



Reference Line rental Offer
(RLO)

Entreprise des Postes et Télécommunications

2007-2010

DOCUMENT APPROVED BY ILR VIA ILR'S REGULATION
REFERENCED 08/126/ILR dated February 6th 2008.

| Date | Status as from 1st January 2009 onwards |
|-------------|-----------------------------------------------------------------------------------------------------------|
| 11.02.2009 | Document updated to include ILR's regulation referenced 08/126/ILR dated February 6 th , 2008. |

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1. INTRODUCTION

- 1.1. This Reference Line rental Offer ("RLO") defines the minimum terms and conditions which EPT shall apply to OAOs in order to provide them with wholesale line rental services ("WLR Services").
- 1.2. A standard agreement completing the terms and conditions outlined in this RLO, notably as regards to the applicable operational modalities, will be concluded between EPT and the OAO ("WLR Agreement").
- 1.3. This RLO shall be valid as from April 1st, 2007 onwards, unless a new RLO is approved by the ILR. Beginning of service operations shall be October 2007. The corresponding WLR Agreements with the OAOs shall be concluded for a one-year initial period and be automatically renewed on a year-to-year basis.
- 1.4. The content of this RLO may be reviewed and amended in order to comply with applicable rules and regulations, after ILR's prior approval.
- 1.5. Unless defined otherwise, the terms used in this RLO shall be interpreted in accordance with the Law of May 30th, 2005 on Networks and Electronic Communication Services and its implementing regulations.
- 1.6. This RLO includes all the Schedules attached hereto, which detail the different WLR Services covered by this RLO and constitute an integral part thereof.

2. DEFINITIONS

Unless the context requires otherwise, the words and expressions used in this RLO shall have the following meaning:

| | |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CbC - Call-by-Call | The usage by the End-User of the CSC of an OAO for a specific telephone call. |
| CPS - Carrier Pre-Selection | A pre-programmed selection of an OAO allowing the access to telecommunication services provided by that OAO, without the need for the End-User to dial any CSC. |
| CSC - Carrier Selection Code | A selection code as defined and allocated by the ILR to an OAO and which is used to enable the originating access service. |
| Directory Service | Any paper based or electronic telephone directory service. |
| Donor Operator | An OAO or EPT, but other than the Receiving Operator, which supply an End-User with telephone services that the said End-User wants to have transferred in whole or in part to a Receiving Operator, e.g. a Migration. |
| OAO(s) – Other Alternative Operator(s) | Any legal or natural person exploiting telecommunication networks and/or providing telecommunication services and notified at the ILR pursuant to the law of May 30, 2005 on Networks and Electronic Communication Services for the provisioning of the telephone services specified in this RLO. |
| End-User | The legal or natural person with whom EPT or an OAO has entered into a contract for the provision of publicly available telecommunication services in relation to a telephone access line. |

| | |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EPT | Entreprise des Postes et des Télécommunications, an autonomous "Etablissement Public" created by the "Loi du 10 août 1992 portant création de l'Entreprise des Postes et Télécommunications". |
| General Terms and Conditions | The applicable EPT General Terms and Conditions for telecommunication services. |
| ILR - Institut Luxembourgeois de Régulation | The national regulatory authority in Luxembourg. |
| ISDN - Integrated Services Digital Network | ISDN basic rate single access line with two B-channels and one D-channel. |
| Law | All relevant and applicable national and EU legislations, including their respective implementation rules and decrees. |
| Migration | Migration of an active PSTN/ISDN access line, whereby the access line services initially provided by the Donor Operator will be cancelled and then activated for further provision by the Receiving Operator. |
| MSN | Multiple Subscriber Numbers |
| NTP - Network Termination Point | The termination point of the raw copper section at the End-User's premises at which point the EPT's access network ends. For ISDN, the NTP includes the NT/NT2ab equipment. |
| Number Portability | The case where an End-User retains its originally assigned directory number after a Migration. |
| Numbering Plan | The national numbering plan as defined by ILR. |
| Operations Manual | Document(s) containing the workflows and technical information related to this RLO and WLR Agreement provided to the OAO. |
| Parties | Jointly EPT and the OAO with which a WLR Agreement for the provisioning of WLR Services has been or is to be concluded. |
| Party | Either the EPT or the OAO with which a WLR Agreement for the provisioning of WLR Services has been or is to be concluded. |
| PoI - Point of Interconnect | Point of interconnect as defined in the applicable RIO. |
| POTS | Plain Old Telephone System |
| PSTN | Public Services Telephone Network |
| Receiving Operator | An OAO or EPT, other than the Donor Operator, with which an End-User has entered into a contract for the transfer of telephone services from the Donor Operator and further provision thereof by the Receiving Operator, e.g. a Migration. |
| RIO - Reference Interconnect Offer | The applicable Reference Interconnect Offer of EPT. |
| RLO – Reference Line rental Offer | The present reference offer for WLR Services offered by EPT to OAO. |
| RUO - Reference Unbundling Offer | The applicable Reference Unbundling Offer of EPT for the provision of Local Loop Unbundling Services approved by ILR. |
| Schedule(s) | The schedules attached to this RLO, as listed on page 2 hereof. |
| ULL (Local loop Unbundling) Services | The unbundling services as specified in the RUO. |
| WLR Agreement | The agreement between EPT and an OAO for the provision of the WLR Services under a RLO, including the schedules and – if relevant – amendments thereto, which: <ul style="list-style-type: none"> (i) has already been executed prior to the entry into force of this RLO and which will be automatically amended thereby, or which (ii) will be later on executed for the purpose of and in compliance with this RLO. |
| WLR Services | The Wholesale Line Rental services and related telecommunication facilities defined under article 3.1 of this RLO and offered by EPT to OAO pursuant to the present RLO for the purpose of providing specific telephone access lines. |

3. RLO SCOPE AND SERVICE DESCRIPTION

- 3.1. The RLO includes the following WLR Services on EPT's fixed public switched telecommunications network in Luxembourg:
- analogue POTS access line,
 - ISDN basic rate single access line, and
 - associated facilities as defined in the present RLO.

- 3.2. The WLR Services are offered with the OAO's CPS or CbC according to the technical and financial conditions included in the RIO.

For the sake of clarity, per given access line, only the OAO subscribed to that WLR Services can be pre-selected, while CPS does not prevent the End-User from using other OAO's CSC, including EPT, on a CbC basis.

- 3.3. The WLR Services are only provided to OAO providing public switched telephone services to End-Users.

- 3.4. Numbers allocated to the WLR Services are those from EPT's number range of its national geographic numbering plan or numbers that have been ported to EPT. The End-User shall keep the number allocated to it throughout the Migration process while activating the WLR Services, while a number allocated to a WLR line cannot be ported out.

- 3.5. The technical conditions applicable to the WLR Services provision will be the same as the ones of the PSTN/ISDN services provided by EPT to its retail End-Users as defined in EPT's General Terms and Conditions.

- 3.6. These conditions and procedures may be adapted from time to time due to changes in applicable Law.

- 3.7. The WLR Services are incompatible with the "Full Local Loop Unbundling" services.

- 3.8. The WLR Services may only be provided in conjunction with the applicable RIO. As a consequence, an OAO willing to be granted with WLR Services as referred to in this RLO shall also enter into an interconnect agreement with EPT, in compliance with the RIO.

- 3.9. The WLR Services shall only be provided on a telephone line where an NTP exists in the End-User's premises and where the necessary capacities are available.

Unconnected buildings may be connected, subject to prior survey and feasibility study, upon the building owner's request addressed to the EPT, it being specified that the related costs shall be paid by the said requesting building owner, while once the building has been connected, the concerned OAO may further order WLR Services to EPT.

- 3.10. The WLR Services and demarcation points applicable under this RLO are shown in figure 1 hereafter. EPT shall be responsible for the provision of WLR Services on EPT's public switched fixed telephone network up to the NTP located in End-User's premises. The services to be provided between

EPT's public switched telephone network and the PoI will be provided by EPT pursuant to the RIO stipulations and related interconnect agreement signed with the OAO. EPT's responsibilities end at the demarcation points, namely the PoI on one side and the NTP on the other side.

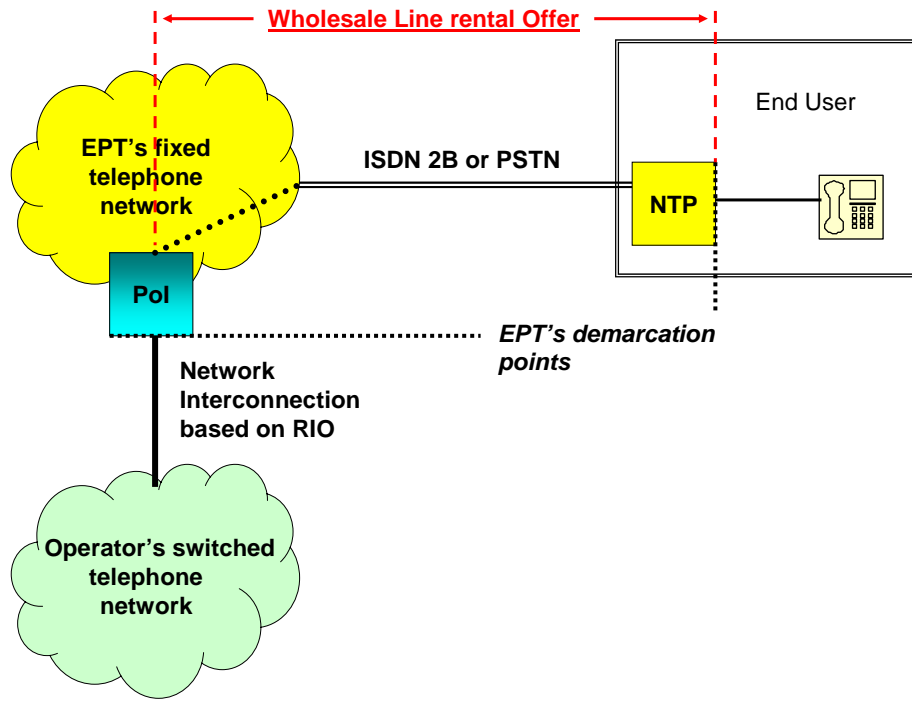


Figure 1

4. TRANSFER OF SERVICES and MIGRATION

- 4.1. EPT offers a range of possible transfers from EPT or a Donor Operator to a Receiving Operator in relation to WLR Services (figure 2). The detailed conditions and procedures for transferring the WLR Services will be detailed in the WLR Agreement in compliance with this article 4.

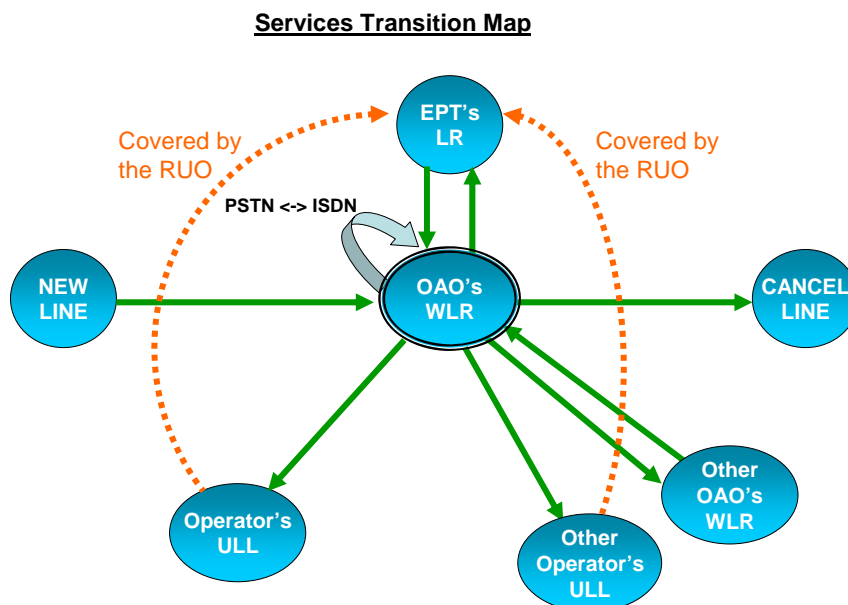


Figure 2

- 4.2. For the Migration of existing WLR Services, the Receiving Operator has to prior agree in writing with the End-User upon the Migration and the End-User has to confirm in writing to the Receiving Operator that it cancels the current telephone access services provided by the Donor Operator in compliance with applicable contractual obligations between that End-User and the Donor Operator. The Receiving Operator shall provide a copy of the above-mentioned confirmation to the Donor Operator upon its request.

For obtaining the effective Migration of the WLR Services from the Donor Operator to the Receiving Operator, the Receiving Operator shall order the Migration to EPT in compliance with applicable procedures. The Donor Operator will be informed by EPT of the cancellation of the WLR Services further to the achievement of the contemplated Migration.

- 4.3. EPT has a regulatory obligation to provide its access lines to third parties in compliance with the rules and conditions defined by the ILR and further specified in the applicable RUO. Consequently, WLR Services cannot be offered by EPT on an unbundled line and, as such, in case of a third party's request for ULL Services on a telephone line where WLR Services are provided, the WLR Services will have to be prior cancelled by EPT upon receipt of the request for ULL Services and the concerned OAO will be informed thereof.

For the avoidance of doubt, the concerned OAO may not request any cancellation fees towards EPT as a consequence of the above.

5. ORDERING AND PROVISIONING

- 5.1. The applicable WLR Services ordering and provisioning procedures are specified to the OAO in the Operations Manual, attached to the WLR Agreement, and shall be complied with by the concerned OAO.
- 5.2. The exchanges of requests related to WLR Services ordering and provisioning shall be achieved using standardised electronic file exchange systems (XML), while the concerned OAO shall interconnect appropriately with the electronic systems used by EPT for this purpose.
- 5.3. EPT will treat new orders, cancellation and/or change requests of the OAOs in a non-discriminatory way and based on the principle of "first come - first served". Incomplete and/or non compliant requests will be rejected and consequently not handled by EPT, while similar requests may be grouped in order to allow mass processing.
- 5.4. The processing times specified in Schedule 1 - Parameters attached hereto, are valid for continuous operations in the boundaries of T5a, T5b and T5c. In case the number of orders per category exceeds these boundaries, the standard delivery times may consequently not be respected.

6. SERVICE LEVEL, MAINTENANCE, FAULT REPORTING AND REPAIR

- 6.1. The service level, maintenance and repair conditions applicable to the provision of WLR Services are the same as defined in the General Terms and Conditions applicable to the EPT's retail End-Users, which are integral part of the WLR Agreement. EPT will provide to the OAO contact points for maintenance, fault report and repair, it being specified that the said contact points are for the OAO's exclusive use only and shall not be passed over to third parties, and in particular to End-Users, whichever may be the reason.
- 6.2. The OAO's fault reports will be accepted by EPT on a 24/7 basis, provided the said fault reports will have been issued via e-mail by the OAO in compliance with the detailed fault report and repair procedures as defined in the WLR Agreement and contain sufficient and appropriate information from the OAO to allow the reasonable diagnosis of the reported fault and to

enable the resolution works of the reported fault until full remedy thereof. Upon acceptance by EPT of a fault report, EPT will start the fault localisation and clearance process within normal working hours.

- 6.3. EPT will not accept any fault report transmitted directly by OAO's End-Users and shall not be obliged in such case to inform the OAO of such reported fault. OAO has to inform the End-User about its own responsibility in this respect as OAO and communicate its own fault contact points to the End-User in order to prevent any abuse of EPT's support services.
- 6.4. Prior to submitting any fault report, the OAO shall ensure that a genuine fault exists and that every effort has been made to check that the fault resides within EPT's area of responsibility (i.e. on EPT's public switched fixed telephone network up to the NTP located in End-User's premises, excluding any End-User's installations and/or equipment).
- 6.5. OAO shall co-operate with EPT's reasonable requests in an effort to locate and if possible resolve any fault.

EPT reserves the right to contact and make an appointment directly with the OAO's End-User for the purpose of repairing the WLR Services. For the purpose of the above, the OAO shall provide appropriate End-User's contact details upon EPT's request and ensure that the End-User will grant EPT's field-force appropriate access to NTP within its premises as often as necessary and without undue delay for the fault clearance. In case of problems in this respect, EPT will report them to the concerned OAO, who shall contact directly the End-User and take all necessary arrangements to grant access for EPT to End-User's premises in the time frame agreed between the Parties. In case the End-User is absent when EPT's workforce is visiting it or the OAO hasn't given the correct and full contact information, the normal intervention times may not be respected and the intervention will be suspended.

- 6.6. Fault clearance interventions will be billed by EPT to the OAO as defined in Schedule 2 - WLR Services Price List attached hereto. In case of a wrongful repair request, i.e. when EPT has done all necessary measurements/checks of the WLR Services and results thereof prove that the fault is not caused within EPT's responsibility, the related costs will be charged to the OAO in compliance with Schedule 2 - WLR Services Price List.

7. BRANDING - RESALE

- 7.1. The OAO is entitled to resell the WLR Services under its own brand to its End-Users, but shall in no case use EPT's brand.
- 7.2. EPT is allowed to use, for all interventions in the context of this RLO, its normal vehicles and staff uniforms with all advertising on them as for its own products and services.
- 7.3. The OAO is not allowed to attach any branding or advertising signs on EPT's equipment and infrastructure, notably in End-User's sites.

- 7.4. The OAO has to inform EPT immediately about the complete identity of the End-Users of the WLR Services as well as any changes thereto.
- 7.5. The OAO has to inform its End-Users about the nature of the WLR Services as a reselling services of the EPT's line rental service, as well as about the respective responsibilities and roles of the parties involved. This must include the appropriate OAO's contact points for fault reporting as well as the technical and billing information for the End-User.

8. EPT's LIAISON WITH END-USERS

- 8.1. Without prejudice to the rights and obligations set out in the present RLO, EPT will not undertake customer handling/care of OAO's End-Users.
- 8.2. As part of providing the WLR Services, EPT may need to contact End-Users either via the OAO, or directly in the following circumstances:
 - (a) in relation to operational or emergency reasons incidental to or arising from EPT's service management of the EPT's network; or
 - (b) where the OAO has requested EPT to contact the End-User directly; or
 - (c) where necessary in relation to all appointments, changes to appointments and access arrangements with the End-User for engineering visits; or
 - (d) to assist with the provision of services and/or maintenance or repairs as appropriate; or
 - (e) where it is necessary for the performance of this RLO and/or the WLR Agreement.

In cases where EPT will contact directly the OAO's End-Users, it will, provided the circumstances require and/or allow this, reasonably inform the OAO thereof.

- 8.3. Without EPT's prior consent, the OAO shall not publish or give to End-Users any EPT's contact details, either as nominated by EPT to the OAO for the purpose of this RLO and/or the WLR Services, or otherwise, beyond the specific contact details defined for that specific purpose in the Operations Manual.
- 8.4. The OAO is solely responsible for the contractual relationships with the End-Users, notably for the purposes of billing and customer handling.

9. PERSONAL DATA PROCESSING

The OAO shall fully comply with article 41 of the "Loi du 2 août 2002 relative à la protection des personnes à l'égard du traitement des données à caractère personnel" and be solely responsible for carrying out all appropriate steps as specified in the said law, and in particular for providing appropriate identification information of its End-Users to the relevant national authorities.

10. DIRECTORY SERVICES

The RLO does not include any Directory Services. As a consequence, the OAO will be solely in charge of the inscription of the End-User in appropriate Directory Services.

11. BILLING

- 11.1. EPT shall provide to the OAO consolidated invoices once per month of all amounts due to it and calculated in accordance with the price list specified in Schedule 2 - WLR Services Price List.
- 11.2. Invoices are due and payable at the latest 30 calendar days after the date of receipt of the concerned invoice(s) (the "Due Date").
- 11.3. If the OAO fails to pay on the Due Date any amount due, the OAO shall automatically pay interest at the current applicable legal interest rate plus two (2) percent on any such amounts as from the day after the Due Date until the date on which payment is actually fully credited on EPT's bank accounts.
- 11.4. If the OAO makes any overpayment resulting from an error of the OAO in settling the concerned invoice(s) or from any wrong information provided by the OAO (and then which is not attributable to information provided by EPT), EPT shall refund such overpayment but shall not pay any interest on the overpaid amount.
- 11.5. The billing of EPT to and payments by the OAO will be performed irrespective of the OAO's billing and payment recovery processes and of the payments made or to be made by its End-Users. The OAO will be solely responsible for handling and settling all billing and/or payments complaints, disputes and information requests from its End-Users. For the avoidance of doubt, the OAO shall ensure that only disputes that are likely to be due to a 'fault' originating within EPT's area of responsibility will be reported with all appropriate information to EPT for further investigation by EPT, while such reporting shall not prevent the OAO from carrying further reasonable steps to confirm this and further inform EPT of any such results of its own investigations.
- 11.6. The dispute of an invoice by the OAO shall not free it from its obligation to pay the disputed invoice to EPT.

12. CHARGES AND PAYMENT

- 12.1. Applicable WLR Services prices are specified in Schedule 2 - WLR Services Price List. The charges are exclusive of VAT. Invoices are due and payable in EURO.
- 12.2. In order to compensate EPT for the preliminary work to be done to set up and maintain the WLR Services obligations towards the OAO irrespective of

the actual number of lines in service, EPT will charge to the OAO a setup fee as defined in Schedule 2 - WLR Services Price List.

13. RESPONSIBILITIES

- 13.1. EPT shall not be responsible for expanding, modifying or conditioning the EPT access network to provide EPT WLR Services offer to OAO and shall not be obliged thereto.
- 13.2. In case EPT informs the OAO about any necessary modifications impacting an End-User, its equipment and/or its installations, the OAO shall be responsible for informing the End-User about all necessary modifications then required and the service impacts that may occur consequently.

14. SYSTEM ALTERATIONS

- 14.1. Occasionally, EPT, acting reasonably, may suspend WLR Services as described in this RLO for any of the following reasons:
 - If required by a duly authorised national authority;
 - For the purpose of repair, maintenance or improvement of any of EPT's telecommunication systems and telecommunications apparatus.

Wherever possible, EPT will give the OAO written notice before performing any of the suspensions above and EPT will do its best efforts to restore the WLR Services as soon as possible after the concerned temporary suspension.

- 14.2. EPT shall have the right to disconnect the compliant equipment or any part of it without prior reference to the OAO if at such time, in the reasonable opinion of EPT, it is exposing or could expose any person to any danger of death or injury.
- 14.3. EPT shall have the right to request the OAO to disconnect the compliant equipment or any part of it within a reasonable time period, if, at such time, in the reasonable opinion of EPT, it is causing or is suspected of causing or could cause damage to EPT's telecommunication apparatus or other property or such exposure or damage is or could be imminent. EPT will immediately notify the OAO of the circumstances in which such compliant equipment has to be disconnected. If the OAO has not disconnected the compliant equipment within a reasonable time period, EPT shall have the right to disconnect itself the compliant equipment after prior notification to the OAO.
- 14.4. If EPT wishes to make a service affecting system alteration, it shall give to the OAO and to the ILR no less than T3 prior notice (as referred to in Schedule 1) with the date of the anticipated system alteration. The notice shall specify the technical details of the contemplated system alteration and the date of the anticipated system alteration. Following such notification,

EPT shall supply to the OAO such information, as the OAO may reasonably request, including, to the extent reasonably practicable, the potential impact on the services provided by the OAO to the End-Users.

15. BANK GUARANTEE

15.1. An irrevocable and unconditional bank guarantee issued in favour of EPT by an EU financial institution for an amount of 25.000,- € shall be provided by the OAO upon request of EPT:

- before EPT's acceptance of any order in case the OAO's creditworthiness appears to be not sufficient for the WLR Services to be provided by EPT; or in case
- the OAO has had repetitive credit defaults in the past towards EPT, whichever may be the type of services concerned;
- the OAO fails to make payment to EPT of any undisputed amount when due in relation to the WLR Services; or
- in case the OAO has a material, negative change in its financial conditions and/or creditworthiness.

15.2. The above-mentioned guarantee shall be issued for a period equivalent to the duration of the WLR Services offer.

16. PROCEDURE FOR REACHING AN AGREEMENT

16.1. WLR Agreements will be negotiated and entered into between EPT and an OAO, based on the standard terms and conditions set out in this RLO.

16.2. Requests for entering into a WLR Agreement with EPT shall be made in writing per registered mail to the following address:

**Entreprise des Postes et Télécommunications
Direction Générale
Service Régulation Télécommunications
L-2020 Luxembourg
Tel: +352 47 65 1
Fax: +352 47 51 10**

SCHEDULES

Schedule 1 - Parameters

| Timer | Value | Description |
|-------|-----------------------------------------------------------|----------------------------------------------------------------------|
| T1 | 5 working days | Response time to the survey request (End-User site connected or not) |
| T2a | 21 working days | Installation of a new line (connected site) |
| T2b | 5 working days | Migration from EPT to OAO or vice-versa and between two OAO |
| T3 | 1 week | Prior notice to system alterations |
| T4 | 2 working days | Fault repair |
| T5a | max. 5 installations per day for all Operators | New installation orders (existing infrastructure) treated per day |
| T5b | max. 100 migrations per day, all OAO and EPT included | Number of Migration orders treated per day |
| T5c | best effort | Number of Cancellation orders treated per day |
| T6 | N+1 working day; whereas N is the fault notification date | Fault Clearance |

The indicated timers are counted from the respective incoming message/notification at the EPT's contact point as specified in the WLR Agreement.

Schedule 2 - WLR Services Price List

All prices are in EUR VAT excluded.

1 Installation fees

| | PSTN | ISDN |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-----------|
| <i>Connection of an End-User building to EPT's telecommunications network</i> | | |
| Installation of a new line | to be ordered by the owner of the site towards EPT | |
| <i>Activation</i> | | |
| Activation of a new line, per line | 50,00 | 75,00 (*) |
| (*) including basic NT. NT/NT 2ab equipment remains the property of EPT. | | |
| Additional fee for an NT 2ab equipment | n.a. | 62,00 |
| Multiple service number (MSN), fee per number | / | 4,96 |
| Conversion of a PSTN line to an ISDN line | 50,00 | n.a. |
| Conversion of an ISDN line to a PSTN line | n.a. | 50,00 |
| <i>Moves</i> | | |
| Move of the access line to a new End-User address or another apartment of the same building | same fees as a new installation | |
| <i>Migrations and cancellations</i> | | |
| Migration of an existing line (in service) from a Donor Operator to a Receiving Operator, fee per line to be paid by the Receiving Operator | 12,50 | 14,38 |
| Migration of an Operator's WLR to the Operator's Unbundled line, fee per line | free of charge. ULL fees covered by the RUO | |
| Migration of an Operator's WLR to a third party operator's Unbundled line, fee per line | free of charge | |
| Hand-back charge for the migration of an Operator's WLR back to EPT, fee per line | free of charge | |
| WLR service cancellation without migration or hand-back to EPT, fee per line | free of charge | |

2 Monthly rental fees

| | Valid between: | PSTN | ISDN |
|-------------------------------------------------------------------------------------------|-----------------------|-------|-------|
| Monthly rental fee for the WLR service – per access line, with a minimum of 1 month term. | 01/10/2007-31/12/2008 | 13,97 | 19,20 |
| | 01/01/2009-31/12/2009 | 13,91 | 19,12 |
| | 01/01/2010-31/12/2010 | 13,86 | 19,06 |
| Multiple service number (MSN), fee per number | | n.a. | 1,24 |

3 Additional services

| | PSTN | ISDN |
|----------------------------------------------------------------|------------------------------------|-------|
| Feasibility check for a new telephone line or a change request | standard checks are free of charge | |
| WLR order cancelled before activation | 25,00 | 35,00 |
| Support of emergency calls as defined in the RIO | free of charge | |
| Termination of emergency calls to 112 | as foreseen in the RIO | |

Any additional services not covered by the present price list provided by EPT to the OAO upon it's request shall be billed according to EPT's public retail pricelist.

4 Facilities

Glossary:

| | |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| N.A. | not available |
| O.R. | on Request |
| O.R.W. | on request confirmable by writing. For security reasons, the End-User has to request in writing (signed by the authorised End-User) the facility towards the OAO. The OAO shall be able to provide this written request to EPT on its request. |
| D. | Available per default |
| Y | Yes |
| N | No |
| (1) | A facility not compatible with CPS cannot be offered by EPT if CPS is activated. |
| (2) | Usage fee. If not stated otherwise, usage fees are invoiced by EPT to the OAO in case where CPS is activated or to the End-User if CPS is not activated. |

| Service designation | Availability PSTN | Availability ISDN | Compatible with CPS (1) | Installation fee | Monthly rental | Usage fee (2) |
|------------------------------------------------------------------------------------|-------------------|-------------------|-------------------------|------------------|-------------------|-------------------------------------------------------------------------------|
| Appels en instance | O.R. | O.R. | Y | none | none | Y |
| Conférence à trois | O.R. | O.R. | Y | none | none | Y |
| Déviations d'appels | O.R. | D. | Y | none | none | Y |
| Déviations d'appels contrôlés à distance (with PIN code) | O.R. | O.R. | Y | none | none | Y |
| Envoi de messages (User to User signalling) | N.A. | O.R. | | none | none | free of charge if communication established, otherwise 0,1878 EUR per message |
| Affichage du numéro de l'appelant chez l'appelé autorisation / restriction ARRIVEE | O.R. | D. | N.A. | none | none | N.A. |
| Affichage du numéro de l'appelant chez l'appelé autorisation / restriction DEPART | O.R. | D. | N.A. | none | none | N.A. |
| Affichage du numéro de l'appelé chez l'appelant autorisation / restriction | O.R. | D. | N.A. | none | none | N.A. |
| Portabilité du terminal | | D. | | none | none | N.A. |
| Déviations d'appels activées par EPT | O.R.W. | O.R.W. | Y | 4,96 | 6,69 | Y |
| Renvoi d'appels sur annonce enregistrée personnalisée | O.R.W. | O.R.W. | N | 4,96 per line | 37,18 per message | none |
| Renvoi d'appels sur annonce enregistrée standardisée | O.R.W. | O.R.W. | N | 4,96 per line | 7,44 per line | none |
| Déviations automatiques en cas de rupture de ligne | N.A. | O.R. | Y | 2,50 per channel | 2,80 per channel | Y |
| Réveil automatique | D. | D. | Y | n.a. | n.a. | billed by EPT to the End-User |
| Ne pas déranger | D. | D. | Y | none | none | none |
| Transfert d'appel | O.R. | D. | Y | none | none | Y |
| Rappel automatique vers ligne occupée | O.R. | O.R. | N | none | none | billed by EPT to the End-User |
| Appel vers destination fixe après délai | O.R. | O.R. | Y | none | none | Y |
| Appel vers destination fixe après décrochage du combiné | O.R. | O.R. | Y | 4,96 | 6,20 | Y |

| | | | | | | |
|---------------------------------------------------------------------------------------------------|------|------|------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|----------|
| Blocage de numéros d'appels individuels (sortants) (black/white -list) | O.R. | O.R. | Y | 4,96 | list of: 1-10 nbrs: 2,48 11-20 nbrs: 4,96 21-30 nbrs: 7,44 31-40 nbrs: 9,92 41-50 nbrs: 12,39 | N.A. |
| Blocage de numéros d'appels entrants | O.R. | O.R. | N.A. | 5,00 | list of: 1-10 nbrs: 2,60 11-20 nbrs: 5,20 21-30 nbrs: 7,80 31-40 nbrs: 10,40 41-50 nbrs: 13,00 | N.A. |
| Blocage temporaire du raccordement | O.R. | O.R. | Y | 4,96 | 7,44 | N.A. |
| Réactivation d'un blocage temporaire | O.R. | O.R. | Y | none | none | N.A. |
| Blocage des appels avec communications payantes | O.R. | O.R. | Y | 4,96 | 6,20 | N.A. |
| Blocage des appels avec préfixe ' 0 ' | O.R. | O.R. | Y | Without secret code: 4,96 With secret code: 17,35 | 1,24 | N.A. |
| Blocage des appels à destination des services adultes (905 et assimilés) | O.R. | O.R. | Y | none | none | N.A. |
| Interception d'appels malveillants (fees per line) | O.R. | O.R. | Y | 4,96 per line | 14,87 per line (min. 1 month) | N.A. |
| Informations sur appels reçus dans le passé | O.R. | O.R. | N.A. | on quote | on quote | on quote |
| Echange du numéro d'appel | O.R. | O.R. | N.A. | 12,39 | none | N.A. |
| Modification du code secret (utilisé pour pouvoir modifier les paramètres de certaines facilités) | O.R. | O.R. | N.A. | 12,39 per modification | none | N.A. |
| Sub-adressing (adresses spécifiques pour différents terminaux) | N.A. | D. | N.A. | none | none | N.A. |

Requests for activation, change or cancellation of these facilities have to be addressed by the OAO to EPT. Descriptions of the facilities are available on EPT's Internet site www.ept.lu. Facilities may be added, deleted or changed by EPT at any time upon prior notice to the OAO.

5 WLR service setup fee

A one-off fee per OAO as well as a one-off fee per block of End-Users per OAO covering the setup of the WLR Services will be billed to the OAO as follows:

| | Price |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| One-off fee to be paid at the signature of the WLR Agreement by the signing OAO | 2.000,00 |
| One-off fee per block of 500 End-Users for a given OAO to be paid by the concerned OAO at the beginning of the usage of a new block (i.e. when the number of 1 End-User respectively 501 End-Users is reached by a given OAO, etc.) | 857,00 |

6 Manpower fees

6.1 **Manpower fees applicable to fault repair and special interventions requested by Operator**

Price A = Actual EPT manpower fee - per hour plus surcharges following the table below

Price B = Actual EPT manpower fee - per hour plus surcharges following the table below with a minimum of 250 Euros per intervention

Price C = Actual EPT manpower fee - per hour plus surcharges following the table below with a minimum of 500 Euros per intervention

The prices A, B and C are not applied if a general fault takes place.

| Time: | 6h00-7h00 | 07h00-19h00 | 19h00-22h00 | 22h00-6h00 |
|--------------------------|-----------|-------------|-------------|------------|
| Monday to Friday | 50% | 0% | 50% | 65% |
| Saturday | | 50% | | 65% |
| Sunday | | 70% | | 85% |
| Legal and public holiday | | 200% | | 215% |

| | Price |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Actual EPT manpower fee - per hour | 74,81 |
| All manpower fees are based on the Luxembourg price index 668,46. They will be updated following the evolution of this price index. | |

6.2 **Fault repair and clearance**

| | Price |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wrongful repair request | all the costs for work and travelling already performed by EPT for that repair request will be charged at a fee of 15,65 Euro per 1/4 hour intervention time and 26,00 Euro per intervention for travel time |

6.2.1 The fault repair is achieved within T4.

| <i>Time of intervention, (working days, from Monday to Friday)</i> | <i>Origin of the fault is situated</i> | <i>Price</i> |
|------------------------------------------------------------------------|----------------------------------------|--------------|
| 8am-5pm | On EPT's side | For free |
| 8am-5pm | On Operator's side | PriceA |

6.2.2 When the OAO wishes that the fault repair is done prior to other End-Users' requests or outside working hours, the following prices shall be applicable.

| <i>Time of intervention</i> | <i>Origin of the fault is situated</i> | <i>Price</i> |
|----------------------------------------------------------------------|----------------------------------------|--------------|
| Priority from 7am-7pm (Monday to Friday) and 8am-12pm (Saturday) | On Operator's or on EPT's side | Price B |
| From 7pm-7am from Monday to Friday, Saturday from 12am on and Sunday | On Operator's or on EPT's side | Price C |