

# Wholesale Resale Access Reference Offer

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## Introduction

This document constitutes Telenor Sverige AB's (Telenor) reference offer to Wholesale Resale Access Requestors for international roaming service in accordance with Regulation (EU) 531/2012. The reference offer includes all the wholesale roaming services required to allow a Retail Provider with its own systems for handling all retail functions to provide a retail roaming service. 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.

## Wholesale Resale Roaming Services and Prices

This reference offer includes the following regulated roaming services:

- Access to the wholesale roaming services provided by visited network operators that Telenor has a wholesale roaming access agreement with and where the services has been launched.
- Access to the following transit services used by Telenor for its own roaming business;
  - Global Roaming Exchange
  - Signaling
- CDRs (call data records) for all end-user usage.
- Fraud handling
- Data clearing
- Billing interconnect
- Provisioning
- Authentication

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

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

Transaction Type	Rate in EUR	Charging Interval
Mobile originated circuit switched voice originating and terminating within the EU/EEA	0.14 /minute	30 seconds/1 second
Mobile originated SMS	0.03 per message	Per message
Packet switched data	0.25 /MB	Per kB

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

Transaction Type	Rate in EUR	Charging Interval
Mobile originated circuit switched voice originating and terminating within the EU/EEA	0.10 /minute	30 seconds/1 second
Mobile originated SMS	0.02 per message	Per message
Packet switched data	0.15 /MB	Per kB

c) Telenor shall charge 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	0.05 /minute	30 seconds/1 second
Mobile originated SMS	0.02 per message	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 terminated circuit switched voice calls
- b) Mobile originated circuit switched voice calls originating and/or terminating outside the EU/EEA including video calls if available
- c) Termination of outgoing SMS
- d) Credit control for pre-pay services
- e) Control of data bill shock
- f) Services to implement retail transparency obligations

## **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 provides a Service Exposure layer which is used for integration of access seekers. The different access types and services are:

- Provisioning API
  - Subscriber handling
- Billing data
  - CDR (Call Data Records) in TAP 3.11 via FTP
- Notification API
  - SMS notification

The full list of these technical standards and protocols for the period in operation are available upon request by the Access Seeker.

### **Telenor use the following process for the implementation;**

Integration, connectivity, and interoperability test are done according to agreed schedule after signed contract and initial system information has been exchanged. The integration points are displayed below and depending on the agreed setup a subset of these can be sufficient to integrate.

The integration between the Access Seeker and the Telenor Network will be do one according to the following process:



### **Gathering information**

Information about the involved systems and its details are exchanged and reviewed in order to ensure common understanding of the integration.

Also detailed in this step is the information about MSISDN, IMSI, service configuration etc. that will be used during the Integration and the Integration tests.

## **Configuration**

The required configuration to be used depends on involved network elements and servers in order to start accepting and handle traffic and requests. When required setup, routing configuration, FW, VPN, etc. has been done, integration can start.

## **Integration**

The integration phase is when technicians set up the communication according to system details agreed on and perform handshake tests for each system on connectivity level.

## **Tests**

During the integration test period there will be Telenor personnel available for quick response during office hours. Time required for tests depends on the integration point and other factors.

## **Acceptance**

The acceptance is the last phase when integration tests have been completed successfully and both parties agree on approved connectivity, service and functionality. From a technical point of view, the service is ready for launch.

Both Parties shall allocate resources in order to complete the integration and testing within 3 months from the conclusion of the Wholesale Resale Access Agreement unless otherwise is mutually agreed.

## **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 Wholesale Resale 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 Wholesale Resale Access Agreement.

## Restrictions on Conduct of Business

The Access Seeker undertakes the following:

- Not to resell roaming services to businesses or other entities which are not end users of roaming services;
- To ensure that the Wholesale Resale Access services are not used for commercial SMS termination via Telenor SMS-C and that no SPAM or commercial SMS are sent across the Telenor SMS-C by using this facility. If commercial SMS termination is required, a separate agreement will be concluded for this service;
- To take all reasonable steps to maintain the quality of the Telenor systems, interfaces and the Telenor roaming partners' networks;
- Not to use the Wholesale Resale 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 Wholesale Resale Access services or mislead or make any false statements or representations in respect of Telenor Wholesale Resale Access services;
- To comply with all directions issued by Telenor which are reasonably necessary to assist it in complying with any regulatory requirement; and
- Not to seek to sell Access Seeker services to any customer whose residence or place of business is outside the EU/EEA.

## Requirements on the Access Seeker

Telenor may require the following information 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 and subsequent updates.
- Any other technical 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.
- Any fraudulent use of the service by its customers. As such, the Access Seeker needs to comply and put into place relevant anti-fraud prevention procedures 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 Resale 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. Additional information about these procedures is available upon request.

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 Wholesale Resale 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: [wholesale@telenor.com](mailto:wholesale@telenor.com)