



Reference Interconnect Offer Fix and Mobile (RIO F&M)

Join Experience S.A.

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registered with the Trade and Companies Register of Luxembourg under number
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1. Scope and limits of the Interconnection Offer

This Reference Interconnect Offer deals with Interconnect Services offered to a duly authorized Public Network Operator, hereafter called “Interconnected Operator”, for termination of fix and mobile voice calls to Join Experience, hereafter called “JOIN”.

This Reference Interconnect Offer has been issued and developed in accordance with the obligations imposed to JOIN in the ILR regulation 16/208/ILR dated 28th November 2016 (market 1/2014) as well as ILR decision 14/172/ILR, market 7/2007.

This Reference Interconnect Offer is valid as from February 1st 2018.

The Interconnect Services included in this Reference Interconnect Offer encompass the following services:

- Terminating access Service
- Interconnect link Service

This Reference Interconnect Offer does not cover calls to numbers which were initially attributed to JOIN, but to all JOIN numbers which were ported from other networks. Other interconnect services may be negotiated between JOIN and the “Interconnected Operator” and included in the final Interconnect Agreement.

As a general principle, JOIN is not responsible for the content of the communications conveyed through its Interconnect Services.

2. Offer validity

This Reference Interconnect Offer is valid from February 1st 2018, unless

- a new Reference Interconnect Offer is published by JOIN;
- a material change occurs in the laws or regulations, governing telecommunications in Luxembourg.

This Reference Interconnect Offer may be reviewed and amended to comply with applicable rules and regulations. Furthermore, the ILR reserves the right to request or impose on JOIN modifications to the offer.

The validity of the present Reference interconnect offer is determined by the decision 14/177/ILR dealing with the procedures related to the publication of a reference offer dated 28 august 2014 and regulation 16/208/ILR dated 28th November 2016 (Market 1/2014) fixing the fix termination tariffs (FTR), as well as ILR regulation 15/191/ILR dated 20th of March 2015 fixing the mobile termination tariffs (MTR).

Unless defined otherwise, the terms used in this Reference Interconnect Offer must be interpreted in accordance with the Law of February 27th, 2011 Networks and Electronic Communication Services (the "Law") and its implementing regulations.

3. Definitions

Term	Description
Call	The establishment of a connection through a telecommunications network and the transmission and the delivery of a signal from the terminal on which this signal was generated to the terminal to which this signal is addressed, or to a network platform or any other facility giving an automatic answer in those cases where the connection cannot be established.
Calling Line Identification (CLI):	The CLI is the number of the calling user, conveyed by each Operator's network for each call; it may also be provided by the network or partly by the calling user. This information is flagged either as "network - provided" or as "user provided, verified and passed". If the verification of a user provided CLI fails, the network provided CLI will be transmitted.
Calling Line Identification Presentation (CLIP)	Supplementary service provided for in ITU T Recommendation I.251.3.
Calling Line Identification Restriction (CLIR):	Supplementary service provided for in ITU T Recommendation I.251.4.
Capacity of the Interconnection Link:	The capacity defined for the Interconnection Link and the corresponding Operator access point to which the Interconnected Operator wishes to be connected
ILR	Institut Luxembourgeois de Régulation.
Interconnection Link	A Link between "JOIN's" Access Point and the "Interconnected Operator"
Operator Access point:	The physical interface within JOIN's System from which the Interconnection services can be obtained.
JOIN:	Orange Luxembourg offering interconnect services through this offer
"Interconnected Operator":	An operator wishing to be or being interconnected to JOIN
International Public Telecommunication Number	Defined as in ITU T Recommendation E.164.



National (significant) Number	Defined as in ITU T Recommendation E.164.
KPI	Key Performance Indicator
Link	Set of telecommunications facilities necessary to establish one or more transmission paths between two locations.
Operator Access Point	The physical interface within JOIN's System at which the Interconnection Services can be obtained.
Parties	JOIN, offering interconnection services and the "Interconnected Operator" buying interconnection services under this agreement.
Point of Interconnection (POI)	The physical point on the Interconnection Link where the telecommunications network of JOIN and the "Interconnected Operator's System" are interconnected. The POI is the boundary between JOIN and the "Interconnected Operator domains of responsibility".
Reference Interconnect Offer Fix and Mobile (RIO F&M)	The present offer for interconnection Services
System	All equipment and software which, an Operator uses to provide his telecommunications services.
SLA	Service Level Agreement



4. Interconnection Architecture

4. a - Sites

JOIN offers the following site that has been designed for use as Interconnection Access Points grounds of their optimal network integration.

Interconnection point addresses:

EBRC
210, rue de Noertzange
L-3670 Kayl

b - System alteration

If JOIN wishes to make a system alteration, it shall give the “Interconnected Operator” and the ILR no less than 6 months written notice prior to the date of the anticipated system alteration. The notice shall specify the technical details of the system alteration and the date of the anticipated system alteration. Following such notification JOIN shall supply to the interconnected Operators such information as the “Interconnected Operator” may reasonably request including, to the extent reasonably practicable, the potential impact on the service provided by the “Interconnected Operator” to the End Users.

c - Standards

Where relevant, the following standards and procedures will apply:

- Any legal requirements
- ITU-T Recommendations
- ETSI standards
- Any other relevant international standards



The signalling system will be based on the ITU-T SS7 protocols, ISUP Blue Book version. Tests for the SS7 will be performed following the pertinent ITU-T recommendations.

The transmission level of the Interconnection is based on the pertinent ITU-T recommendations for PDH and SDH interfaces.

Other Interconnection options may be provided, and JOIN try to comply with any reasonable request for alternative Interconnections, if technically feasible.

5. Service description: Terminating access service

The fix and mobile terminating access service conveys a call handed over from the “Interconnected Operator’s” System, at JOIN’s Access Point for termination on any national fix or mobile number of JOIN’s network. Tariffs may be different for different categories of services identified by different fix or mobile number ranges.

The tariffs applied by JOIN for the provision of the terminating access service are indicated in Annex 1 & 2. Only calls that have been setup successfully and answered will be charged. The charging time starts with the answering signal and ends with the first clear signal generated either by the calling or the called party.

Whenever CLI is transferred to the telecommunications network of “The Interconnected Operator”, JOIN will not communicate such CLI to an end-user if such CLI is marked as CLIR unless the call is directed to an emergency number.



6. Interconnection Link Service

The interconnection link service consists in the physical linking between “JOIN’s” Access Point and an “Interconnected Operator” Access Point. The “Interconnected Operator” must interconnect to a Point of Interconnection defined in paragraph 4.a. The relevant charges per interconnect site are defined in Annex 2.

6. a - General

The “Interconnected Operator” is responsible for the dimensioning and payment of the interconnection links required for the conveyance of its own traffic. The “Interconnected Operator” is responsible for the traffic conveyed through its System and handed over at JOIN’s Access Point in order to use JOIN's terminating fix and mobile access services.

- Initial Capacity Order

The initial capacity order must be submitted at the latest 4 months before the launch date of the service. JOIN will aim to keep shorter delays taking into consideration its availability and organizational constraints.

- Subsequent Capacity Orders

Any subsequent capacity order must be submitted at the latest 2 months before the launch date of the additional traffic. JOIN will aim to keep shorter delays taking into consideration its availability and organizational constraints.

6. b – Other interconnection options

Other Interconnection options may be provided and JOIN will try to comply with any reasonable request for alternative Interconnection, if technically feasible.

7. QoS for interconnection services

As far as the terminating access service is concerned, JOIN undertakes to ensure for its own System, a network failure rate which does not exceed 1, 5% as a national 3 months average, for failures which are exclusively due to its System.

Network failure rate is the ratio between the number of calls handed over by an “Interconnected Operator” to be terminated on JOIN’s Network and failed due to insufficiencies in JOIN’s Network and the total amount of calls handed over by “The Interconnected Operator” to be terminated on JOIN's network (excluding, in particular, failures due to end-user behaviour and failure of terminal equipment).

In case of disturbance of the conveyance of traffic within its System, JOIN may be constrained to implement the classical measures of traffic regulation (limiting channels, etc.) in order to limit its effect on the quality of the service provided to its customers as well as to the “Interconnected Operator”.

The target figures given above for network failure rate do not include failures that are caused by the mentioned measures of traffic regulation.

“The Interconnected Operator” and the ILR shall be informed if the above-mentioned measures for traffic regulation have to be applied and how long they may last.

JOIN shall respect the quality conditions as they are defined in the applicable legal regulation and in accordance with the quality JOIN provides to its retail clients.



8. Procedures for reaching an interconnect agreement

Interconnection agreements shall be negotiated according to the procedures and regulations determined by ILR.

On first demand by the “Interconnected operator”, JOIN may request bank guarantees of 10.000€ (of a bank based in Luxembourg) for the provisioning of the interconnect service.

Other “reasonable” guarantees, as payment in advance, may be requested before supplying the interconnection service.

Agreement requests shall be addressed to:

Join Experience S.A.
Wholesale- & Carrier Business
1, rue Emile Bian
L-1235 Luxembourg
e-mail : wholesale@join.lu



9. Annexes

All prices mentioned here after are given exclusive of VAT or any other legal taxes, which will be added where applicable.

Annex 1: Terminating access service with no surcharge

Annex 1 – Regulated Tariffs applicable to the Termination Access Service of:

- calls originated within the EEA (i.e. A-number with a CLI belonging to the numbering plan of the EEA, included in ‘List 1’)
- calls originated from a number of non-EEA destinations included in ‘List 1’ (i.e. A-number with a CLI belonging to the numbering plan included in ‘List 1’)

a) Terminating access service to JOIN’s geographic fix numbers

Charge/minute (in €ct excl. VAT) (Ceiling tariffs such as defined by ILR)
As from January 1 st 2017 till December 31 st 2017: €ct 0,131 / min
As from January 1 st 2018 till December 31 st 2018: €ct 0,135 / min
As from January 1 st 2019 till December 31 st 2019: €ct 0,138/ min

b) Terminating access service to JOIN’s mobile numbers

Charge/minute (in €ct excl. VAT) (Ceiling tariffs such as defined by ILR)
As from July 1 st 2017 till December 31 st 2019: €ct 0, 89 / min

Join (List 1, no surcharge)	
Country	Country Code
Australia	61
Canada	1
China	86
Puerto Rico	1787
Puerto Rico	1939
Alaska	1907



Hawai	1808
USA	1
Austria	43
Belgium	32
Bulgaria	359
Croatia	385
Cyprus	357
Czech Republic	420
Denmark	45
Estonia	372
Finland	358
France	33
French Guiana	594
Germany	49
Greece	30
Guadeloupe	590
Hungary	36
Iceland	354
Ireland	353
Italy	39
Latvia	371
Liechtenstein	423
Lithuania	370
Luxembourg	352
Malta	356
Martinique	596
Mayotte	262
Netherlands	31
Norway	47
Poland	48
Portugal	351
Reunion	262
Romania	40
Slovakia	421
Slovenia	386
Spain	34
Sweden	46
UK	44

Annex 2: Terminating access service with surcharge

As from February 1st, 2018, Join Experience applies a surcharge for the termination to both its Mobile and Fixed Networks based on the A-number CLI. Depending to which numbering plan the CLI of the A-party belongs, a surcharge (to the regulated tariffs as defined in Annex 1) will be applied of €c 5/min (destinations contained in 'List 2') or €c 12/min.

The surcharge of €c 12/min will be applied for all calls with an A-number belonging to a numbering plan which is not listed in 'List1' (no surcharge) nor in 'List 2' (surcharge €c 5/min). The surcharge of €c 12/min will also be applied for all calls which A-Number CLI is missing, modified, incorrect or manipulated.

Join (List 2, surcharge + €c 5)	
Country	Country Code
Bangladesh	880
Bermuda	1441
Brunei	673
Costa Rica	506
Dominican Rep	1809
Dominican Rep	1829
Dominican Rep	1849
Egypt	20
Gibraltar	350
Hong Kong	852
India	91
Indonesia	62
Kuwait	965
Malaysia	60
Netherlands Antilles St.martin	1721
New Zealand	64
Pakistan	92
Singapore	65
South Africa	27
Switzerland	41
Taiwan	886
Thailand	66



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United Nat. Office	888
United Nat. Office	8835100
Vietnam	84
Virgin Islands	1340

Annex 3

Annex 3 – Fees for Interconnection link service

One-off charge per Operator covering installation and testing	8 149,- €
Annual fee per 2Mbit's link covering costs for equipment and maintenance	1 713,- €