



## SERVICE CONTRACT GTS VOICE

Contract no.                      from date                      /                      /

### THE PARTIES:

NAME: "GTS"		"CUSTOMER"	
Company name	GTS Telecom SRL	Company name	
Address	92-96 Izvor Street, 1 <sup>st</sup> floor office A and 2 <sup>nd</sup> floor office A and B, 5 <sup>th</sup> district, Bucharest	Address	
Postal code	050564	Postal code	
Country	Romania	Country	
Company registration number	J40/19010/93	Company registration number	
Share capital	RON 7,368,415.02	Share capital	
Tax identification number	RO4419886	Tax identification number	
Bank account No., Bank	RO49BACX0000000135668000 Unicredit Bank-Grigore Mora  RO58INGB0001000142478915 ING Bank -Metropolis	Bank account No., Bank	
Răzvan Stoica – Managing Director		Authorized representative	

### WHEREAS:

The Customer wants to be provided by GTS with the "GTS Voice" service ("the Service") in compliance with the General Terms and Conditions ("GTC") and with this Contract;

GTS wants to provide the Customer with the "GTS Voice" service in compliance with the GTC and with this Contract;

The provisions of this Contract shall be supplemented with the provisions of the GTC.

Both the GTC and this Contract were made available to the Customer before signing this Contract. The name "Customer" from this Contract is the same as that of "User" from the GTC, and that of "GTC" is the same with that of "Provider" from the same document.

### AGREE as follows:

#### 1. PURPOSE OF THE CONTRACT

- 1.1. The purpose of this Contract is the provision of the GTS Voice Service to the Customer, which would allow the Customer to make and receive national and international telephone calls, towards and from telephone networks with which GTS has signed active interconnection agreements, as well as the insurance of operation of the above mentioned Service.
- 1.2. The Customer is not entitled to transmit national or international traffic towards the national or international telephone networks through the GTS Voice Service provided by GTS, according to this Contract. In case such provision shall be breached, art. 6.1. c) of this Contract corroborated with Art. 6.1.7. from the GTC shall be applied, and GTS reserves its right to request compensation.

GTS Telecom srl,

Customer:

Share Capital RON 7,368 mil; J40/19010/1993; RO4419886;

## 2. DURATION OF THE CONTRACT

- 2.1. This Contract shall enter into force on its signing date and, under the reserve of fulfillment of the terms and conditions set out in the GTC and this Contract, it shall remain in force for a period of time of **MONTHS** from the date of the Service's commissioning (the "**Initial Term**").
- 2.2. If neither Party notifies in writing the other Party, within 90 (ninety) days prior to the Contract's expiry date, of the fact that it wants the termination of the Contract on the expiry of the Initial Term or of any of the Extension Periods, and, implicitly, the termination of the Services' provision, this Contract shall be automatically extended for periods of two years ("**Extension Periods**").
- 2.3. For the entire duration of this Contract, the Parties agree not to terminate without cause the Contract, in whole or in part, otherwise the provisions of Art. 6.2. from this Contract and of Art. 12.4 from the GTC shall apply automatically.

## 3. SERVICE'S TARIFF AND PAYMENT METHODS

Service	Non-recurrent tariff (installation)	Recurrent tariff (Monthly subscription)	Currency
Voice traffic	-		EUR
Local Physical connection			EUR
<input type="checkbox"/> GTS TelVerde - numbers			EUR
<input type="checkbox"/> GTS Short Number - numbers			EUR
<input type="checkbox"/> Detailed invoice over the mail	3 Eur	3 Eur	EUR
<b>TOTAL</b>			<b>EUR</b>

- 3.1. The monthly tariffs for the phone numbers allocated to TelVerde service do not contain any minutes included. In addition to the monthly tariff, the Customer will be billed for the incoming voice traffic on the TelVerde numbers ("consumption"). The tariffs are mentioned in Annex of tariffs to the Contract.
- 3.2. The monthly tariffs for the phone numbers allocated to TelVerde service do not contain any minutes included. In addition to the monthly tariff, the Customer will be billed for the incoming voice traffic on the TelVerde numbers ("consumption"). The tariffs are mentioned in Annex of tariffs to the Contract.
- 3.3. The monthly tariffs for the fax numbers allocated to GTS Virtual Fax service do not contain any minutes included. In addition to the monthly tariff, the Customer will be billed for the outgoing voice traffic ("consumption"). The tariffs for outgoing minutes are the same with GTS Voice service and are mentioned in Annex of tariffs to the Contract.
- 3.4. The provisions of art. 4.1 (inclusive 4.1.1, 4.1.2 and 4.1.3) from art. "4. Tariffs and Payment Methods" from the GTC become inoperable and are replaced for the purpose of this Contract with the following clauses which are specific to the Service:
  - 4.1. The following invoicing principles shall be applied to the Service:
    - 4.1.1. the applicable non-recurrent tariffs shall be invoiced by the GTS in advance of the date of the Service's provision, the service's provision being conditioned by the payment of such tariffs; the payment term of such tariffs shall be 5 (five) business days as calculated from the Contract's signing date;
    - 4.1.2. the applicable recurrent tariffs – also named "subscription" – shall be invoiced monthly in advance; and
    - 4.1.3. the tariffs applicable depending on the usage level ("consumption") shall be invoiced monthly retroactively, for the previous month, representing the difference between the final value of the used Services, as calculated based on the tariffs per minute (Tariffs) and the Subscription for Voice Traffic, invoiced in advance.
    - 4.1.4. GTS reserves its right to invoice the Customer at any moment with any amount estimated based on the consumption until that day of the month (to secure itself of the full payment of the provided services). The invoice shall be due in 3 business days after its issuance date. If the Customer shall not send the payment confirmation to GTS within 3 business days from the invoice's issuance date, GTS reserves its right to suspend the provision of the services to the Customer until the payment is completed.
    - 4.1.5. The tariffs applicable to telephone calls are those provided within the List of Tariffs per Minute which is Annex of tariffs of this Contract.
    - 4.1.6. The charging of the Customer by GTS shall be made based on the data registered in the system of the latter. The value of each call shall be calculated based on its duration, as follows:
      - 4.1.6.1. National telephone traffic towards any landline or mobile national telephone network: the chargeable duration shall be a multiple of 60 seconds of the calls' duration, by rounding up the fractions which are lower than this value.
      - 4.1.6.2. International telephone traffic towards any landline or mobile international telephone network:
        - For calls with a duration of up to 60 (sixty) seconds, a full minute shall be paid.
        - For calls with a duration exceeding 1 (one) minute, the payable duration is considered in seconds, by calculating pro rata of the tariff per minute related to the destination.
      - 4.1.6.3. In case of TelVerde service, national telephone traffic received from any landline or mobile national telephone network: the chargeable duration shall be a multiple of 60 seconds of the calls' duration, by rounding

up the fractions which are lower than this value.

- 4.1.7. In case of minutes included in the monthly fee, the telephone traffic performed monthly by the Customer towards any destination – national and international – having a value equal with the Total of the recurrent tariffs for Voice Traffic, paid by the Customer, shall be considered as included in the subscription and shall not be charged.
- 4.1.8. In case of minutes included in the monthly fee, if the monthly telephone traffic performed by the Customer has a value which is lower than the Total of the recurrent tariffs for Voice Traffic paid by the Customer, the resulted difference in value shall not be carried forward.
- 4.1.9. Any new destination, national and / or international, that will be included in the GTS destination portfolio for GTS Voice service after the date of signing the Contract, will be published by GTS on the portal service.gtstelecom.ro, to which the Customer has access from the Contract's commencement date. GTS will have the right to bill all the Customer's calls made to the new destinations, which are not mentioned in the Contract, based on the tariffs mentioned on the portal. Adding new destinations will not be considered as unilateral Contract amendment as per the provisions of art. 4.7 from GTC, being accepted by the Customer. However, in case of discrepancies (e.g. doubled destinations with different tariffs) between the destinations mentioned in the Contract and destinations from the portal, the ones from the Contract shall prevail.

#### **4. DATE OF COMMENCEMENT OF SERVICE DELIVERY**

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- 4.1. The Parties agree as a date for the commencement of Service delivery the date when GTS sends a "Notification of opening the Voice GTS Service". When the Service is commissioned, GTS shall send to the Customer the document "Service Opening Notification". The Customer should accept the Service or notify GTS of its non-functionality within 3 (three) business days after the moment when the document "Service Opening Notification" is received via fax.
- 4.2. If the document "Service Opening Notification" is not returned to GTS and signed for confirmation within 3 (three) business days, GTS shall consider as a date of the "Service Opening Notification" document the date when the Contract entered into force and the date when the recurrent tariffs applicable to the Service are in force.
- 4.3. If the Service is not compliant with the technical parameters mentioned within the Contract, the Customer should send to GTS the document "Service Opening Notification" having attached the reason for the Service refusal, which should be argued at length, in writing, grounded and not related to Customer's fault.
- 4.4. If the Service is compliant with the parameters mentioned within the technical Annex and the reason is different than the parameters mentioned within the Contract, the Service shall be considered by both Parties as delivered, and GTS shall consider the date of the document "Service Opening Notification" as the date of commencement of the Contract and the date when the recurrent tariffs applicable to the Service are in force.

#### **5. NOTIFICATIONS/COMMUNICATIONS**

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Any communication which would be performed in relation to the aspects regulated by this Contract should be sent using the identification data mentioned within Annex C.

#### **6. SPECIAL PROVISIONS**

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- 6.1. Exclusively for the purpose of this Contract:
  - a) Any reference to SLA or NCGS in the "General Terms and Conditions" document shall be considered as inapplicable;
  - b) The term provided at art. 6.1.2 from the GTC shall be replaced with a new term of 3 (three) calendar days after the receipt of the written notification;
  - c) A new article, 6.1.7., shall be added to article 6.1. from the GTC, with the following reading:  
„is found that the Customer transmitted international traffic towards the national telephone networks (presented as being national or without CLI) through the Voice Service provided by GTS as per this Contract.”
- 6.2. As an exception to the provisions of art. 12.3 from the GTC, it is hereby agreed that, if the Customer unilaterally terminates this Contract, or if GTS terminates this Contract according to Art. 12.2 from the GTC, the Customer should pay all the tariffs for the Services delivered up to the moment of termination, including the date of the Contract termination, plus an amount equal to 6 (six) times the value of the invoice for the last month of Service delivery. This clause has the nature of a penalty clause.  
  
Any reference to the provisions of art. 12.3. from the GTC should be construed in light of the exception mentioned within the above paragraph.
- 6.3. The same amount as the one agreed at art. 6.2 from above should also be paid by the Customer if it ports, entirely or partially, its numbers from the GTS network without the fulfillment of the term from art. 2.2. of this Contract.
- 6.4. Acceptable Usage Policy: If the Customer acquired a prepaid minute package and uses more than 50% of the minutes to mobile destinations from Romania, GTS will apply for the volume exceeding 50%, considered as an acceptable usage

policy, the per minute tariffs as mentioned in Annex Tariff List for National destinations.

## 7. GENERAL

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- 7.1. The Customer agrees for GTS to be able to process data related to Service delivery, mainly data related to Service subscribers only for the purpose of performance of its activity, and GTS may include the Customer's name in its reference list.
- 7.2. The Customer undertakes to inform GTS, according to art. 14.7 from the GTC, in writing, of all the changes of its identification data, 7 days before they arise. If the Customer fails to fulfil such obligation, it shall be responsible for the damages caused to GTS.
- 7.3. The Customer agrees for its identification data to be included within subscribers' registers or information services regarding the subscribers<sup>1</sup>:
- YES                       NO
- 7.4. Each of the provisions of this Contract is independent. As a consequence, if any of such provision is or becomes null and void and cannot be legally enforced, it shall not impair the validity or the enforcement of the other provisions of this Contract, and the Parties shall make all the reasonable efforts to negotiate in good faith in order to replace the mentioned provision by one or more provisions which are satisfactory to any relevant authority, but that differs as little as possible from the replaced provision.

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<sup>1</sup> If the checking of any of the 2 boxes is omitted, GTS shall consider that the Customer expressed its disagreement regarding the inclusion of its data.

# ANNEX – Service Description

## 1. GTS Voice service description

GTS Voice service allows the Customer to make and receive national and international telephone calls, towards and from telephone networks with which GTS signed active interconnection agreements.

### Standard value added services included in GTS Voice:

CLIP	<p>Calling Line Identity Presentation</p> <p>The subscriber is informed with the identity of the caller; the information will be displayed in case the phone device has a display and Caller-ID.</p> <p><b>Configuration:</b></p> <ul style="list-style-type: none"><li>- the configuration is made only by GTS Telecom and cannot be modified by the Customer.</li></ul>
CLIR	<p>Calling Line Identity Restriction</p> <p>The calls made by the subscriber are marked with the label "restricted identity". So, the called persons will not be able to know the subscriber's identity even they would have the CLIP service activated.</p> <p><b>Configuration:</b></p> <ul style="list-style-type: none"><li>- activation code: *31#</li><li>- deactivation code: #31#</li><li>- status check: *#31#</li></ul>
CAW	<p>Call Waiting (valabil doar pentru FXS, implicit la ISDN)</p> <p>The subscriber can receive calls even he is engaged in another call and can commute between the active and the waiting calls.</p> <p><b>Configuration:</b></p> <ul style="list-style-type: none"><li>- activation code *43#</li><li>- deactivation code #43#</li><li>- status check *#43#</li></ul>

CFB/ CFNR	<p>Call Forwarding on Busy/ Call Forwarding on No Reply</p> <p>The received calls are redirected to another phone number (NUMBER) in case the subscriber's line is busy (Busy) or the subscriber does not answer (No Reply). In case the subscriber does not answer, the redirection can be made after 30 seconds by default or after another preset time (TIMER). The value is introduced in seconds:</p> <table border="0"> <thead> <tr> <th><b>Configuration:</b></th> <th><b>Busy</b></th> <th><b>No Reply</b></th> </tr> </thead> <tbody> <tr> <td>- activation code</td> <td>*69*(NUMBER)#</td> <td>*61*(NUMBER)# (pt 30 sec)</td> </tr> <tr> <td></td> <td></td> <td>*61*(NUMBER)*(TIMER)#</td> </tr> <tr> <td>- deactivation code</td> <td>#69#</td> <td>#61#</td> </tr> <tr> <td>- status check</td> <td>*#69#</td> <td>*#61#</td> </tr> </tbody> </table> <p><b>Note:</b></p> <p>The calls generated by this additional service are taxed according to the GTS Telecom tariffs' list, annexed to the contract.</p>	<b>Configuration:</b>	<b>Busy</b>	<b>No Reply</b>	- activation code	*69*(NUMBER)#	*61*(NUMBER)# (pt 30 sec)			*61*(NUMBER)*(TIMER)#	- deactivation code	#69#	#61#	- status check	*#69#	*#61#
<b>Configuration:</b>	<b>Busy</b>	<b>No Reply</b>														
- activation code	*69*(NUMBER)#	*61*(NUMBER)# (pt 30 sec)														
		*61*(NUMBER)*(TIMER)#														
- deactivation code	#69#	#61#														
- status check	*#69#	*#61#														
CFU	<p>Call Forwarding Unconditional</p> <p>The calls received by the subscriber are redirected unconditionally to another number (NUMBER) until the deactivation of the service.</p> <p><b>Configuration:</b></p> <table border="0"> <tbody> <tr> <td>- activation code:</td> <td>21*(NUMBER)#</td> </tr> <tr> <td>- deactivation code:</td> <td>#21#</td> </tr> <tr> <td>- status check:</td> <td>*#21#</td> </tr> </tbody> </table> <p><b>Note:</b></p> <p>The calls generated by this additional service are taxed according to the GTS Telecom tariffs' list, annexed to the contract.</p>	- activation code:	21*(NUMBER)#	- deactivation code:	#21#	- status check:	*#21#									
- activation code:	21*(NUMBER)#															
- deactivation code:	#21#															
- status check:	*#21#															

Rejecting call diverting	<p>GTS provides to the Client a simple and fast way to restrict automatically forwarding of calls by a third party to the terminal equipment of respective Client.</p> <p>Thus, a client can modify the redirect protection by forming:</p> <p>*93# -&gt; activation code</p> <p>#93# -&gt; deactivation code</p> <p>*#93# -&gt; status check</p> <p>**93# -&gt; active/inactive switching</p> <p><b>Note:</b> The protection applies only to the Clients with terminal equipment directly connected to GTS equipment. Protection does not apply to those transit GTS or have an own PBX.</p>
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**Note:** For all the additional services involving the generation of calls (CFB, CFNR, CFU, ENQ, TRFR), the charging of those calls shall be performed according to the attached price list. In the case of TRFR (Transfer), the transferred call shall be charged to the Customer, throughout its duration, even if the Customer left the call (the Customer hung up or is engaged in another call).

## 2. GTS TelVerde service description

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GTS TelVerde service offers the possibility that your customers to call you with no costs on 0800.4XX.XXX numbers.

GTS TelVerde numbers can be reached from national and mobile networks with which GTS has signed active interconnection agreements.

The Customer can choose from which destinations to be reached: fixed or mobile networks.

Details about invoicing are in art. 3. Service's tariff and payment methods from the Contract.

## 3. GTS Short Number service description

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GTS Short Number service offers the Customers 031.900X numbers which can be used for outgoing and incoming traffic.

The phone numbers from GTS Short Number can be reached from national and mobile networks with which GTS has signed active interconnection agreements.

## 4. Detailed information about incoming and outgoing calls

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GTS offers by default to its Customers on <https://service.gtstelecom.ro/> details about outgoing calls (for GTS Voice, GTS Short Number, GTS Virtual Fax) and incoming calls (for GTS TelVerde).

Also GTS can send on monthly bases over email these details of the calls. The email address will be specified by the Customer in the technical annex on this Contract. Any modifications to the standard structure will have additional tariff.

# ANNEX A – Technical details

## 1. Physical connectivity

Technically, the connection shall be performed through a communication channel provided by:

GTS  on the same local connection, according to Internet Service Provision Contract no ..... /.....; as such, considering that the GTS Voice Service is delivered through Internet Protocol, the Customer hereby accepts and declares that it shall not prevail in any respect (including, but not limited to credits in the SLA base) of any exception from SLA of the Internet Access Contract, in case such exceptions are due to the concomitant use of the GTS Voice Services and GTS Internet Access Services;

on a dedicated local connection

Customer.

## 2. Service delivery address:

County/District:		Address:	
Locality:		Zip Code:	

## 3. GTS Voice technical specification

Voice capacity:	kbps	
Type and number of voice ports:	<input type="checkbox"/> ISDN BRI	No. of ports:
	<input type="checkbox"/> ISDN PRI	No. of ports: Network identifier of the ISDN PRI: 031-22
	<input type="checkbox"/> FXS	No. of ports:
	<input type="checkbox"/> VoIP Protocol	Signaling <input type="checkbox"/> SIP <input type="checkbox"/> MGCP No. of simultaneous calls: Used codecs: <input type="checkbox"/> G.723.1, 6300 bps <input type="checkbox"/> G.711 A law 64000 bps Allocated band: kbps
Calls details	<input type="checkbox"/> No	
	<input type="checkbox"/> Yes	<input type="checkbox"/> Via the WEB interface at the address <a href="https://service.gtstelecom.ro">https://service.gtstelecom.ro</a> <input type="checkbox"/> Via email at the address:

## 4. Allocated phone numbers:

Phone Number	Allocated Port (ISDN BRI, ISDN PRI, or FXS)
03122	
03122	
03122	



03122	
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**5. Allocated GTS TelVerde phone numbers**

Phone number	Allocated port (ISDN BRI, ISDN PRI or FXS)
0800400	

**6. Allocated GTS Short Number phone numbers**

Phone number	Allocated port (ISDN BRI, ISDN PRI or FXS)
031.900	

**7. Allocated fax numbers**

Fax number	Number type	Assigned email account
	Număr nou GTS	
	Număr nou GTS	

# Annex B – Tariff List

## a. National Destinations

Destination	Tariff (EUR/min.)
National, GTS network	0.0090
National, other national networks	0.0097
National, main mobile networks: Vodafone, Orange, Cosmote, RDS, Romtelecom	0.0464
National, other mobile: Zapp	0.1350
Emergency number: 112	0.0000
Romtelecom directory: 118932	0.5000
Romtelecom added value services (1921, 1922, 1930, 1951, 1958, 1959)	0.2500

## b. International Destinations

AFGHANISTAN	0.3431 C
ALBANIA	0.1851 C
ALBANIA MOBILE	0.2956 C
ALBANIA SPECIAL SERVICES	0.5622 C
ALGERIA	0.2729 C
ALGERIA MOBILE	0.3808 C
AMERICAN SAMOA	0.2898 C
ANDORRA	0.1740 C
ANDORRA MOBILE	0.3721 C
ANGOLA	0.2821 C
ANGOLA MOBILE	0.3547 C
ANGUILLA	0.2962 C
ANTARCTICA	1.5265 C
ANTIGUA AND BARBUDA	0.2326 C
ARGENTINA	0.1570 C
ARGENTINA MOBILE	0.1998 C
ARMENIA	0.2336 C

ARMENIA MOBILE	0.3581 C
ARUBA	0.1507 C
ARUBA MOBILE	0.2357 C
ASCENSION ISLAND	2.3000 C
AUSTRALIA	0.1583 C
AUSTRALIA MOBILE	0.2570 C
AUSTRIA	0.0450 C
AUSTRIA MOBILE	0.1000 C
AUSTRIA SPECIAL	0.2500 C
AZERBAIJAN	0.2631 C
AZERBAIJAN MOBILE	0.3028 C
BAHAMAS	0.1726 C
BAHRAIN	0.1811 C
BAHRAIN MOBILE	0.2490 C
BANGLADESH	0.2251 C
BANGLADESH MOBILE	0.2831 C
BARBADOS	0.1256 C

BARBADOS MOBILE	0.2423 C
BELARUS	0.2821 C
BELARUS MOBILE	0.3017 C
BELARUS SPECIAL SERVICES	0.9402 C
BELGIUM	0.0450 C
BELGIUM MOBILE	0.1000 C
BELIZE	0.2328 C
BELIZE MOBILE	0.2438 C
BENIN	0.2950 C
BENIN MOBILE	0.3080 C
BERMUDA	0.1874 C
BHUTAN	0.2977 C
BOLIVIA	0.1974 C
BOLIVIA MOBILE	0.2643 C
BOSNIA AND HERZEGOVINA	0.2311 C
BOSNIA AND HERZEGOVINA MOBILE	0.3271 C
BOTSWANA	0.2376 C

BOTSWANA MOBILE	0.2500 C
BRAZIL	0.1018 C
BRAZIL MOBILE	0.3188 C
BRITISH VIRGIN ISLANDS	0.2455 C
BRUNEI DARUSSALAM	0.2363 C
BULGARIA	0.0500 C
BULGARIA MOBILE	0.4155 C
BURKINA FASO	0.2000 C
BURKINA FASO MOBILE	0.2468 C
BURUNDI	0.2571 C
BURUNDI MOBILE	0.3171 C
CAMBODIA	0.2501 C
CAMBODIA MOBILE	0.3001 C
CAMEROON	0.2526 C
CAMEROON MOBILE	0.4324 C
CANADA	0.0375 C
CANADA SPECIAL	0.1520 C

CAPE VERDE	0.3472 €
CAPE VERDE MOBILE	0.3972 €
CAYMAN ISLANDS	0.1626 €
CAYMAN ISLANDS MOBILE	0.2188 €
CENTRAL AFRICAN REPUBLIC	0.4167 €
CHAD	0.4308 €
CHILE	0.1513 €
CHILE EASTER ISLAND	0.5500 €
CHILE MOBILE	0.2223 €
CHILE SPECIAL	1.0038 €
CHINA	0.2082 €
CHRISTMAS ISLAND	0.2663 €
COCOS ISLANDS	0.2663 €
COLOMBIA	0.1979 €
COLOMBIA MOBILE	0.2431 €
COMOROS	0.4934 €
CONGO	0.3849 €
COOK ISLANDS	0.6789 €
COSTA RICA	0.1616 €
COSTA RICA MOBILE	0.2224 €
COTE D'IVOIRE	0.3063 €
COTE D'IVOIRE MOBILE	0.3063 €
COTE D'IVOIRE SPECIAL SERVICES	1.1705 €
CROATIA	0.1661 €
CROATIA MOBILE	0.2751 €
CUBA	1.0017 €
CYPRUS	0.1605 €
CZECH REPUBLIC	0.0475 €
CZECH REPUBLIC MOBILE	0.2769 €
DEMOCRATIC REPUBLIK OF CONGO	0.3621 €
DEMOCRATIC REPUBLIK OF CONGO MOBILE	0.3621 €

DENMARK	0.0325 €
DENMARK MOBILE	0.0800 €
DIEGO GARCIA	1.5000 €
DJIBOUTI	0.3948 €
DJIBOUTI MOBILE	0.4527 €
DOMINICA	0.2331 €
DOMINICA MOBILE	0.2981 €
DOMINICAN REPUBLIC	0.1405 €
DOMINICAN REPUBLIC MOBILE	0.2209 €
EAST TIMOR	1.0083 €
ECUADOR	0.2096 €
ECUADOR MOBILE	0.2219 €
EGYPT	0.2821 €
EGYPT MOBILE	0.2989 €
EL SALVADOR	0.2014 €
EL SALVADOR MOBILE	0.2671 €
ELLIPSO SATELLITE	6.1788 €
EMSAT	5.4483 €
EQUATORIAL GUINEA	0.2640 €
ERITREA	0.3497 €
ESTONIA	0.1639 €
ESTONIA MOBILE	0.3429 €
ESTONIA SPECIAL	0.6800 €
ETHIOPIA	0.3401 €
ETHIOPIA MOBILE	0.3442 €
FALKLAND ISLANDS	3.8723 €
FAROE ISLANDS	0.2238 €
FIJI	0.3871 €
FINLAND	0.0585 €
FINLAND MOBILE	0.0775 €
FRANCE	0.0350 €
FRANCE MOBILE	0.1000 €

FRENCH GUIANA	0.2521 €
FRENCH GUIANA MOBILE	0.3859 €
FRENCH POLYNESIA	0.3771 €
GABON	0.3903 €
GABON MOBILE	0.4893 €
GAMBIA	0.4729 €
GARUDA SATELLITE	2.9830 €
GEORGIA	0.2327 €
GEORGIA MOBILE	0.3251 €
GERMANY	0.0425 €
GERMANY MOBILE	0.0725 €
GHANA	0.2351 €
GHANA MOBILE	0.3059 €
GIBRALTAR	0.1872 €
GIBRALTAR MOBILE	0.3676 €
GLOBAL NETWORKS SATELLITE	6.0000 €
GLOBALSTAR SATELLITE	5.3250 €
GREECE	0.0400 €
GREECE MOBILE	0.0825 €
GREENLAND	0.4768 €
GRENADA	0.2510 €
GUADELOUPE	0.2371 €
GUADELOUPE MOBILE	0.3410 €
GUAM	0.2631 €
GUATEMALA	0.2084 €
GUINEA	0.4011 €
GUINEA BISSAU	0.5321 €
GUYANA	0.3676 €
HAITI	0.3550 €
HAITI MOBILE	0.2846 €
HONDURAS	0.2121 €
HONDURAS MOBILE	0.2735 €

HONG KONG	0.2067 €
HUNGARY	0.0400 €
HUNGARY MOBILE	0.0800 €
ICELAND	0.1631 €
ICELAND MOBILE	0.1977 €
ICO GLOBAL COMMUNICATIONS SATELLITE	6.3000 €
INDIA	0.1175 €
INDIA MOBILE	0.1225 €
INDONESIA	0.2413 €
INDONESIA MOBILE	0.3551 €
INMARSAT	8.0035 €
INTERNATIONAL FREEPHONE	7.7172 €
INTERNATIONAL NETWORKS	6.8100 €
IRAN	0.2363 €
IRAN MOBILE	0.2574 €
IRAQ	0.1811 €
IRAQ MOBILE	0.2151 €
IRELAND	0.0325 €
IRELAND MOBILE	0.2418 €
IRELAND SPECIAL	0.2500 €
IRIDIUM SATELLITE	4.3250 €
ISRAEL	0.0500 €
ISRAEL MOBILE	0.1700 €
ISRAEL PALESTINE	0.1744 €
ITALY	0.0350 €
ITALY MOBILE	0.1075 €
JAMAICA	0.1195 €
JAMAICA MOBILE	0.2905 €
JAPAN	0.2151 €
JAPAN MOBILE	0.3141 €
JORDAN	0.1740 €
JORDAN MOBILE	0.3138 €

KAZAKHSTAN	0.2536 €
KAZAKHSTAN MOBILE	0.3275 €
KENYA	0.1871 €
KENYA MOBILE	0.3291 €
KIRIBATI	0.6991 €
KUWAIT	0.2054 €
KUWAIT MOBILE	0.2561 €
KYRGYZSTAN	0.2643 €
KYRGYZSTAN MOBILE	0.3071 €
LAOS	0.2322 €
LATVIA	0.1802 €
LATVIA MOBILE	0.2812 €
LATVIA SPECIAL	0.5806 €
LEBANON	0.2091 €
LEBANON MOBILE	0.3086 €
LESOTHO	0.2786 €
LESOTHO MOBILE	0.3286 €
LIBERIA	0.4054 €
LIBYA	0.2841 €
LIBYA MOBILE	0.3329 €
LIECHTENSTEIN	0.0700 €
LIECHTENSTEIN MOBILE	0.2956 €
LITHUANIA	0.1786 €
LITHUANIA MOBILE	0.2581 €
LITHUANIA SPECIAL	0.5652 €
LUXEMBOURG	0.0500 €
LUXEMBOURG MOBILE	0.1700 €
MACAU	0.2394 €
MACAU MOBILE	0.4107 €
MACEDONIA	0.1921 €
MACEDONIA MOBILE	0.3452 €
MADAGASCAR	0.5526 €

MADAGASCAR MOBILE	0.5686 €
MALAWI	0.2245 €
MALAYSIA	0.1652 €
MALAYSIA MOBILE	0.2464 €
MALDIVES	0.6325 €
MALI	0.2392 €
MALI MOBILE	0.3514 €
MALTA	0.1896 €
MALTA MOBILE	0.2771 €
MARIANA ISLANDS	0.2303 €
MARSHALL ISLANDS	0.3988 €
MARTINIQUE	0.2321 €
MARTINIQUE MOBILE	0.3261 €
MAURITANIA	0.4350 €
MAURITIUS	0.2851 €
MAYOTTE ISLAND	0.2992 €
MAYOTTE ISLAND MOBILE	0.4496 €
MEXICO	0.1783 €
MEXICO MOBILE	0.2759 €
MICRONESIA	0.3395 €
MOLDOVA	0.1597 €
MOLDOVA MOBILE	0.2350 €
MOLDOVA SPECIAL	0.5705 €
MONACO	0.0689 €
MONACO MOBILE	0.3114 €
MONGOLIA	0.2831 €
MONTENEGRO	0.2306 €
MONTENEGRO MOBILE	0.3289 €
MONTserrat	0.2452 €
MOROCCO	0.2468 €
MOROCCO MOBILE	0.3735 €
MOZAMBIQUE	0.1858 €

MOZAMBIQUE MOBILE	0.2658 €
MYANMAR	0.3921 €
NAMIBIA	0.2513 €
NAMIBIA MOBILE	0.3383 €
NAURU	0.8045 €
NEPAL	0.3112 €
NETHERLANDS	0.0345 €
NETHERLANDS ANTILLES	0.2202 €
NETHERLANDS ANTILLES MOBILE	0.2702 €
NETHERLANDS MOBILE	0.0800 €
NEW CALEDONIA	0.4366 €
NEW ZEALAND	0.1706 €
NEW ZEALAND MOBILE	0.3348 €
NICARAGUA	0.1965 €
NICARAGUA MOBILE	0.2781 €
NIGER	0.2797 €
NIGERIA	0.2420 €
NIGERIA MOBILE	0.2225 €
NIUE	0.6133 €
NORFOLK ISLAND	1.3521 €
NORTH KOREA	0.5323 €
NORWAY	0.0345 €
NORWAY MOBILE	0.1429 €
OMAN	0.2606 €
PAKISTAN	0.2191 €
PAKISTAN MOBILE	0.3148 €
PALAU	0.4521 €
PALESTINE	0.1723 €
PALESTINE MOBILE	0.1890 €
PANAMA	0.1243 €
PANAMA MOBILE	0.2621 €
PAPUA NEW GUINEA	0.7121 €

PARAGUAY	0.2141 €
PARAGUAY MOBILE	0.2616 €
PERU	0.2711 €
PERU MOBILE	0.2889 €
PHILIPPINES	0.2311 €
PHILIPPINES MOBILE	0.2386 €
POLAND	0.0375 €
POLAND MOBILE	0.1075 €
PORTUGAL	0.0345 €
PORTUGAL MOBILE	0.0675 €
PUERTO RICO	0.1593 €
QATAR	0.2640 €
QATAR MOBILE	0.2771 €
REUNION ISLAND	0.4221 €
REUNION ISLAND MOBILE	0.4421 €
RUSSIA	0.1120 €
RUSSIA MOBILE	0.1730 €
RWANDA	0.2759 €
SAINT KITTS AND NEVIS	0.3479 €
SAINT KITTS AND NEVIS MOBILE	0.2943 €
SAINT LUCIA	0.3021 €
SAINT VINCENT AND THE GRENADINES	0.3057 €
SAMOA	0.5090 €
SAN MARINO	0.1701 €
SAN MARINO MOBILE	1.0575 €
SAO TOME AND PRINCIPE	0.9195 €
SAUDI ARABIA	0.2078 €
SAUDI ARABIA MOBILE	0.2894 €
SENEGAL	0.3395 €
SENEGAL MOBILE	0.4575 €
SERBIA	0.2404 €

SERBIA MOBILE	0.3256 €
SEYCHELLES	0.4396 €
SIERRA LEONE	0.5650 €
SIERRA LEONE MOBILE	0.4386 €
SINGAPORE	0.2076 €
SLOVAKIA	0.0375 €
SLOVAKIA MOBILE	0.1438 €
SLOVENIA	0.0500 €
SLOVENIA MOBILE	0.4650 €
SOLOMON ISLANDS	1.5154 €
SOMALIA	0.5051 €
SOUTH AFRICA	0.2276 €
SOUTH AFRICA MOBILE	0.3303 €
SOUTH KOREA	0.1100 €
SPAIN	0.0345 €
SPAIN MOBILE	0.0975 €
SRI LANKA	0.2571 €
SRI LANKA MOBILE	0.3134 €
ST HELENA	1.0395 €
ST MAARTEN	0.1200 €
ST PIERRE AND MIQUELON	0.6300 €
ST PIERRE AND MIQUELON MOBILE	0.5325 €
SUDAN	0.2631 €
SURINAME	0.2505 €
SURINAME MOBILE	0.2703 €
SWAZILAND	0.3350 €
SWAZILAND MOBILE	0.1981 €
SWEDEN	0.0325 €
SWEDEN MOBILE	0.0675 €
SWITZERLAND	0.0350 €
SWITZERLAND MOBILE	2.4572 €
SYRIA	0.2529 €

SYRIA MOBILE	0.3087 €
TAIWAN	0.2041 €
TAIWAN MOBILE	0.2160 €
TAJIKISTAN	0.2511 €
TANZANIA	0.2980 €
TANZANIA MOBILE	0.3500 €
THAILAND	0.2141 €
THAILAND MOBILE	0.2606 €
THURAYA SATELLITE	3.2500 €
TOGO	0.3988 €
TOKELAU	2.3500 €
TONGA	0.4121 €
TRINIDAD AND TOBAGO	0.2165 €
TUNISIA	0.4126 €
TUNISIA MOBILE	0.4240 €
TURKEY	0.0500 €
TURKEY MOBILE	0.1700 €
TURKMENISTAN	0.2766 €
TURKS AND CAICOS ISLANDS	0.2922 €
TUVALU	0.7366 €
UGANDA	0.2746 €
UGANDA MOBILE	0.3070 €
UKRAINE	0.2051 €
UKRAINE MOBILE	0.2321 €
UNITED ARAB EMIRATES	0.2446 €
UNITED KINGDOM	0.0305 €
UNITED KINGDOM MOBILE	0.1851 €
UNITED KINGDOM SPECIAL	0.2700 €
UNITED STATES	0.0375 €
URUGUAY	0.2455 €
URUGUAY MOBILE	0.3312 €
US VIRGIN ISLANDS	0.1647 €

UZBEKISTAN	0.2432 €
UZBEKISTAN MOBILE	0.2917 €
VANUATU	0.5597 €
VATICAN CITY	0.2100 €
VENEZUELA	0.0647 €
VENEZUELA MOBILE	0.2572 €
VIETNAM	0.2401 €
VIETNAM MOBILE	0.2921 €
WALLIS AND FUTUNA ISLANDS	3.0000 €
YEMEN	0.2971 €
ZAMBIA	0.1580 €
ZAMBIA MOBILE	0.2874 €
ZIMBABWE	0.2381 €
ZIMBABWE MOBILE	0.4440 €

**c. TelVerde tariffs**

The monthly fee for the TelVerde service does not contain any minutes included. The Customer will be billed for each call received on the TelVerde numbers, as follows:

Call source	Tariff (euro / minute)*
Call received from GTS network	0.0100 €
Call received from national fixed networks	0.0200 €
Call received from Orange's, Vodafone's and RCS&RDS's mobile networks	0.0800 €
Call received from Telekom Mobile's (ex Cosmote) mobile network	0.1000 €

**ANNEX C – Contact Data**
**1. GTS Contact Data**

	Commercial	Technical	GTS Customer Support Service
Name			Working hours: 24 x 7
Tel	+40 312 200 200	+40 31 220 0288	+40 31 220 0288
Fax	+40 31 220 0222	+40 31 220 0222	+40 31 220 0222
Email		<a href="mailto:sd@gtsro">sd@gtsro</a>	<a href="mailto:support@gts.ro">support@gts.ro</a>

**2. Customer Contact Data**

	Commercial (Contract Responsible)	Financial	Contact for technical support for Implementation*	Operational Technical Contact (after installation)
Name				
Address				
Landline telephone				
Mobile telephone				
Fax				
Email				
<input type="checkbox"/> Working hours 9-18 h	-----	-----	-----	
<input type="checkbox"/> Permanent 24 x 7	-----	-----	-----	

\* These data should be used for all the technical and coordination aspects during the Service's implementation. The persons mentioned within this annex shall be responsible for the delivery of equipment on behalf of the Customer, if appropriate.

**3. Billing Details**

GTS will send the invoices of the services described in the Contract:

Methods of sending the invoices	E-mail addresses
<input type="checkbox"/> Exclusively by e-mail	
<input type="checkbox"/> By email and through courier / postal services at the address indicated by the Contract	
<input type="checkbox"/> Exclusively by courier / postal services at the mailing addresses indicated in the Contract	----

## **ANNEX D- Procedure regarding the settlement of the end-users' complaints**

### **Complaint filing methods:**

Your complaints and intimations may be filed via e-mail, telephone, or postal service.

### **The Department which is responsible for the receipt and registration of the technical complaints is:**

#### **Customer Support**

Working schedule: 24 x 7 x 365

Telephone: +4(0)312.200.255

E-mail: [support@GTS.ro](mailto:support@GTS.ro)

Address: 92-96 Izvor st, 2<sup>nd</sup> floor, District 5, Bucharest

### **Commercial Complaints**

For commercial complaints, please contact your account manager (Sales Department), mentioned within the Contract, or contact us at the number +4(0)312.200.200, from where you shall be directed accordingly.

Working schedule: 09-18; Monday-Friday

### **Complaint filing term**

You can send your complaints concerning the inappropriate execution of the telecommunication service Contract as per the terms specified within the concluded agreements.

### **Complaint settlement**

The settlement of your complaints and the sending of the reply (via telephone, e-mail, fax, or mail, as appropriate) shall be performed within 15 days after their registration date. If your complaint cannot be settled within this term, GTS shall inform you within 30 days after registration about the phase of settlement.

For technical complaints, the maximum response term is as specified within the Contract, but also depending on the actual reported situation.

### **Litigations**

If you are not satisfied with the solution to your complaint, or if the created litigation cannot be settled amiably, you have the option to report to the National Authority for Management and Regulation in Communications of Romania (ANCOM), or



to use other extra-judicial procedures to settle litigations (for example: mediation), as well as to address to the relevant courts of law.

Each person signing this Contract on behalf of one of the Parties declares and guarantees that he/she was fully empowered to sign this Contract and that all the necessary measures to authorize the signing of this Contract were performed.

This Contract contains \_\_\_\_\_ pages (Service Contract and Annexes), is signed in two counterparts in Romanian, one for each Party.

IN WITNESS THEREOF it was signed by the authorized representatives of the Parties:

For GTS Telecom S.R.L.

Răzvan Stoica, Managing Director

Sorin Drăghici, Sales Director

Date:

For

By:

Authorized Representative

Date: