-air-sign-partnership-agreement-jointly-improve-services

## Omantel and Oman Air Sign Partnership Agreement to Jointly Improve Services

Date: 13 December 2016

Omantel, the Sultanate's leading telecom provider, and Oman Air, the national carrier, have signed a partnership agreement that will result in the enhancement of the value of the services provided by both Omantel and Oman air. It will also enable them to jointly maximize their promotional services and products; resulting in a significant improvement in the overall experience of their respective customers. In addition, as part of the agreement, the functionality and features of each of their respective customer loyalty programs, Makasib for Omantel and Sindbad for Oman Air, will mutually benefit from the other going forward.



This agreement allows both Omantel and Oman Air customers to benefit from a broader range of alternative outlets through which they can gain access to the various services and promotions provided by both companies. The agreement also aims to maximize the value of prizes provided by the Makasib and Sindbad loyalty programs. This agreement also enables Oman Air to provide self-service features for its customers at any Omantel outlet, where customers may inquire about flights,

book tickets and avail of other such services provided by the national carrier. On the other hand, Omantel can place e-paying machines at any Oman Air office across the country. As a result, this agreement allows both companies to mutually expand their marketing and customer service activities across the country.

Commenting on the agreement, Omantel's Vice President of Consumer Unit, Haitham Abdullah Al Kharusi noted, "We at Omantel are proud to have such a prominent position within the eye of both, public and private sector organisations in Oman. We consider it our responsibility to reciprocate this trust by offering our customers in both sectors, be it individuals or companies, with the very best in products and services possible." He also stated that through this agreement both companies have found the perfect alternative avenue through which they can expand the reach of their services to the benefit of both, Omantel and Oman Air customers. In fact, customers from either company may even utilise Omantel outlets and call centers as an additional means through which to avail of Oman Air's products and services and vice versa.

Dr Abdulrazaq Juma Al-Raisi, Executive Vice President-Corporate Services & Business Development at Oman Air noted after signing the agreement, "At Oman Air we aim to provide the best possible services to our clients, readily adopting innovative new procedures that will enhance our commercial position and expand the reach of our services to our clients wherever they may be. This agreement melds perfectly into our strategy, enabling us to easily implement it in the best possible way."

"Omantel has numerous sales outlets in all governorates of Oman, in addition to several call centers. We signed this partnership in order to enhance the experiences of our valued customers and to indirectly widen the scale and reach of the services and products we provide. It also enables us to maximize the value of the rewards and exclusive promotions provided through the Oman Air passenger loyalty program 'Sindbad' and the Omantel customer loyalty program 'Makasib'," he added.

Investing in the future of the nation, Omantel connects even the most remote communities of the Sultanate to each other and the rest of the world. Omantel is the Sultanate's first and leading integrated telecommunications services provider, enabling the digital society to flourish, allowing new ways of doing business and delivering a world of information, news and entertainment. Today, Omantel boldly innovates to deliver the highest levels of customer satisfaction, the broadest and most reliable nationwide network while investing for Oman's future development.

---

**Source URL:**

<https://www.omanair.com/about-us/press-releases/omantel-and-oman-air-sign-partnership-agreement-jointly-improve-services>