



Direct Wholesale Roaming Access Agreement

Between

<Free Mobile>,

Having its registered address:

16 rue de la ville l'évêque 75008 Paris, France

RCS Paris 499 247 138

(Hereinafter referred to as "Free Mobile")

And

<Direct Wholesale Roaming Access Seeker>,

having its registered address:

.....

Registration number

.....

(Hereinafter referred to as "")

(Together "The Parties")

1 Introduction

 is a Full MVNO, having its principal offices at a Member State of the European Union, entitled under the law of that Member State to provide roaming services to roaming customers in that Member State and enjoys the right to direct wholesale roaming access under Roaming Regulation III, in order to serve EU roaming customers

Subject to Article 3 of the Regulation (EU) 531/2012, the Parties shall enter into this unilateral Agreement for International Roaming for the provision by Free Mobile of Services in order to enable Roaming Customers of provided services outside Metropolitan France by , to gain access to mobile telecommunications services in Metropolitan France where Free Mobile operates a PMN.

The Annexes, including the Overview of the Annex Structure, constitute an integral part of the Agreement. In case of discrepancy between different parts of the Agreement the following order of interpretation shall be applied:

1. the main body of this Agreement; and
2. the Annexes

In case of additional requirements, exceptions and/or contradictions between the Agreement and any Technical Specifications or GSM Association Permanent Reference Documents, the provisions of the Agreement shall prevail.

Subject to applicable laws, the Parties agree to be bound by GSMA Permanent Reference documents relevant to International Roaming provided by Free Mobile from time to time, for example:

1. GSMA PRDs related to Quality of Service;
2. GSMA PRDs related to Fraud Detection; and
3. GSMA PRDs relating to Billing between the Parties including Invoicing and Settlement.

2 Starting Date

The actual commercial starting date for Direct Wholesale Roaming Access shall be the date as agreed by both Parties in written form after successful completion of all necessary network and billing test procedures.

3 Definitions

For the purpose of the Agreement the following terms shall have the meanings set forth in their respective definitions below, unless a different meaning is called for in the context of another provision in the Agreement:

"Affiliated Company" of a Party means any other legal entity:

1. directly or indirectly owning or controlling the Party, or
2. under the direct or indirect ownership or control of the same legal entity directly or indirectly owning or controlling the Party, or
3. directly or indirectly owned or controlled by the Party,
4. for so long as such ownership or control lasts.

Ownership or control shall exist through the direct or indirect ownership of more than 50 % of the nominal value of the issued equity share capital or of more than 50 % of the shares entitling the holders to vote for the election of directors or persons performing similar functions.

"Agreement" shall mean this Wholesale Roaming Access Agreement together with the Annexes attached hereto.

"Date of the Agreement" shall mean the date as of which both Parties have executed the Agreement by their duly authorized representatives.

"Direct Wholesale Roaming Access" means the making available of facilities and/or services by a mobile network operator to a Full MNVO undertaking, under Regulation (EU) 531/2012 defined conditions, for the purpose of that other undertaking providing regulated roaming services to Roaming Customers;

"Full MVNO" shall mean a Mobile Virtual Network Operator which owns a location database (HLR or HSS for instance) infrastructure and is in possession and control of a unique operator code (mobile network code) for the routing of calls to the numbers open to interconnection.

"GSM Association Permanent Reference Documents" means a document noted as such by the GSMA and listed as such by the GSMA on the list of Permanent Reference Documents.

"International Roaming" or **"IR"** shall mean the provision of Services by Free Mobile in respect of which access is granted to Roaming Customers of through Free Mobile's PMN.

"Public Mobile Network" or **"PMN"** shall mean a network that complies with the definition of a GSM network as set out in the Articles of Association of the GSM Association (AA.16).¹

"Roaming Customer" shall mean a person or entity with a valid legal relationship with using a GSM USIM (Universal Subscriber Identity Module) with an IMSI starting with a mobile country code of a European Union country and the unique mobile network code of , by means of a terrestrial public mobile communications network situated in the European Union, whose contract or arrangement with permits European Union-wide roaming; for use by that person or entity of the Services while roaming on Free Mobile's PMN in accordance with the terms and conditions of this Agreement.

"Roaming Regulation III" shall mean the Regulation No 531/2012 of the European Parliament and of the Council of 13 June 2012 on roaming on public mobile communications networks within the Union (O.J. L 172/10, 30.06.2012), as it is from time to time in force and effect.

"Services" shall mean the services as specified by Free Mobile in Annex 7, which may be amended from time to time by Free Mobile.

"Session" shall mean the time between PDP Context Activation until PDP Context deactivation.

"TAP" shall mean Transferred Account Procedure as defined and described in GSM Association Permanent Reference Documents.

"Technical Specifications" shall mean the technical specifications defined and adopted by 3GPP (Third Generation Partnership Project), including the ETSI technical specifications defined and adopted by 3GPP.

4 Annexes

The Annexes are divided as set out in the Overview of the Annex Structure.

5 Scope of the Agreement

In respect of and subject to their licenses or rights and other national binding regulations to establish and operate Public Mobile Networks or to offer services to the Public, Free Mobile agrees to offer Services and agrees to pay for Services in accordance with:

1. relevant Technical Specifications;
2. all binding GSM Association Permanent Reference Documents and
3. those non-binding GSM Association Permanent Reference Documents which are agreed by the Parties and specifically set out in the Annexes;

including in each case all the commercial aspects, as defined in the Agreement, including the Annexes hereto.

Additional requirements and exceptions to the Technical Specifications and GSM Association Permanent Reference Documents, as agreed between the Parties, are detailed in the Agreement and/or Annexes to the Agreement.

6 Implementation of the Network and Services

The Services provided by Free Mobile are defined in Annex 7 as may be amended from time to time by Free Mobile. In addition:

1. the Services shall only be made available to individual Roaming Customers having valid legal relationships with ;
2. The availability of Services may depend on the availability of appropriate functionality; and
3. Services are provided based on the precondition that Roaming Customers are expected to have a usage pattern that does not differ substantially from other EU roaming customers on Free Mobile's network.

¹ Please note that in AA16 GSM network refers to the family of GSM mobile communications systems and future evolutions thereof, e.g. GSM, DCS, PCS, UMTS or its equivalent.

7 Forecasting

 commits to provide Free Mobile, prior to the launch, with the forecasts of all voice, SMS, and data traffic volumes for the first 12 months after the commercial starting date, detailed quarter by quarter. All these forecasts will enable Free Mobile to make the Services available in the best of possible conditions. Consequently, such forecasts shall be based on reliable data and undertakes to update them at the end of each calendar semester starting from the semester following the commercial starting date, by consistently maintaining a 12-month anticipation. In case of inaccurate forecasts, Free Mobile will not be liable for any default in the provision of the Services.

8 Charging, Billing, Accounting & Tax

8.1 Charging, Billing & Accounting

When a Roaming Customer uses the Services made available hereunder by Free Mobile, shall be responsible for payment of charges for the said Services so used in accordance with the tariff of Free Mobile.

 shall not be liable for the payment of charges for chargeable Services provided by Free Mobile without Subscriber Identity Authentication as defined in GSM Association Permanent Reference Documents, except to the extent that actually recovers all charges due in relation to the Roaming Customer. In the case of re-authentication malfunction, procedures are further detailed in Annex 3.

As a security for all its obligations under this Agreement, including its obligation to pay Free Mobile's invoices under this Agreement, shall provide Free Mobile at the latest 15 days prior to the commercial starting date with a 3 year (or for as long as the duration of the contract last in case the contract is renewed) valid independent and autonomous bank guarantee upon first request acceptable to Free Mobile, issued by a French prime rate bank acceptable to Free Mobile. The initial bank guarantee amount will be set at 100.000,00 EUR. Over the term of the Agreement it shall if necessary be changed so as to always equal at least 100.000,00 EUR or 1,5 months of invoices issued under this Agreement, whichever is higher. The total amount of this Bank guarantee shall be revised on a quarterly basis so as to always equal at least 100.000,00 EUR or 1,5 months of invoices issued under this Agreement, whichever is higher. The guarantee does not release from its obligation to pay outstanding invoices. will bear the costs of this guarantee.

8.2 Tax

The charges paid under this Agreement shall be paid without required withholding or deduction unless prohibited by any applicable law. If is obliged by applicable law to deduct withholding tax from the charges, shall make all necessary filings in order to ensure that any relevant provisions apply to the charges prior to their actual payment/settlement. shall request from Free Mobile, in a timely manner, all necessary information required to make the relevant filings in order to ensure the appropriate exemption certificate is issued by the competent tax authority prior to the payment of the relevant charges.

In the event that withholding tax is payable by , will, simultaneously, (i) pay to Free Mobile such additional amount as will result in the receipt by Free Mobile of the full amount which would otherwise have been receivable had no withholding or deduction been payable, and (ii) supply to Free Mobile evidence satisfactory to Free Mobile that has accounted to the relevant authority for the sum withheld or deducted.

9 Implementation of TAP

 shall have a TADIG code delivered by GSMA.

The Parties shall implement TAP according to the GSM Association Permanent Reference Documents and the provisions set out in the Annex 3.1.

10 Billing and Accounting

The Parties shall implement billing and accounting according to the GSM Association Permanent Reference Documents and the provisions set out in Annex 3.2.

11 Customer Care

The responsibilities of each Party concerning Customer Care are described in Annex 4.

12 Confidentiality

The Parties agree that all aspects of the contents of the Agreement shall be treated as Information (as defined below) and no information in respect to the content of the Agreement shall be disclosed without the prior written consent of the Parties except as reasonably necessary to implement the Agreement

In addition to Article 13 hereof, the Parties hereby agree to treat all information exchanged between them (hereinafter referred to as "Information") as confidential and agree not to disclose such Information in any manner whatsoever, in whole or in part except as provided in this Article 13. The Parties shall not use any Information other than in connection with the discussions between them and any transactions resulting therefrom, or for the provision of the Services as contemplated herein. The Parties are also entitled to disclose Information to third parties in the context of a possible bona fide acquisition or sale of its operations in support of reasonably related due diligence activities in respect thereof, or for the borrowing of funds or obtaining of insurance, in which case any third parties (including lenders or insurance companies) involved in such activities shall be obliged to enter into confidentiality agreements which have the equivalent content as this Article 12 before receiving the Information. In addition to the foregoing, the Parties shall also be entitled to share information with Affiliated Companies, directors, agents, professional advisers, contractors, employees or resellers on a need to know basis provided that such Affiliated Companies, agents, contractors, employees or resellers have entered into confidentiality agreements in a form substantially equivalent to and on terms and conditions no less stringent than the terms and conditions set out in this Article 12. Each Party shall be liable toward the other Party(ies) in respect of any unauthorized disclosure of Information made by any other authorized recipients.

Notwithstanding Article 12 above, Information and the contents of this Agreement may be transmitted to governmental, judicial or regulatory authorities, as may be required by any governmental, judicial or regulatory authority.

For the purposes of the Agreement, Information and the contents of this Agreement shall not be considered to be confidential if such Information is:

1. in or passed into the public domain other than by breach of this Article; or
2. known to a receiving Party prior to the disclosure by a disclosing Party; or
3. disclosed to a receiving Party without restriction by a third party having the full right to disclose; or
4. independently developed by a receiving Party to whom no disclosure of confidential Information relevant to such Information has been made.

Article 12 shall survive the termination of the Agreement for a period of two (2) years but shall not in any way limit or restrict a disclosing Party's use of its own confidential Information.

13 Data Privacy

Each Party's obligations hereunder to transfer information to the other Party shall not apply to the extent that a Party is prohibited from doing so by the regulations and laws of its own country applicable to IR and/or data protection.

 shall inform its customers that during roaming, the storage, treatment and transfer of their personal data may be subject to regulation different from the regulation in their own country.

The Parties confirm that they shall comply with the Data Privacy Regulations/Laws applicable in their respective countries.

14 Fraud Prevention

The Parties shall comply with the procedures and provisions concerning fraudulent or unauthorised use by Roaming Customers set out in the GSM Association Permanent Reference Documents and in Annex 6.

15 Liability of the Parties

Neither Party shall be liable to the other Party under or in connection with the Agreement except:

1. in respect of charges to be paid to Free Mobile pursuant to Article 8;
2. to the extent of its negligence where such negligence results in proven damages or loss to the other Party, in which event the liability of the

negligent Party shall be limited to and shall in no event exceed, within the contractual year, two hundred and fifty thousand (250,000) EUR in respect of any one incident or series of incidents arising from the same cause;

3. in respect of charges arising from non-compliance with binding GSM Association Permanent Reference Documents pursuant to Article 20.

Furthermore, in no event shall either Party be liable for any consequential damage or loss of whatsoever nature, including but not limited to, loss of profit or loss of business, even if such Party has been advised of the possibility of such loss or damage.

Limitation of liability as described in this Article shall not apply if damage or loss is caused by a Party's wilful misconduct (including fraud) or gross negligence.

16 Suspension of Services

Notwithstanding anything in the Agreement to the contrary, Free Mobile may without liability suspend or terminate all or any of its Services to Roaming Customer(s) in circumstances where it would suspend or terminate those Services to its own customers, including but not limited to:

1. Roaming Customers using equipment which is defective or illegal; or
2. Roaming Customers causing any technical or other problems on Free Mobile's Public Mobile Network; or
3. suspected fraudulent or unauthorised use; or
4. authentication of the legal relationship not being possible; or
5. maintenance or enhancement of its Public Mobile Network or
6. Suspension for non payment in excess of 3 months.

In case of a proposed suspension of Services to all Roaming Customers, Free Mobile shall use commercially reasonable efforts to give four (4) weeks written notice (shorter notice may apply given the circumstances related to the suspension) to prior to the suspension taking effect. If the suspension continues for more than six (6) months, shall have the right to terminate the Agreement with immediate effect by written notice.

Notwithstanding the provisions of Article 6, has the right at any time, for technical reasons, without liability but upon detailed written notice to Free Mobile to suspend access to the Services to its Roaming Customers. Alternatively, if in the opinion of , it is technically more practicable may request that Free Mobile suspend all of its Services to Roaming Customers of . Free Mobile shall use commercially reasonable efforts to comply with such requirement within seven (7) calendar days after receipt of the said notice.

The Parties agree that the suspension shall be removed as soon as the technical reason for the suspension has been overcome by Free Mobile or as the case may be.

17 Force Majeure

Non-performance of either Party's obligations pursuant to the Agreement or delay in performing same (except with respect to the payment of charges applicable hereunder) shall not constitute a breach of the Agreement if, and for as long as, it is due to a force majeure event, including, but not being limited to, governmental action, or requirement of regulatory authority, lockouts, strikes, shortage of transportation, war, rebellion or other military action, fire, flood, natural catastrophes, or any other unforeseeable obstacles that a Party is not able to overcome with reasonable efforts, or non-performance of obligations by a sub-contractor to a Party pursuant to any of the aforementioned reasons. The Party prevented from fulfilling its obligations shall on becoming aware of such event inform the other Party in writing of such force majeure event as soon as possible. If the force majeure event continues for more than six (6) months, either Party shall have the right to terminate the Agreement with immediate effect by written notice.

If the affected Party fails to inform the other Party of the occurrence of a force majeure event as set forth above, then such Party thereafter shall not be entitled to refer such events to force majeure as a reason for non-fulfilment. This obligation does not apply if the force majeure event is known by both Parties or the affected Party is unable to inform the other Party due to the force majeure event.

18 Duration of the Agreement

The Agreement comes into force on the Date of the Agreement for a 12 months period unless terminated by one of the Parties in writing subject to a period of notice of three (3) months.

The Agreement will be renewed automatically for successive periods of twelve (12) months each time, and may be terminated by either Party giving the other a notice of termination three (3) months before the expiration date of the respective subsequent term(s).

19 Termination of the Agreement

In addition to the conditions of Articles 17 and 18 the Agreement may be terminated as follows:

1. by mutual agreement of the Parties; or
2. by one of the Parties, with immediate effect, when the other Party is in material breach of the Agreement and does not or is not capable of remedying such breach within thirty (30) days of receipt of a written notice to such effect;
3. by one of the Parties, with immediate effect, if becomes bankrupt or insolvent or if enters into any composition or arrangement with its creditors and is not able to ensure performance of its obligations under the Agreement by a guarantee from a first class bank, payable on first written demand;
4. by written notice of either Party to the other in the event that IR becomes technically or commercially impracticable on Free Mobile's Public Mobile Network and the provisions set out in Article 16 are not sufficient to solve the problem or if an unacceptable level of unauthorized use occurs and the other Party is not capable of remedying such unauthorized use within thirty (30) days of receipt of a written notice to such effect; or
5. subject to Article 22 immediately in the event a final order by the relevant governmental authority revoking or denying renewal of the license(s) or permission to operate a Public Mobile Network(s) granted to either Party, or any other license necessary to operate the Service(s), takes effect.
6. By one of the Parties (the "Issuing Party) with immediate effect when the other Party has not paid the undisputed part of any invoice (issued and delivered by the Issuing Party in accordance with the provisions of this Agreement) within thirty (30) days after the due date for payment.

20 Changes to the Agreement, Annexes and Addenda

Any amendments and/or additions to the Agreement and/or Annexes and/or Addenda shall be valid only if made in writing and signed by duly authorized representatives of both Parties hereto.

Notwithstanding Article 21, Free Mobile shall be entitled to:

1. implement new Services or change existing Services as it sees fit subject to the successful completion of all network and billing test procedures as set out in the Technical Specifications and the GSM Association Permanent Reference Documents, as requested by either Party. Free Mobile shall give at least thirty (30) days' prior written notice of any implementation of Services for the first time. Free Mobile also agrees to use its reasonable efforts to give the other Party at least thirty (30) days prior written notice of any other proposed implementation of new Services or change of existing Services which is a major change which has an impact on IR;
2. terminate all or any existing Services offered by or to a roaming partner as it sees fit. Free Mobile agrees to use its reasonable efforts to give at least sixty (60) days prior written notice of any termination of existing Services which is a major change which has an impact on IR; or
3. vary its tariff stated in the Annex 11 or subsequent variation thereof. In the case of scheduled changes, Free Mobile shall give sixty (60) days written notice of any variation to its tariff and the new change shall take effect on the first day of the month following the expiration of the sixty (60) day notice period. In the case of unscheduled changes Free Mobile shall use all reasonable endeavours to give adequate notice of such changes and the new change shall take effect on the first day following the expiration of the notice period given. Any variation in the tariff shall be deemed to be incorporated into the Agreement.

The references to Technical Specifications and binding GSM Association Permanent Reference Documents in Article 5 (1) and (2) shall be deemed to include references to these documents as amended by GSM Association from time to time. However the reference to non-binding GSM Association Permanent Reference Documents in Article 5(3) shall not be deemed to include a reference to such non-binding documents as amended by GSM Association from time to time unless and to the extent that this is expressly agreed by the Parties and detailed in the Agreement, including the Annexes.

21 Miscellaneous

21.1 Successors and Assigns

The Agreement and the rights and obligations specified herein shall be binding upon the Parties hereto and their respective legal successors and neither Party shall sell, transfer or assign the Agreement or any part, interest, right or obligation hereunder, except that a Party shall have the right to transfer or assign the Agreement in whole (but not in part) to an Affiliated Company within EU regulation. No person other than a Party to the Agreement shall acquire any rights hereunder as a third-party beneficiary or otherwise by virtue of the Agreement.

21.2 No waiver

Failure by any Party at any time or times to require performance of any provisions of the Agreement shall in no manner affect its rights to enforce the same, and the waiver by any Party of any breach of any provisions of the Agreement shall not be construed to be a waiver by such Party of any succeeding breach of such provision or waiver by such Party of any breach of any other provision hereof.

21.3 Provisions severable

If any part of the Agreement or any Annex hereto is held to be invalid or unenforceable, such determination shall not invalidate any other provision of the Agreement or Annexes hereto; and the Parties shall attempt, through negotiations in good faith, to replace any part of the Agreement or Annexes hereto so held to be invalid or unenforceable. The failure of the Parties to agree on such replacement shall not affect the validity of the remaining parts of the Agreement.

21.4 Notices

All notices, information and communications required under the Agreement shall be given as described in Annex 1: Agreement Management Principles.

21.5 Compliance with Laws and Regulatory requirements

The commitment of the Parties hereto shall be subject to all applicable laws and/or regulatory requirements, present and future, of any governmental or regulatory authority having jurisdiction over the Parties hereto, as well as any valid order of a court of competent jurisdiction.

Nothing in this Agreement shall create or be deemed to create any joint venture, principal-agent or partnership relationship between the parties and neither party shall indicate in its advertising or otherwise in any manner or imply any such relationship with the other.

21.6 Anti-bribery compliance

The Parties hereby acknowledge the importance of combating and preventing bribery and to that end both Parties agree to comply fully with all applicable laws, regulations and sanctions relating to anti-bribery and anti-corruption.

21.7 Choice of Law

The Agreement and any matters relating hereto shall be governed by and construed in accordance with French law.

22 Dispute Resolution & Arbitration

The Parties agree to seek to resolve any dispute arising out of the Agreement in accordance with the following escalation procedures before commencing the arbitration procedures described below.

The Contact Persons of both Parties shall work in good faith to try to resolve the dispute within thirty days from the date that a Party first gives notice that a dispute has occurred.

If the Contact Persons fail to reach an agreement on the dispute within thirty days, the dispute shall be referred to more senior persons within the respective companies who shall try to resolve the dispute within a further thirty-day period. If no resolution is found each Party is entitled to commence the arbitration proceedings described below.

In accordance with the Article 17 of the Roaming Regulation III in the event of a dispute between undertakings providing electronic communications networks or roaming services in a Member State, the dispute resolution procedures laid down in Articles 20 and 21 of the Framework Directive should be applied fully.

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FREE MOBILE

Name

Title

Overview of the Annex Structure

Annex number	Annex name
ANNEX 1	Agreement Management Principles
ANNEX 2	Services
ANNEX 3	Billing and Accounting
ANNEX 3.1	Information on Billing Data
ANNEX 3.2	Settlement Procedure
ANNEX 4	Customer Care Principles
ANNEX 5	Technical Aspects
ANNEX 5.1	Testing
ANNEX 5.2	Security
ANNEX 5.3	Information on Signalling Interconnection and / or IP Connectivity
ANNEX 6	Fraud Prevention Procedures
ANNEX 7	Roaming Provider Services, Tariffs and other Information
ANNEX 8	Direct Wholesale Roaming Access Seeker contact details and other information important to the relationship not provided elsewhere in the Agreement

ANNEX 1 AGREEMENT MANAGEMENT PRINCIPLES

Notices

All notices, information and communications required under this Agreement shall be given in writing and be in the English language and shall be sent either by mail, or preferably secure email to the addresses indicated here:

roaming@fm.proxad.net

Each Party specifies only one contact point for exchange of updates to the Agreement.

Revision Procedure

The right to amend or vary the terms of any Annex or Addenda is set out in this Agreement.

All updates to the Annexes shall be exchanged by mail or courier.

Effective Dates

Each revision shall be clearly identified by its Revision date as agreed between the parties.

ANNEX 2 SERVICES

The implementation of Services shall be in accordance with the Technical Specifications with the exception of Public Mobile Network specific deviations and/or chosen options agreed by both Parties during the testing phase.

ANNEX 3 BILLING AND ACCOUNTING

Billing and Accounting relating to International Roaming comes into effect as from the confirmed starting date of commercial roaming, as stated in the agreed Launch Letter.

ANNEX 3.1 INFORMATION ON BILLING DATA

Information on billing that is not explicitly stated in ANNEX 3.1.2 is exchanged on TAP.

ANNEX 3.1.1 INFORMATION ON TAP

The implementation of the TAP necessary to provide Services shall be in accordance with the GSM Association Permanent Reference Documents.

Data Exchange Procedure

Interchange of TAP records shall be performed by Electronic Data Interchange (EDI).

Transfer shall be within the standard timescale and the standard frequency as defined in the GSM Association Permanent Reference Documents.

For the time being the transfer schedules for Free Mobile shall be as follows:

DAILY

Any changes in the exchange frequency shall be agreed before implementation.

When no charging data are available Notification files will be sent.

EDI Address as well as Contact Points for enquiries and complaints are:

EDI ADDRESS & CONTACT POINTS:

roaming@fm.proxad.net

Fallback Procedure

In case of EDI failures or delays in EDI transfer the fallback procedure shall come into effect as specified by TADIG in GSM Association Permanent Reference Documents.

The fallback procedure as specified by TADIG will only be used in exceptional circumstances and the method of transfer shall be as follows:

CD-ROMS shall be exchanged twice a month. CD-ROMS shall be sent by express mail or courier not later than 10 days after the cut-off.

Where there is a delay in the sending of the billing files, according to the agreed fallback procedure then shall be immediately advised.

The use of the fallback procedure does not change the liability as defined under Data Exchange Procedure above.

Changes in the time schedules

Any changes in the time schedules concerning the exchange of billing files shall be agreed before implementation.

Data Clearing House

In case of using Data Clearing House for data interchange, the responsibilities of Roaming Provider remain as they are defined by the GSM Association and in Permanent Reference Documents.

ANNEX 3.2 SETTLEMENT PROCEDURE

The Settlement Procedure in this ANNEX 3.2 applies to financial transactions involving roaming traffic from start of the traffic period commencing by the <commercial start letter of roaming> or <date>.

Free Mobile shall prepare a monthly invoice for calls registered during the invoice period made by the visiting customers in the visited PMN Operator.

The invoice period shall in general be a calendar month. However, a single transfer covering a month end shall not be divided between two invoices. The invoice has to be sent by the 15th of the following month at latest.

Free Mobile will issue as appropriate credit notes and correction invoices to compensate for agreed changes to or agreed errors in the basic inter PMN Operator invoices. The threshold amount for issuing the Credit Note by Free Mobile to compensate is 500 EUR. In any case, a Credit Note shall be issued at least once a year before the year-end if appropriate.

Direct Full Payment with Currency Conversion

The invoice amount (and credit note amount if appropriate) must be paid separately by the debtor in the Local or Payment Currency of the creditor as calculated from the EUR amounts as indicated on the invoice and/or credit note.

Payment by shall be made within 30 days from the date of the invoice with the later date.

If does not pay the clearing balance by the due date for payment then Free Mobile shall have the right to charge its normal interest rate on the overdue amount from the due date for payment until payment is made and a fixed amount of 40 (forty) Euros or any other duly justified amount corresponding to the recovering costs.

The normal interest rate for Free Mobile is:

10% above Euribor base lending rate (from time to time in force) Changes in time schedules concerning the exchange of invoices and settlement periods shall be fixed three months before implementation at the latest.

Bank Charges

Where bank charges occur, any such expenses imposed by the debtors bank(s) including intermediate and correspondent banks used by the debtor to make the payment, shall be borne by the debtor

Expenses imposed by the creditors bank(s), including payment expenses imposed by intermediate and correspondent banks used for receipt of the payment by the creditor, shall be borne by the creditor.

In the case where the debtor pays in a different currency than agreed in the applicable annex or pays to the wrong bank account, the creditor has the right to request a credit from the debtor for the extra cost.

ANNEX 4 CUSTOMER CARE PRINCIPLES

General

A Roaming Customer should contact the Customer Care Services of his home contract partner (Customer Care Services of) while roaming in the Public Mobile Network of Free Mobile. This home Customer Care Services will provide the first point of contact and shall not refer the Roaming Customer to Free Mobile's Customer Care Services..

Customer care contact number(s) of are defined here: XXXXXXXX

Roaming Information

Changes in Emergency Service, Customer Service, Directory Enquiry numbers, and Tariffs shall be exchanged in accordance with the provisions of the Agreement.

 shall inform its own Roaming Customers about roaming in Free Mobile's Public Mobile Network.

Public Mobile Network Faults

In the event of a perceived Public Mobile Network fault a Roaming Customer should contact the home Customer Care Services while roaming in the Public Mobile Network of Free Mobile. In the event that the 's Customer Care Services has a query concerning potential faults of Free Mobile's Public Mobile Network, then the Customer Care Services shall contact its own technical experts which are entitled to contact Free Mobile's technical experts as described below.

In addition, it may be necessary that technical experts of one Party get into direct contact with the other Party's technical experts (e.g. to establish trouble shooting). In such cases additional contact points shall be provided. These contact points are defined below.

Free Mobile's technical experts: supervision@fm.proxad.net

Frequently arising faults in the Public Mobile Network or Services of Free Mobile experienced by Roaming Customers and indicated to shall be reported to the other Party's contact point.

Lost/Stolen SIM and/or USIM-Cards

In the event that a SIM and/or USIM-card is lost or stolen, the Roaming Customer shall be asked to contact his home Customer Care Services.

Lost/stolen or Faulty Mobile Equipment

In the event that mobile equipment is lost, stolen, or faulty, the Roaming Customer shall be asked to contact his home Customer Care Services.

Billing Enquiries

In the event that a Roaming Customer has an enquiry relating to the amount billed during roaming, the Roaming Customer shall resolve this query with his home Customer Care Services. Any contact with Free Mobile will be achieved through his home Customer Care Services.

ANNEX 5 TECHNICAL ASPECTS

Technical aspects concerning both the pre-commercial and commercial phases of International Roaming and SMS Interworking are dealt with in the Annexes to follow.

ANNEX 5.1 TESTING

Certification of testing

Free Mobile shall send Completion Certificates confirming the successful execution of IREG & TADIG tests which includes testing of the TAP procedures according to the Test Specifications of GSM Association Permanent Reference Documents.

Testing of Service availability

Free Mobile agrees to perform relevant tests of service availability, according to the IREG and TADIG Test Specifications, every time a major change which has an impact on International Roaming and SMS Interworking.

Testing USIM-Cards

General

 will make the bilaterally agreed number of test USIM-cards available to Free Mobile under the following conditions:

Send test USIM-card(s) as agreed bilaterally in a written notice without any activation fee or any subscription fee. will be treated as a Roaming Customer of the Wholesale Roaming Access Provider.

All necessary information concerning the USIM-card(s), i.e. IMSI, MSISDN, PIN, PUK, shall be forwarded to Free Mobile as well.

The USIM-card(s) remain in the property of the Wholesale Roaming Access Provider.

The test USIM-card(s) shall only be used in Free Mobiles Public Mobile Network for the purpose of testing of International Roaming functions.

TAP-data for traffic generated by these test USIM-card(s) shall be included in the normal billing and accounting procedures and thereby also invoiced by Free Mobile.

None of the above shall be construed to allow reselling the USIM-card(s) or in any other way forward the USIM-card on conditions that could be negative for the Wholesale Roaming Access Provider.

Tests before the commercial start of roaming services (pre-commercial roaming phase)

As a general principle, it is agreed that Free Mobile using test USIM-card(s) will not receive a payable bill from the issuing for the test calls made in the Public Mobile Network under test. TAP-data and bills will only be sent for test purposes.

Unless otherwise agreed, it is the sole responsibility of to block Roaming Customers of during the pre-commercial phase.

Tests during the commercial roaming phase

As a general principle it is agreed that during the commercial roaming phase the usage of these USIM-card(s) is fully chargeable for traffic charges. shall therefore have the right to send a (single) bill to Free Mobile for the traffic generated by the exchanged USIM-card(s), however, only if the amount exceeds the bilaterally agreed non chargeable value. The amount charged is only the amount exceeding the non chargeable value calculated on a monthly basis. The non chargeable monthly value for the total of test SIMs is 50 EUR.

The tariff used will be the Tariff of Free Mobile. The payment shall be done according to the provisions set out in Annex 3.2.

Calls made outside Free Mobile during pre-commercial or commercial roaming phase

All costs occurring for calls made with test USIM cards issued to Free Mobile outside Free Mobiles network will be charged by .

The tariff used will be the retail tariff. will attach an itemised bill to the invoice for control purposes. The payment shall be done according to the provisions set out in Annex 3.2.

Using best endeavours, will inform Free Mobile and bar the test USIM card(s) being used outside Free Mobiles Network.

Free Mobile is fully liable for all call costs as detailed above, damages and costs (as limited by this agreement) incurred by misuse of test USIM cards outside Free Mobile for the first 180 calendar days or until it is informed by the , whichever is the smaller:

Lost or stolen test USIM cards

In the event that Free Mobile determines it is no longer in possession of the Test USIM cards, Free Mobile must immediately notify the in written form and request that the missing card(s) be deactivated. Once sufficient notification has been delivered to the , the liability of Free Mobile ceases for all further usage on the missing cards(s) which occurs beyond the date of notification. However, the burden is on Free Mobile to provide sufficient proof that adequate notification was given to the .

ANNEX 5.2 SECURITY

Security functions of the individual Parties are specified in here and any other PRD documents.

Authentication

The Parties agree to implement Customer Identity Authentication for Roamers on their network. The purpose and mechanism for authentication are described in GSM 02.09 and in GSMA PRD SG.15.

The Parties agree that authentication shall be performed as specified below:

For Roaming Customers (at the commencement of GSM service or 3G service) authentication is to be performed at every occasion of:-

- Network access using IMSI
- Location updating involving VLR change
- Network access for at least 1 in 4 mobile originated and terminated call set-ups (incl. SMS) for Free Mobile.
- Supplementary service operation outside call
- Cipher key sequence number mismatch
- If GPRS is supported, authentication is also to be performed at every occasion of:
 - GPRS attach
 - routing area updating involving SGSN change
 - PDP context activation
 - P-TIMSI (P- Temporary IMSI) signature mismatch, if P-TMSI signature is used
 - P-TMSI signature not inserted in a Attach Request or Routing Area Update Request

Authentication during a malfunction of the network

The Parties agree that if a mobile station (MS) is registered and has been successfully authenticated, whether active or not active on a call, calls are permitted (including continuation and handover) and the Direct Wholesale Roaming Access Seeker will receive the charge.

If an MS attempts to register or re-register and cannot be successfully authenticated due to the network malfunction, calls are not permitted.

If an MS has already been registered on the network, and has already been authenticated, and cannot be successfully re-authenticated due to network malfunction (e.g. the was not able to provide authentication pairs RAND, SRES), the Parties agree that calls are permitted and that the will receive the charge.

ANNEX 5.3 INFORMATION ON SIGNALLING INTERCONNECTION AND/OR IP CONNECTIVITY

The implementation of the Signalling Protocols and/or Inter-PLMN backbone (as defined in IREG PRDs) shall be in accordance with the Technical Specifications and relevant GSM Association Permanent Reference Documents with the exception of Public Mobile Network specific deviations and/or chosen options agreed by both Parties during the testing phase.

The technical information relevant for International Roaming shall be exchanged between the Parties as part of IREG testing procedures and IREG PRDs.

Each Party agrees to adhere to the processes set out in PRD IR.21, Article 4: Procedures for Updating the Database, when making changes in the numbering and addressing information with an impact on International Roaming.

ANNEX 6 FRAUD PREVENTION PROCEDURES

The Parties shall implement fraud prevention procedures as specified by the GSM Association within BARG Binding PRD BA.20.

ANNEX 7 ROAMING PROVIDER SERVICES, TARIFFS AND OTHER INFORMATION

The Roaming Provider may send the Direct Wholesale Roaming Access Seeker an XML version of their RAEX AA.14 and RAEX IR.21.

**ANNEX 8 DIRECT WHOLESALE ROAMING ACCESS SEEKER CONTACT DETAILS
AND OTHER INFORMATION IMPORTANT TO THE RELATIONSHIP NOT PROVIDED
ELSEWHERE IN THE AGREEMENT**