

EU regulation – Wholesale Resale Access Offer – List of Services

Services mentioned in the table below are offered by Vodafone Ireland to the Company according to the EU Regulation n. 531/2012 of the European Parliament and of the Council of 13 June 2012 on roaming on public mobile communications within networks within the Union (the 'Regulation')

| Roaming service | Description | Prices |
|---|---|---|
| Voice (MOC, MTC), SMS, Data and additional services | <p>Basic roaming services which are available in the VPMN network</p> <p>Basic services include standard GSM basic and supplementary services, among the others: voice mail, call forward, CLIP, CLIR etc. Additional services may include:</p> <ul style="list-style-type: none">- voice mail- signalling- authentication- data/financial clearing- interconnect- GRX | Regulated prices ex art. 7 and 9 of EU Regulation N. 531/2012 of the European Parliament and of the Council of 13 June 2012 on roaming on public mobile communications within networks within the Union (the EU Regulation) |
| Fraud prevention procedures and bank guarantee | Vodafone Ireland will define in the agreement fraud management procedures, credit limits and deposit scheme. Credits limits and a bank guarantee will be defined between the Parties to cover any potential fraud issue | Regulated prices ex art. 7 and 9 of the EU Regulation |

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| Wholesale billing - | Vodafone Ireland will perform wholesale billing and deliver to the Company the information related to traffic usage such as: - usage records for all basic roaming services for respective IMSIs (filtered TAP records) - records for inbound voice roaming traffic | Regulated prices ex art. 7 and 9 of the EU Regulation |
| Provisioning/barring | Vodafone Ireland will setup an interface to enable the Company to: provide/deactivate roaming services for their subscribers - be able to bar customers from the roaming due to fraud/bad debt behaviour | Regulated prices ex art. 7 and 9 of the EU Regulation |
| Contract management | Vodafone Ireland will provide the Company with its own roaming agreement management with the visited operators | Regulated prices ex art. 7 and 9 of the EU Regulation |
| Real time billing - CAMEL | To facilitate the charging of prepaid customers for their roaming usage, Vodafone Ireland will provide real time billing information and capabilities. | Fair and reasonable prices negotiated between the Parties according to art. 3, par. 4 of the EU Regulation |
| Troubleshooting and wholesale customer service | Vodafone Ireland will provide troubleshooting procedures and Second Level wholesale customer support | Fair and reasonable prices negotiated between the Parties according to art. 3, par. 4 of the EU Regulation |

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| SLAs | Service Level Agreements to be negotiated between the Parties | Fair and reasonable prices negotiated between the Parties according to art. 3, par. 4 of the EU Regulation |
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In the event that the Access Seeker does not have in place the necessary systems for a proper interface with the existing Vodafone Ireland roaming systems and services, any request for additional system developments will be discussed on a case by case basis, with the associated costs being negotiated in good faith.