

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) 2022/612 of the European Parliament and of the Council of 6 April 2022 on roaming on public mobile communications networks within the Union (recast) “**Roaming Regulation**” and with the BEREC Wholesale Roaming Guidelines on the application of Article 3 of Regulation (EU) 2022/612 on roaming on public communications networks within the Union.

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 Limited operates as a public mobile network.

Melita Limited shall establish an international roaming agreement with the Access Seeker and shall provide Regulated roaming services, which comprise mobile voice calls, SMS, and data services as defined in Art. 2 (2) (g), (i), and (j) of the Roaming Regulation.

Melita Limited may provide access to these regulated roaming services in compliance with Art. 3 with respect to the conditions set out in BEREC’s Wholesale Roaming Guidelines and in accordance with this Reference Offer. Moreover, Melita Limited may provide additional services which are not regulated under the Roaming Regulation. However, requests for access to additional non-regulated roaming services may be subject to technical feasibility analysis and commercial terms must be negotiated in good faith.

Melita Limited 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 Limited 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 Limited's request for the same shall be deemed to be a breach of the Signed Direct Wholesale Roaming Access Agreement. Melita Limited 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 Wholesale Roaming Guidelines.

Applicable Legislation

This Offer is prepared in accordance with the Regulation (EU) 2022/612 of the European Parliament and of the Council of 6 April 2022 on roaming on public mobile communications networks within the Union (recast) and the BEREC Wholesale Roaming Guidelines 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 on 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 Wholesale International Roaming Access Services

Melita Limited shall meet all reasonable requests for access to services that may be necessary to allow the access seeker to replicate the retail mobile services offered domestically where it is technically feasible, with the same limitations, if any, to which Melita Limited’s customers are subject to.

The technical conditions of the services provided with this Reference Offer are equivalent to those relevant for the provision of services to Melita itself.

a. Services Provided at Regulated Rates

The Services that are listed below are offered by Melita Limited to the Access Seeker.

Access Seekers are granted, as a minimum, access to CAMEL Phase 1 functionalities as per Regulation (EU) 2022/612, allowing Access Seekers basic call management of prepaid calls. Additionally, Melita Limited can also offer CAMEL Phase 2 functionalities.

Melita Limited shall provide Regulated roaming calls, SMS and Data as follows:

- Mobile Outgoing roaming Calls (MOC) generated by the Access Seeker's Roaming Customer on Melita Limited's network to EU destinations excluding satellite and premium numbers and calls to any other value-added services
- Mobile Termination (incoming) roaming Calls (MTC) to the Access Seeker's Roaming Customer on Melita Limited's network from EU destinations
- Mobile Outgoing roaming SMS (SMS MO) generated by the Access Seeker's Roaming Customer on Melita Limited's network to EU destinations excluding satellite and premium numbers and calls to any other value-added services
- Mobile Termination (incoming) roaming SMS (MT SMS) to the Access Seeker's Roaming Customer on Melita Limited's network from EU destinations
- Mobile roaming data traffic generated by the Access Seeker's Roaming Customer on Melita Limited's network

b. Other Services that may be provided include:

- Mobile Outgoing roaming Calls (MOC) generated by the Access Seeker's Roaming Customer on Melita Limited's network to Non-EU destinations
- Mobile Termination (incoming) roaming Calls (MTC) to the Access Seeker's Roaming Customer on Melita Limited's network from Non-EU destinations
- Mobile Outgoing roaming SMS (SMS MO) generated by the Access Seeker's Roaming Customer on Melita Limited's network to Non-EU destinations excluding satellite and premium numbers and calls to any other value-added services
- Mobile Termination (incoming) roaming SMS (MT SMS) to the Access Seeker's Roaming Customer on Melita Limited's network from Non-EU destinations

5 Charging

The Access Seeker shall be liable for the payment of charges for Services provided by Melita Limited:

- Wholesale charges for regulated roaming services, the maximum average wholesale charge that Melita Limited applies to the access seeker shall be the specified charges as established by Regulation (EU) 2022/612
- Wholesale charges for unregulated roaming services, any additional unregulated services, not included in the Regulation (EU) 2022/612 will be subject to commercial negotiation and agreed to by both Parties.

6 Emergency Communications

The access seeker has access, free of charge, to emergency services through emergency communications to the most appropriate PSAP and to enable the transmission, free of charge, of caller location information to the most appropriate PSAP while using roaming services, to enable its customers to have access, free of charge to emergency services.

Emergency Services	Identifier
European emergency telephone number	112
Fire brigade service	112
Sanitary/Ambulance Emergency	112

7 Interoperability Information

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

The Access Seeker 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.

The Access Seeker may request that the wholesale service is to be provided via a hub. In the case that the connection via a hub is to entail additional costs for Melita Limited (as monthly fees or any additional fee to be paid to the hub service provider), the Access Seeker will be liable to pay these additional costs incurred by Melita Limited.

Technical information related to roaming interoperability must be contained in detail in the IR.21 documents from the Access Seeker and Melita Limited. A summary of key elements shared below:

a. Radio Technologies and Frequencies

Melita Limited's mobile network as VPMN supports the following technologies and frequencies:

Technology	Frequency list
2G-GSM frequencies	Unsupported
3G-UTRA/FDD frequencies	1 - IMT 2.1 GHz, 8 - 900 MHz
4G-E-UTRAN frequencies	1 - IMT 2.1 GHz, 20 - 800 MHz EDD
5G NR frequencies	n1 - FDD 2100, n78 - TDD 3500

b. Routing Information

E.212 Number series	Mobile Country Code (MCC): 278 Mobile Network Code (MNC): 77
E.214 Mobile Global Title: (MGT)	Country Code of MGT (CC): 356 Network Code of MGT (NC): 77

Where in the result of the reasonable requests for changing the service configuration to the other that in the Reference Offer, fair and reasonable charges may be levied to cover any additional costs.

8 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.

9 Service Quality and SLAs

Melita Limited shall, offer the same services to all Direct Wholesale Roaming Access Seekers under the same technical terms and conditions. Provided however the availability of services may depend on the availability of appropriate functionality enabling roaming.

Roaming Customers, during roaming, shall avail of the services under the same conditions of the service and which do not differ from those provided to customers of other Direct Wholesale Roaming Access requesters or Mobile Network Operators.

Melita Limited will reasonably endeavour to treat the Access Seeker in a non-discriminatory way and to the reasonable extent possible Access Seeker's end-customers will receive the same services according to the best effort principle as Melita Limited offers to other wholesale partners. The traffic of Access Seeker customers will be routed accordingly to current interconnection rules applied to traffic to/from Melita Limited customers, which also means the use of the same alternative routes in case of possible network malfunction or overflow.

Melita Limited will reasonably endeavour to provide Access Seeker with the same information on operational performance or the fault detection, fault handling and restoration of any incidents as Melita Limited provide to its other wholesale partners.

Melita Limited and Access Seeker will negotiate in good faith to agree where appropriate on reliable reporting and associated timelines. In order to minimize unnecessary costs, the degree of detail reported shall be limited to what is strictly necessary, in particular where there is no prior reason for concern over quality and where there are no apparent issues.

Melita Limited will reasonably endeavour to offer Services that are equivalent to mobile communication services offered domestically for its own customers which may be necessary in order for the Access Seeker to provide Regulated Roaming Services allowing the replication of retail mobile services offered domestically by the Access Seeker for its Roaming Customers, where this is technically feasible for Melita Limited. If Melita Limited does not provide the technology required by the Access Seeker to its own customers, Melita Limited will not be obliged to provide it to the Access Seeker.

10 Security and 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 and the General Data Protection Regulation (EU) 2016/679 (GDPR) and the Directive 2002/58/EC on privacy and electronic communications.

Security functions¹ of the individual Parties are specified below and within 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 PRDSG.15. The Parties agree that authentication shall be performed as specified below:

For Roaming Customers (at the commencement of GSM service, or 3G, 4G and 5G Non-Stand Alone (NSA) service) authentication is to be performed on every occasion of:

- Network access using IMSI
- Location updating involving VLR change
- Network access for at least 1 in x mobile originated and terminated call set-ups (incl. SMS) for the Access Seeker. (The value of x should be less than 10)

11 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

¹ This Offer is in accordance with Articles 40 and 41 of Directive (EU) 2018/1972 and Directive (EU) 2016/1148 concerning measures for a high common level of security of network and information systems across the Union

- 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 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.

Furthermore, without prejudice to the above Melita may also request that: a) this Agreement is revised in case of widespread permanent roaming or abusive or anomalous use; and b) a commitment by the access seeker to adopt, revise or enforce the fair use policies applicable to its customers in accordance with the rules detailed in the CIR or any future review of this implementing act.

12 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.

13 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.

14 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.

15 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.

16 Other

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