

EU regulation – Wholesale Resale Access Offer – List of Services

Services mentioned in the table below are offered by Vodafone Italia SpA to the Company according to the terms and conditions of 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 EU Regulation) and subsequent amendments and additions

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 Italia SpA 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
Wholesale billing	<p>Vodafone Italia SpA will perform wholesale billing and deliver to the Company the information related to traffic usage such as:</p> <ul style="list-style-type: none"> – 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 Italia SpA will setup an interface to enable the Company to: <ul style="list-style-type: none"> – 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 Italia SpA 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 charge also prepaid customers for their roaming usage, Vodafone Italia SpA 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
Notification services	Vodafone Italia SpA will enable the Company to distribute notification to their respective end-users to be able to facilitate: <ul style="list-style-type: none"> – Welcome SMS – Bill shock features – Etc. 	Fair and reasonable prices negotiated between the Parties according to art. 3, par. 4 of the EU Regulation
Troubleshooting and wholesale customer service	Vodafone Italia SpA will provide troubleshooting procedures and II Level wholesale customer support	Fair and reasonable prices negotiated between the Parties according to art. 3, par. 4 of the EU Regulation

In the event that the Access Seeker does not have in place the necessary systems for a proper interface with the existing Vodafone Italia SpA 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.

Furthermore, according to art. 3, par. 7 of the EU Regulation, any other service which is not included above will be negotiated in good faith between the Parties.