

Melita Limited
Direct Wholesale Roaming Access Offer

Introduction

Melita Limited shall meet all reasonable requests for Direct Wholesale Roaming Access in accordance with Article 3 of the Regulation (EU) 2017/920 of the European Parliament and of the Council of 17 May 2017 “**Roaming Regulation**” and with the BEREC Guidelines on the application of Article 3 of the Roaming Regulation - Wholesale Roaming Access dated 9th June 2017.

Scope

The Direct Roaming Access Offer shall be made available to MNOs or full MVNOs (“the “Access Seeker”) to enable the roaming customers of the Access Seeker to gain access to regulated roaming mobile services in the areas where Melita Ltd operates as a public mobile network.

Melita Ltd shall establish an international roaming agreement with the Access Seeker and shall provide the following services:

- **Regulated Roaming Services** including the origination of Roaming Calls, Roaming SMS Messages and Data Roaming Service.
- **Supplementary Wholesale Roaming Services** including the termination of Incoming Calls, and termination of Incoming Roaming SMS Messages.

Melita Ltd and the Access Seeker shall establish a Direct Wholesale Roaming Access Agreement and the parties shall fulfil obligations in accordance with:

- Relevant Technical Specifications;
- All Binding GSM Association Permanent Reference Documents (PRD); and
- Non-binding GSM Association Permanent Reference Documents (PRD) which are agreed by both Parties and specifically set out in the Annexes such as:
 - GSMA PRDs related to Quality of Service;
 - GSMA PRDs related to Fraud Detection; and
 - GSMA PRDs relating to Billing and Charging.

Annexes shall constitute an integral part of the signed Direct Wholesale Roaming Access Agreement, which shall include:

- Agreement Management Principles;
- Services;
- Billing and Accounting;
- Settlement Procedure;
- Customer Care Principles;
- Testing;
- Security;
- Signalling Interconnection;
- Fraud Prevention Procedures; and
- Roaming Provider Services, Tariffs and other Information.

Bank Guarantee

Prior to the commercial launch of roaming services, Melita Ltd is entitled to request the Access Seeker to provide Melita a bank guarantee as a security against the Access Seeker’s non-compliance with any of the provisions of the signed Direct Wholesale Roaming Access Agreement.

Refusal or failure by the Access Seeker to provide the bank guarantee within thirty (30) days of the date of Melita Ltd's request for the same shall be deemed to be a breach of the Signed Direct Wholesale Roaming Access Agreement. Melita Ltd may revise the value of the bank guarantee based on the actual level of exposure.

Update of the Offer

This Offer is valid until a revised version is published and will be updated in order to be compliant with the Roaming Regulation or any other law, a decision of a competent authority or with an update of the BEREC Guidelines.

Applicable Legislation

This Offer is prepared in accordance with the Regulation EU No 2017/920 of the European Parliament and of the Council dated 17th May 2017 on roaming on public mobile communications networks within the Union and the BEREC Guidelines dated 9th June 2017 on the application of Article 3 of such regulation.

This Direct Wholesale Roaming Access Offer shall be governed by and construed in accordance with the referred Roaming Regulation and the Laws of Malta.

Summary of the Main Terms of Agreement

1 Starting Date

The actual commercial starting date for International Roaming ("IR") shall be the date as agreed by both Parties in written form after successful completion of all network and billing test procedures.

2 Implementation of the Network and Service

The Services made available to individual Roaming Customers shall only be those for which the Roaming Customers have valid legal relationships in their Home Public Mobile Network Operator ("HPMN").

The Visited Public Mobile Network Operator ("VPMN") providing Services to the HPMN Operator shall, under the same technical terms and conditions, offer the same Services to its other International roaming partners. The availability of Services may depend on the availability of appropriate functionality in the HPMN.

Both Parties agree that the Roaming Customers, during roaming, may experience conditions of service different from the conditions in their HPMN. However, conditions of service shall not differ substantially from those provided to the customers of the VPMN Operator.

3 Management of Modifications to the Services

Following notice of change served by either Party to implement new Services or change existing Services, both Parties shall discuss the impact of any such change for Roaming Customers (including Roaming Customers access to these Services) and shall agree the necessary actions to be performed, including without limitation, in relation to:

- a) Network and billing test procedures as set out in the Technical Specifications and the GSM Association Permanent Reference Documents, as requested by either Party;
- b) Administrative activities;
- c) The targeted starting date for the changed services.

4 Charging

The Access Seeker shall be liable for the payment of charges for Services provided by Melita Ltd as agreed to by both Parties.

5 Confidentiality

The Parties agree that all aspects of the contents of the Agreement shall be treated as confidential and that no information in respect to the content of the Agreement shall be disclosed without the prior written consent of both of the Parties except as necessary to implement the Agreement and inform customers.

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 herein. The other Party shall not use any Information other than in connection with the discussions between them and any transactions resulting there from, or for the borrowing of funds or obtaining of insurance, in which case the lenders or insurance companies are obliged to undersign a confidentiality undertaking which has the equivalent content as this section before receiving the Information. Each Party shall be liable towards the other Party in respect of any unauthorized disclosure of Information made by the lender or by the insurance company to whom it has disclosed Information.

The Parties will disclose Information only to their directors, employees, professional advisers and agents who need to know such Information for the purposes of providing roaming services and any

transaction resulting there from, or for the borrowing of funds or obtaining of insurance and who are informed of the confidential nature of such Information. Each Party shall be liable under this Agreement to the other Party in respect of any proven damage or loss to the other Party caused by its unauthorised use or disclosure of such information only up to the sum agreed to by both Parties.

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:

- a) In or passed into the public domain other than by breach of this section; or
- b) Known to a receiving Party prior to the disclosure by a disclosing Party; or
- c) Disclosed to a receiving Party without restriction by a third party having the full right to disclose; or
- d) Independently developed by a receiving Party to whom no disclosure of confidential Information relevant to such Information has been made.

This section shall survive the termination of the Agreement for a period of ten (10) years but shall not in any way limit or restrict a disclosing Party's use of its own confidential Information.

6 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.

Each Party 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.

7 Suspension of Services

Notwithstanding anything in the Agreement to the contrary, the VPMN Operator 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:

- a) Customers using equipment which is defective or illegal; or
- b) Customers causing any technical or other problems on the VPMN Operator's Public Mobile Network; or
- c) Suspected fraudulent or unauthorised use; or
- d) Authentication of the legal relationship not being possible; or
- e) Maintenance or enhancement of its Public Mobile Network.
- f) In of the event of permanent roaming or anomalous or abusive use of wholesale roaming access

In case of a proposed suspension of Services to all Roaming Customers, the VPMN Operator shall use its best efforts to give four (4) weeks written notice to the other Party prior to the suspension taking effect. If the suspension continues for more than six (6) months, the other Party shall have the right to terminate the Agreement with immediate effect by written notice.

Notwithstanding the provisions on the Implementation of networks and services, the HPMN Operator has the right at any time, for technical reasons, without liability but giving reasoned written notice to the VPMN Operator, to suspend access to the VPMN Services for its own customers roaming in the VPMN Operator's network. Alternatively, if it is technically more practicable the HPMN Operator may

require that the VPMN Operator takes actions to suspend all of its Services to Roaming Customers of the HPMN Operator. The VPMN Operator shall use its best efforts to comply with such requirement within seven (7) calendar days after receipt of the notice.

The suspension shall be removed as soon as the technical reason for the suspension has been overcome by the VPMN Operator to the satisfaction of the HPMN Operator

8 Force Majeure

Non-performance of either Party's obligations pursuant to the Agreement or delay in performing same 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 in the section 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

9 Duration of the Agreement

The Agreement comes into force on the Date of the Agreement and subject to clause on termination and suspension shall remain in force unless terminated by one of the Parties in writing subject to a period of notice of six (6) months.

10 Termination of the Agreement

In addition to the clauses on duration, suspension and termination, the Agreement may be terminated as follows:

By mutual agreement of the Parties; or

- a) 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 sixty (60) days of receipt of a written notice to such effect; or
- b) By one of the Parties, with immediate effect, if the other Party becomes bankrupt or insolvent or if that other Party enters into any composition or arrangement with its creditors and that other Party 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; or
- c) By written notice of either Party to the other in the event that IR becomes technically or commercially impracticable on either Party's Public Mobile 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 sixty (60) days of receipt of a written notice to such effect; or
- d) 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.

11 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.

12 Other

The agreement shall also include clauses on liability, changes to the Agreement, compliance with laws, dispute resolution and other miscellaneous issues.