

# Direct Wholesale Access Reference Offer

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## Introduction

This document constitutes Telenor Sverige AB's (Telenor) unilateral reference offer to Direct Wholesale Access Requestors for international roaming services in accordance with Regulation (EU) 531/2012. The reference offer includes all the wholesale roaming services necessary for an Access Seeker to offer retail roaming services typically offered under Wholesale Roaming Agreements on regulated terms. Upon receipt of the access request Telenor will provide Access Seekers with an Agreement including the services and terms outlined in this offer. The prices and conditions for international roaming services contained in this reference offer are applicable as from 1 July, 2012.

## Direct Access Roaming Services and Prices

This reference offer includes the following services:

FEATURE	AUTHENTICATION			RAN		
	SIM	USIM	EAP-SIM	GSM	UTRAN (UMTS)	WLAN
<b>CIRCUIT SWITCHED Services</b>						
Telephony	X	X	N/A	X	X	N/A
Emergency Calls				X	X	
Short Message Service MT/PP			N/A	X	X	N/A
Short Message Service MO/PP			N/A	X	X	N/A
Voice Messaging			N/A			N/A
Alternate speech and facsimile gr. 3			N/A		N/A	N/A
Automatic facsimile gr. 3			N/A	X	N/A	N/A
Asynchronous Data			N/A	X		N/A
Synchronous Data <b>Note:</b> This is the relevant bearer for CS Video Telephony			N/A	N/A	X	N/A
<b>PACKET SWITCHED Services</b> <b>Note:</b> This Includes GPRS		X				
CAMEL PHASE 1				X	X	N/A
CAMEL PHASE 2				X	X	N/A
CAMEL PHASE 3						N/A
CAMEL PHASE 4						N/A
<b>SUPPLEMENTARY SERVICES</b>						
Calling line identification presentation (CLIP)				X	X	N/A
Calling line identification restriction (CLIR)				X	X	N/A
Connected line identification presentation (CoLP)						N/A
Connected line identification restriction (CoLR)						N/A

FEATURE	AUTHENTICATION			RAN		
Calling Name Presentation (CNAP)						N/A
Call forwarding unconditional (CFU)				X	X	N/A
Call forwarding on mobile subscriber busy (CFB)				X	X	N/A
Call forwarding on no reply (CFNRy)				X	X	N/A
Call forwarding on mobile subscriber Not reachable (CFNRc)				X	X	N/A
Call waiting (CW)				X	X	N/A
Call hold (HOLD)				X	X	N/A
Multy party (MPTY)				X	X	N/A
Closed user group (CUG)						N/A
Completion of Calls to Busy Subscribers				X	X	N/A
Call Deflection						N/A
Explicit Call Transfer				X	X	N/A
Barring of all outgoing calls (BAOC)				X	X	N/A
Barring of all outgoing international calls (BOIC)				X	X	N/A
Barring of all outgoing international calls except (BOIC-ex HC)				X	X	N/A
Barring of all incoming calls (BAIC)				X	X	N/A
Barring of all incoming calls when roaming outs. HPMN Operator (BAIC-Roam)				X	X	N/A
User to User Signalling (UUS)						N/A
USSD /MO				X	X	N/A
USSD /MT (i.e. network initiated)				X	X	N/A
EMLPP (Enhanced Multi-Level Procedure and Pre-emption)						N/A
<b>NETWORK FEATURES</b>						
HSCSD Asymmetric			N/A	X		N/A
HSCSD Symmetric			N/A	X		N/A
ECSD			N/A			N/A
EDGE			N/A			N/A
UDI			N/A		X	N/A
HSDPA			N/A			N/A
HSUPA			N/A			N/A
<b>ADDITIONAL NETWORK FEATURES</b>						
Multi-call						N/A
LCS						N/A

The wholesale prices for the regulated roaming services outlined above are as follows:

- a) Telenor shall charge the Direct Wholesale Access Seeker the following Rates for each Transaction Type during the period from 1 July 2012 to and including 30 June 2013:

<b>Transaction Type</b>	<b>Rate in EUR</b>	<b>Charging Interval</b>
Mobile originated circuit switched voice originating and terminating within the EU/EEA, excluding calls to premium rate numbers and special numbers.	0.14 /minute	30 seconds/1 second
Mobile originated SMS	0.03	Per message
Packet switched data	0.25 /MB	Per kB

- b) Telenor shall charge the Direct Wholesale Access Seeker the following Rates for each Transaction Type during the period from 1 July 2013 to and including 30 June 2014:

<b>Transaction Type</b>	<b>Rate in EUR</b>	<b>Charging Interval</b>
Mobile originated circuit switched voice originating and terminating within the EU/EEA, excluding calls to premium rate numbers and special numbers.	0.10 /minute	30 seconds/1 second
Mobile originated SMS	0.02	Per message
Packet switched data	0.15 /MB	Per kB

- c) Telenor shall charge the Direct Wholesale Access Seeker the following Rates for each Transaction Type during the period from 1 July 2014 to and including 30 June 2015 and each subsequent one year term:

<b>Transaction Type</b>	<b>Rate in EUR</b>	<b>Charging Interval</b>
Mobile originated circuit switched voice originating and terminating within the EU/EEA, excluding calls to premium rate numbers and special numbers.	0.05 /minute	30 seconds/1 second
Mobile originated SMS	0.02	Per message
Packet switched data	0.05 /MB	Per kB

## **Additional Services**

The following additional services, where available, will be provided upon request:

- a) Mobile originated circuit switched voice calls to Premium Rate and Special numbers
- b) Mobile originated circuit switched voice calls terminating outside the EU/EEA
- c) Mobile originated SMS termination outside the EU/EEA
- d) Video calls

## **Service Level Agreements**

Telenor shall supply the services to the Access Seeker on equivalent terms and conditions of supply and standards of service to those which it provides to its own retail customers.

## **Interoperability & Testing**

Telenor uses the following industry standard IREG testing methodology used by GSM Association Members:

- IR.21 to test and confirm interconnection and interoperability between networks.

- IR.24 to certify and ensure correct functioning of circuit switched voice and SMS.
- IR.35 to certify and ensure correct functioning of packet switched services.
- IR.60 to certify and ensure correct functioning of CAMEL prepaid services.

The full list of these technical standards and protocols for the period in operation are available through GSM Association ([www.gsmworld.com](http://www.gsmworld.com)).

## **Security and Data Privacy**

The Parties commit themselves to observe the secrecy rules and maintain the data secrecy according to the data security and data privacy obligations under the European Regulatory Framework, the Swedish Regulatory Framework and as further outlined in the Direct Wholesale Access Agreement.

## **Duration of the Agreement**

When the agreement comes into force it shall remain in force unless terminated by one of the parties in writing subject to a notice period of six months or terminated as per the conditions stipulated in the Direct Wholesale Roaming Access Agreement.

## **Restrictions on Conduct of Business**

The Access Seeker undertakes the following:

- To ensure the service is not used for commercial SMS Interworking and to ensure that no SPAM or commercial SMS is sent to the Telenor network or to its customers by using this facility. If SMS interworking is required then a separate agreement will be concluded for this service;
- To take all reasonable steps to maintain the quality of the Telenor network;
- Not to use the Direct Wholesale Access Services or allow any customer or other third party to use such services for any immoral, obscene, harmful, offensive or unlawful purpose;
- Not to make any disparaging remarks about the Telenor network or mislead or make any false statements or representations in respect of the Telenor network;
- To comply with all directions issued by Telenor which are reasonably necessary to assist it in complying with any regulatory requirement; and
- Not to sell Access Seeker services to any customer whose residence or place of business is outside the EU/EEA.
- To have a signed Licensing Agreement (which must be annually renewed) with GSM Association.

## **Requirements on the Access Seeker**

Telenor may require the following from the Access Seeker:

- A bank guarantee and/or upfront payment prior to commencement of the service start and during operations.
- A forecast of traffic volumes.
- Provide the necessary information for system interconnection at the start of the service and on a continual basis.
- Provide test SIMs/USIMs.
- Billing and Transfer information.
- Any other technical information or information necessary to launch or assess compatibility of the service.

The Access Seeker is responsible for:

- Managing the use of roaming services by its customers.
- Complying with the provisions of the GSM Association Official Document BA.20, "Roaming Fraud Prevention Procedures" ("BA.20").
- Any fraudulent use of the service by its customers. As such, it needs to comply and put into place relevant anti-fraud prevention procedures (Near Real Time Roaming Data Exchange) as set out in BA.20 including notifying Telenor immediately if the Access Seeker suspects any kind of fraud or abuse which involves the services offered to the Access Seeker under the Wholesale Access Offer and co-operating in good faith with Telenor and using all appropriate means to identify, technically manage, eliminate and prevent the fraud or abuse as soon as practicable.
- Receipt of TAP files.
- Connecting infrastructure to Telenor points of connection.

In the event of a request for specific services or facilities, Telenor reserves the right to require payments to recover the costs of the investments undertaken specifically to provide those services or facilities to the Access Seeker.

### **Modifications to the Reference Offer**

This Reference Offer will be updated as a minimum on an annual basis in order to update the regulated prices. Equally, if and when new methods of roaming access become available, Telenor will update this Reference Offer and amend any existing Direct Wholesale Roaming Access Agreements to reflect such new methods of roaming access, including the processing of requests and access to necessary facilities.

For further information on this Reference Offer please contact: [directaccess.se@telenor.com](mailto:directaccess.se@telenor.com)