



**Reference Interconnect Offer In
Commercial Confidence**

Enet Communications Limited and

[-----]

1 NOT USED

2. SCOPE OF THE AGREEMENT

2.1 This agreement shall consist of these main body terms and conditions, and Annexes A, B and C as set out herein, and together with any amendments thereof, shall be hereinafter referred to as “the Agreement” or “this Agreement”. In the event of any inconsistencies between them, the order of precedence shall (unless expressly stated to the contrary) be as follows:

- (a) Annexes A, B and C.
- (b) Main body of this Agreement

2.2 The technical configurations and the standards and methods of operation to be used by the Parties in the provision of Services hereunder shall be agreed upon by the Parties and described in an agreed Technical Plan. However, where and as far as the Parties have not described the technical configurations and the standards and methods of operation in writing, the Parties shall apply technical standards conforming to the relevant recommendations of the ITU/T (International Telecommunication Union Telecommunication Standardisation Sector), currently E.164.

It is hereby expressly agreed that the Technical Plan is not legally binding. However, Enet and the Operator share operational responsibility for keeping the Technical Plan up-to-date.

2.3 Enet agrees to provide and maintain Services as set forth in Annex A and any applicable Supplemental Agreement governed by the terms of this Agreement, between the Enet Network located in Ireland and the Operator Network in accordance with the terms and conditions of this Agreement.

2.4 For the avoidance of doubt, this agreement applies to Authorised Subsidiaries of the Parties (unless otherwise specified in an Supplemental Agreement governed by the terms of this Agreement), however only in respect of those telecommunications or other services provided by either Party to the other, or between the Parties, as listed in the Annexes hereto (as may be amended by written agreement from time to time). This Agreement is independent of, and its scope does not include, any other agreement under which any telecommunications or other services are provided by either Party to any customer, unless that other agreement expressly references the terms of this Agreement.

2.5 Each Party shall accept responsibility for all traffic to be terminated on its respective network where such traffic is presented in accordance with the terms of this Agreement.

2.6 Subject to Clause 2.5, the Services covered by this Agreement shall be provided through access to IP Interconnect ports located on the Enet network in Ireland

2.7 For operational purposes, technical and operating personnel will use English as the working language.

3. TERM AND TERMINATION

3.1 This Agreement shall enter into force on the Commencement Date and shall continue in force unless and until terminated by either Party giving not less than (3) three months written notice, such notice not to issue before the expiry of the term or initial period of any Supplemental Agreement that is governed by the terms of this Agreement.

For the avoidance of doubt, termination of this Agreement for any reason shall not result in termination of any Supplemental Agreement governed by the terms of this Agreement.

3.2 Either Party may, upon written notice to the other, terminate the Agreement in the following circumstances:

- a) forthwith upon notice in writing, if the other Party shall be unable to pay its debts within the meaning of section 570 of the Companies Act, 2014 or have an examiner or receiver appointed over the whole or any part of its assets or go into liquidation (whether compulsory or voluntary) otherwise than for the purposes of amalgamation or reconstruction or shall make any agreement with its creditors or have any form of execution or distress levied upon its assets or cease to carry on business;

- b) the expiry of 30 days from the date of service of written notice from one Party specifying a breach by the other Party of a material obligation and requiring that the breach is remedied (if capable of remedy), provided that the breach is not remedied during such period;
 - c) the expiry of either Party's Licence to run its Network.
- 3.3 If either Party delays in acting upon a breach of this Agreement that delay will not be regarded as a waiver of that breach. If either Party waives a breach of this Agreement that waiver is limited to that particular breach only.
- 3.4 Notwithstanding any other provision of the Agreement, if a Party fails to pay a net balance due in accordance with the terms of the Agreement, the invoicing Party reserves the right forthwith upon notice in writing (such notice to be no less than fourteen days advance notice) to:
- a) restrict or suspend the Service and the non-breaching Party shall be released from its obligation under this Agreement until any balance due is paid without affecting the non-breaching Party's right to continue to send traffic to the defaulting Party; and/or
 - b) handle only calls that are billed to its own Customers, retain all revenue, and continue such practice until payment of any outstanding balance due has been paid; and/or
 - c) terminate this Agreement without liability or right to compensation for the defaulting Party.
- 3.5 Upon the termination of this Agreement each Party shall refund to the other a fair and equitable proportion of those sums paid to the other Party under this Agreement which are periodic in nature and have been paid for a period extending beyond the date of termination in order to balance any over-payment.
- 3.6 In the event of the UK exiting the European Union, the Parties agree to review the terms of this Agreement and work in good faith to agree any amendments required to reflect the changed regulatory position. In the event that such agreement cannot be reached, either Party may terminate this Agreement or any part thereof on the provision of 90 days prior written notice to the other Party.

4 CREDIT ASSESSMENT AND CREDIT RISK MANAGEMENT

- 4.1 Enet may carry out credit vetting of a prospective Operator prior to establishing an Interconnect Agreement. The method to be used by Enet will be communicated to the Operator.
- 4.2 Should the result of the credit vetting of a prospective Operator confirm that the provision of interconnect service poses a financial risk which is greater than can be controlled by a credit limit, Enet has the right to request a form of financial security. The level of security requested shall be proportional to the risk involved. The level of security shall take account of factors such as the estimated value of services to be provided, and the projected liability. The financial security may be provided by a means such as bank deposit or guarantee, and Enet shall not unreasonably refuse to accept any other form of financial guarantee proposed by the Operator. The financial security will be subject to quarterly review during the first year of operation. Thereafter, the review procedures relating to Operators set out in clause 4.4 shall apply. Failure to provide a suitable guarantee within 30 days (or such longer period as Enet may reasonably allow) will be sufficient reason to prevent this Agreement coming into force.
- 4.3 Enet may carry out credit vetting of an existing Operator where Enet has reasonable concern about the ability of the Operator to cover debts including without limitation where Enet has evidence of a poor payment history or the Operator's credit rating has been downgraded or threatened to be downgraded. The method to be used will be communicated to the Operator.
- 4.4 Should the result of credit vetting of an existing Operator confirm the existence of a financial risk, Enet has the right to request a form of financial security. The level of security requested shall be proportional to the risk involved and shall take due account of historic levels of interconnection payments, liability, payment frequency and credit terms. The financial security may be provided by a means such as bank deposit or guarantee, and Enet shall not unreasonably refuse to accept any other form of financial guarantee proposed by the Operator. The financial security will be subject to quarterly review and will be removed or reduced where the security or its level is no longer justified. Enet reserves the right to treat failure to provide an agreed security within 30 days (or such longer period as open eir may reasonably

allow) of the date of Enets request as a breach of this Agreement.

- 4.5 A financial security (including one sought as part of default procedures set out in clause 3) may only be required by Enet where Enet has assessed credit risk in accordance with clause 4.2 or 4.4.
- 4.6 Should an existing Operator have reasonable concern about the ability of Enet to cover debts, the Operator may carry out credit vetting. Should the result of credit vetting confirm the existence of a financial risk, the Operator has the right to request a form of financial security. The principles to be followed are as set out in Clause 4.4.
- 4.7 For avoidance of doubt, any disputes relating to credit vetting and credit management shall be subject to the conditions set out in clause 11 of this Agreement.

5. INTERCONNECT SERVICES AND ADDITIONAL SERVICES

- 5.1 The Services shall consist of the Services set out in Annex A, which are provided by Enet to the Operator and by the Operator to Enet
Or as otherwise amended by the Parties from time to time as set out in Section 3.8.
- 5.2 The Parties agree to provide the above Services to each other in accordance with:
- (a) the terms and conditions herein; and
 - (b) any applicable law or regulation or any direction or decision of any appropriate regulatory authority.
- 5.3 Each Party shall undertake to ensure that:
- (a) they will not use or permit others to use any Interconnect Service for any improper or unlawful purpose; and
 - (b) they will hold at all relevant times for the duration of the Agreement all licences which are appropriate or necessary in order for the Interconnect Services to be provided and will not cause the other Party to breach any such licence.
- 5.4 Each Party agrees that they should not hand over or convey any calls destined for a service for which there is no agreement between the Parties. In such event that such calls are not blocked by the receiving Party, the Parties agree that the charge for non-agreed Calls to Irish numbers shall be at the same rate as published in the Open Eir STRPL or CISPL in addition to the receiving Party's prevailing transit charge. In such event that such calls are not blocked by the receiving Party, the Parties agree that the charge for non-agreed Calls to International numbers shall, unless otherwise agreed, be as set out in the rate card.
- 5.5 The details of how interconnection between the Enet Network and the Operator's Network shall be achieved, and the design and planning of the Interconnect Network are set out in the Technical Plan. The Technical Plan shall be continuously reviewed and updated as necessary by the Parties as agreed between the Parties. Network alterations and data reconfigurations as is necessary for the access routing and charging of Calls may be requested by either Party in accordance with the processes set out in the Technical Plan.
- 5.6 The procedures for the initial installation and testing of the Interconnect Network as well as for the continued operation and maintenance thereof shall be governed by the Technical Plan.
- 5.7 Separate Interconnect Paths shall be provided to carry the Call traffic for each Party. Each Party shall be wholly responsible for forecasting its capacity requirement and the Parties have a responsibility for meeting the forecast requirements. Switch port capacity may only be increased in units of 1 x SIP Channel or multiples thereof.
- 5.8 Upon receipt of a request for Interconnect from The Operator, Enet shall be required to install an IP port for each Interconnect Path required. Enet shall thereafter be entitled to levy the charges set out in Service Schedule C1 (Port Access Charges), from The Operator in respect of each switch port.
- 5.9 Additional services as may be agreed by the Parties from time to time may be provided on the Interconnect Network and the details of such services shall be provided in new Service Schedules to be inserted in Annex A of the Agreement, on mutual written agreement of the Parties.

6 WAYLEAVES AND EQUIPMENT RECOVERY

- 6.1 Upon termination of this Agreement, each Party shall be entitled, after reasonable prior notice in writing to the other Party, to enter the premises of such other Party for the purposes of carrying out, under the reasonable control and guidance of the Party owning or using the respective premises, any necessary disconnection works and repossessing any plant, equipment or apparatus which is its property or is the property of another person and has been installed by or for such Party.
- 6.2 The Party on whose premises such plant, equipment or apparatus was installed shall compensate to an agreed amount the other Party for any such plant, equipment or apparatus belonging to such other Party or any other person as aforesaid which are not so delivered up or repossessed in good condition (fair wear and tear excepted).
- 6.3 The Party entering and carrying out such disconnection works shall indemnify the other in respect of any damage thereby caused to the premises, fixtures and fittings of the other, subject to Clause 16 of this Agreement.
- 6.4 Either such Party desiring to enter and carry out works as aforesaid shall give the other reasonable notice requesting the other to carry out the disconnection and to return any such plant equipment and apparatus and shall enter the premises for such purposes only if such other Party shall have failed to comply with such request.
- 6.5 A Party so entering the premises of the other shall observe the reasonable requirements in respect of health and safety while at the premises.
- 6.6 Each Party shall at its own expense obtain such wayleaves as may reasonably be required by the other from any third party in respect of the premises it uses for the purpose of effecting Interconnection.
- 6.7 Each Party (in exercising rights obtained under Clause 6.6) shall comply with the terms of the wayleaves.
- 6.8 The provisions of this Clause 6 shall apply for the duration of this Agreement and for so long thereafter as may be necessary for the Parties to disconnect and remove their respective equipment, however, for the avoidance of doubt each Party shall be obliged to disconnect and remove its respective equipment within six months from termination of this Agreement.

7. FORECASTING

- 7.1 The Operator shall provide to Enet (unless otherwise agreed), quarterly estimates of the total traffic for the next year (specifying total minutes, number of calls and seven day profile) which it could convey to the other in respect of:
- i. Fixed line Calls
 - ii. Non-geographic calls
- 7.2 If, during a period of 6 months, the traffic conveyed by The Operator to Enet differs in any material respect from The Operator's forecast for that period, Enet may request a revised forecast, such forecast to be provided within 30 days of such request.
- 7.3 Without prejudice to Clauses 7.1 and 7.2, The Operator shall give Enet as much notice as is reasonably practicable of material changes in traffic volumes. For the avoidance of doubt, all volumes provided under this clause are estimates only and shall not be interpreted as binding commitments.

8. FRAUDULENT ACTIVITY AND ARTIFICIAL INFLATION OF TRAFFIC (AIT)

- 8.1 The Parties agree that the Service Provider party has no obligation to monitor the Network and/or Services for fraudulent or suspicious traffic, and shall bear no responsibility or liability for failure to identify fraudulent or suspicious traffic.
- 8.2 Subject to clause 8.1 above, the Service Provider Party shall inform the Paying Party by email in the event that the Service Provider Party identifies any suspected fraudulent or suspicious traffic over the Network and/or Services.

- 8.3 Should the Paying Party become aware, through the Service Provider Party or otherwise, of suspected fraudulent or suspicious traffic, the Paying Party shall, as soon as reasonably practicable, thoroughly investigate any suspected fraudulent or suspicious traffic and, where necessary, immediately take appropriate action.
- 8.4 The Paying Party shall at all times be responsible and remain liable for any Charges for the Services in accordance with Clause 9 irrespective of whether:
- (a) The Network and/or Services have been identified as having suspected fraudulent or suspicious traffic by the Service Provider Party, the Paying Party or otherwise;
 - (b) the Paying Party investigates such suspected traffic;
 - (c) the Paying Party takes appropriate action if fraudulent or suspicious traffic have been identified; and/or
 - (d) the traffic over the Network and/or Services is deemed to be fraudulent by ComReg, unless ComReg directs otherwise.
- 8.5 Subject to the provisions of Clause 10.4, neither Party shall withhold any payment due to the other Party on the basis that AIT or fraudulent calls by third parties comprised a portion of the traffic volume, unless otherwise agreed or directed to do so by ComReg or other competent or equivalent authority in other regulatory jurisdictions. The Parties agree to comply with the process in respect of AIT set out in ComReg Regulation 23(2). Notwithstanding the remaining provisions hereof, Enet reserves the right to reject traffic and to withhold payment in respect of such traffic to a Enet non-geographic number, which it reasonably believes to be AIT.
- 8.6 Each Party shall use reasonable endeavours to detect, identify, prevent and notify the other Party of the occurrence of AIT, and to develop, implement and maintain appropriate procedures to identify and prevent AIT. If either Party reasonably considers that the agreed safeguards in respect of AIT under this Agreement are not adequate, then such Party may require the other Party to review and update their AIT procedures.
- 8.7 Notwithstanding the remaining provisions hereof and unless agreed otherwise in writing, Enet expressly reserves the right;
- (a) in respect of premium rate calls, to impose a surcharge of €5 per minute to the Charges for traffic where the originating number is not in compliance with clause 2.2 hereof or where the originating number is not valid subscriber number in the Republic of Ireland in accordance with the National Numbering Scheme set out at ComReg 15/136R1
 - (b) in respect of premium rate calls, reject outbound traffic where it appears to Enet that the originating number is not in compliance with clause 2.2 hereof or where the originating number is not valid subscriber number in the Republic of Ireland in accordance with the National Numbering Scheme set out at ComReg 15/136R1.

9 CHARGES AND SETTLEMENT

- 9.1 Each Party shall prepare a monthly invoice for each Service provided under this Agreement and in accordance with the terms of the Billing Procedures defined under Annex B. Each Party shall forward such monthly invoices to the other Party after the calendar month to which the invoice relates.
- 9.2 All invoices shall be paid in full within 30 days of the invoice date, subject to the provisions of Clause 10 in relation to disputed invoices.
- 9.3 The Parties shall implement and observe the provisions in respect of billing and payment of charges set out in Annex B and the Charges for the Services as described in Annex A.
- 9.4 The primary responsibility for traffic measurement shall reside with the Invoicing Party for any particular Interconnect Service. However, both Parties shall ensure that they each record measurements of traffic in sufficient detail to meet their obligations as set out herein.
- 9.5 The currency of settlement shall be Euro. The Charges as described in Annex A refer to charges excluding VAT. All tariffs, rates, charges and any other payment as may be applied to the amounts under this

Agreement are quoted exclusive of all taxes and duties levied in any jurisdiction on the Services of the Parties (including but not limited to Value Added Tax and any Sales or Turnover tax). All such taxes and duties shall be borne and paid by the Party at the rate and in the manner prescribed by law in the Party's country.

- 9.6 The invoice shall be sent by email and shall be deemed received after the fifth (5) day sent if no other evidence of receipt is available.
- 9.7 After expiry of not less than seven (7) days' notice stating a Party's intention to claim interest on sums not paid in accordance with the Agreement, the Party claiming interest shall be entitled to charge and receive interest in respect of any amount due or deemed to be payable under this Agreement (which shall be subject to a separate invoice containing the information set out in Section 3 of Annex B) at a rate of 2% per annum over the base lending rate of the ECB from the date due until payment. Interest shall accrue daily but shall not be compounded.
- 9.8 All payments shall be either made directly via wire transfer or by direct debit as specified on the Supplemental Agreement.
- 9.9 Either Party shall be entitled to deduct from or set off against any money due by it to the other Party any sums which are due by the other Party to it.

10 INVOICE DISCREPANCIES

- 10.1 Each Party ("Paying Party") will review invoices issued by the other Party ("Invoicing Party"). The procedures described hereunder shall apply to any Invoice Discrepancy (except that the procedure described in Clause 10.4 shall apply to disputing fraudulent traffic). If the Paying Party wishes to raise an Invoice Discrepancy, it shall promptly notify the Invoicing Party in writing as soon as it becomes aware of any such discrepancy. Provided that an Invoice Discrepancy is raised within twenty one days (21) of the date of an invoice, payment of the invoice may be withheld, unless the Invoice Discrepancy relates to less than 5% of the total amount of traffic volume in which case the full invoice must be paid pending resolution of the Invoice Discrepancy. Both Parties shall use their best endeavours to resolve the dispute through consultations within 14 days after notification.
- 10.2 The Parties shall aim to reach an agreement on any Invoice Discrepancy at Level I or Level II of the Dispute Resolution procedure set forth in Clause 11. The Parties may at any time agree on a time schedule modifying or replacing the time schedule provided for under Clause 11. The Paying Party may at any time withdraw its notification of an Invoice Discrepancy.
- 10.3 If a dispute is investigated and resolved in favour of the Paying Party then no late payment interest shall be applied. In the event the dispute is resolved in favour of the Invoicing Party then the Invoicing Party reserve the right to apply late payment interest from the date such payment was originally due until paid.
- 10.4 In the event that the Paying Party considers that fraudulent traffic has been transmitted, and unless an order or direction has issued from ComReg or other competent or equivalent authority in respect of such traffic (in which case the terms of such order or direction shall take precedence), the Paying Party must:
- 10.4.1 Notify the Service Provider Party that it intends to dispute the invoice within 10 days of the date that the Paying Party identifies or suspects fraudulent traffic but no later than 10 days after the issuing of the relevant invoice; and
- 10.4.2 Within 14 days from the date of notice given in accordance with 10.4.1 provide the Service Provider Party with all of the following necessary information to prove the fraudulent nature of the traffic:
- (a) confirmation of the value of the dispute;
 - (b) confirmation of the volume of call minutes in dispute;
 - (c) confirmation of the destination of the call minutes in dispute;
 - (d) a Call Detail Records analysis;
 - (e) a detailed fraud description based on the call detail records analysis; and
 - (f) a copy of the reference number of the Paying Party's registered complaint to local authorities.

- 10.4.3 In addition to the information provided in clause 10.4.2, provide the Service Provider Party with a copy of the Paying Party's registered complaint to local authorities in the form of either a police report or equivalent (written in English or translated to English) as soon as is reasonably practicable.
- 10.4.4 Where the Service Provider Party acting reasonably recognises the traffic is fraudulent:
- (a) the Service Provider Party will use reasonable endeavours to obtain a credit note from its suppliers and will reimburse the Paying Party for the value of the traffic; or
 - (b) the variable Charges for such traffic shall be limited to the Service Provider cost of termination.
- 10.4.5 Following any possible deductions of the disputed invoice in accordance with this clause 10.4, the Paying Party will pay any outstanding amounts of the disputed invoice in accordance with the rest of this Agreement.
- 10.4.6 If the Service Provider Party acting reasonably does not recognise the traffic to be fraudulent, and the Paying Party disputes this, then the Parties must use the Dispute Resolution procedure set out in clause 11.
- 10.5 For the avoidance of doubt, the Purchaser will pay all undisputed Charges in accordance with Clause 9 and any disputed amounts will not be payable until completion of the process set out in this Clause 10.

11 DISPUTE RESOLUTION

- 11.1 The Parties will use all reasonable efforts to amicably resolve any dispute. The Parties will, at a minimum, use the following procedure in the event a dispute arises with respect to any aspect of this Agreement. Upon written notification by one Party to the other that a dispute exists, working level managers of the respective Parties will attempt in good faith to work out a resolution within thirty (30) days following the day of written notification of a dispute. If an agreement cannot be reached by the end of this period, the Parties shall prepare a document containing information that is designed to assist resolution of the dispute containing what has been agreed and what remains in dispute between them. No later than two weeks thereafter, or at some other time as mutually agreed by the Parties, representatives of the Parties at Director level or above shall meet to further attempt to resolve the matter or to agree on a course of action to resolve the matter. Such course of action may include use of formal dispute resolution processes, including but not limited to non-binding mediation or binding or non-binding arbitration. In the event that the Parties are unable to resolve the matter or agree on a course of action at this executive level within thirty (30) days, either Party shall have the right to pursue legal or equitable remedies as it sees fit. Nothing contained herein shall preclude either Party from seeking equitable relief at any time in a court having jurisdiction under the terms of this Agreement in the event that a risk of imminent harm to that Party exists and no appropriate remedy for such harm exists under the Agreement.

12 NETWORK SAFETY AND PROTECTION

- 12.1 Each Party is responsible for the safe operation of its Network and shall take all reasonable and necessary steps in its operation and implementation of this Agreement to ensure that its network does not:
- Endanger the safety or health of employees, contractors, agents or customers of the other Party; or
 - damage, interfere with or cause any deterioration on the operation of the other Party's Network.
- 12.2 If the Service Provider Party reasonably believes that the Paying Party is not using the Service in accordance with this Agreement, or is using the Service (or facilitating the use of the Service directly or indirectly, intentionally or unintentionally) in a way that damages the integrity of the network or introduces a risk of fraudulent activity, the Service Provider Party may immediately by advance notice of no less than 24 hours, restrict or terminate the Service.

13 NUMBERING / CLI / Premium Rate and Shared Revenue Services

- 13.1 Each Party shall use numbers in accordance with the Irish National Numbering Scheme.
- 13.2 Each Party must comply at all times with the Irish numbering obligations (General Conditions and Users

Rights) including as outlined by ComReg from time to time. In particular the use of the network CLI and presentation CLI fields must be compliant with the Irish regulations at all times. If either Party detects Calls that contravene these regulations or the technical standards referenced in clause 2.2 hereof, originated from the other Party's network, it shall be entitled not to convey those Calls.

- 13.3 Where CLI is passed for presentation purposes, the presentation shall comply with all the requirements of the applicable data protection legislation and the requirements of individual customers of the Parties. i.e. where the caller has requested for the CLI to be withheld from presentation to the called customer, this request must be adhered to.
- 13.4 A Party whose Network receives CLI shall only use the CLI for the following purposes:
- 13.4.1 the management of traffic;
 - 13.4.2 the management of billing;
 - 13.4.3 to the extent that it relates to the management of traffic or billing agreed administrative use in accordance with accepted industry practice from time to time (which includes, at the date of this Agreement, Call trace, malicious Call identification) and in anonymised form the compilation of statistics relating to Call origin; and
 - 13.4.4 display to Customers subject to compliance with the CLI Guidelines; and
 - 13.4.5 activities relating to Customer enquiries; and
 - 13.4.6 prevention and detection of fraud.
- 13.5 A Party conveying Calls handed over from a third party network shall subject to law and the CLI Guidelines convey, to the extent received, the CLI associated with those Calls.
- 13.6 A Party conveying Calls handed over to a third party network shall subject to law and the CLI Guidelines convey, to the extent received, the CLI associated with those Calls.
- 13.7 Nothing herein shall govern connectivity to ECAS 999/112 emergency calls.
- 13.8 If there is a change in law or regulation relating to CLI, the Parties shall change the operation of CLI to the extent necessary to comply with the applicable law or regulation.

Premium Rate Services

- 13.9 The Parties agree that they shall comply with the appropriate legislation, regulation and mandatory codes of practice, and they and their service providers will have the appropriate licences and/or permissions to operate and or convey Irish premium rate numbers. Compliance with such includes (but is not limited to) the holding of the appropriate network and service provider premium rate licence(s) to avail of Irish premium rate services, as well as the payment of a levy to the national regulator where required.

Revenue Share Services

- 13.10 The parties agree that they shall comply with the appropriate Irish numbering regulations for the use of freephone, revenue share, fixed rate and other non-geographic number services. Compliance with such regulations include (but is not limited to) restrictions on pricing methodologies and what can be placed in the CLI presentation field.

14. **QUALITY OF SERVICE**

- 14.1 Neither Party warrants or represents that its Network or the Services provided by it are or will be free from faults. Each Party shall notify the other Party as soon as possible of any facility failure which will arise, or will be likely to arise, from a cause originating within the Party's Network and which is expected to result in a protracted interruption of any or all of the Services hereunder described. In the event of a fault within a Party's Network which adversely affects the provision by either Party of the Services, the relevant Party shall notify the other Party of the fault as soon as is reasonably practicable and shall use all reasonable endeavours to correct the fault in accordance with the engineering practices accepted in the industry. Each Party shall give the other Party not less than fourteen (14) working days' notice in respect of any

planned outage of its Network which may affect the performance of its obligations under this Agreement and, in any event, such notice shall give the other Party sufficient time and outage details to enable that Party to make provision for the outage.

15 GOVERNANCE MEETINGS

The Parties shall procure that their respective representatives will meet or have conference calls regularly to discuss the progress of the Agreement in accordance with a schedule to be agreed between the Parties.

16 LIABILITY

- 16.1 If a Party is in breach of any obligations under this Agreement to the other Party or otherwise (including liability for negligence or breach of statutory duty or under any indemnities provided in this agreement) or if any liability is arising, such Party's liability to the other Party shall be limited to Euro 1,000,000 (one million Euro) for any one event or series of connected events and to Euro 2,000,000 (two million Euro) for all events (connected or unconnected) in any period of 12 (twelve) consecutive calendar months.
- 16.2 Neither Party shall be liable to the other in contract, tort (including negligence or breach of statutory duty) or otherwise for indirect loss (including, without limiting the foregoing, any special, indirect or consequential losses, whether or not known, foreseen or foreseeable) or direct or indirect loss of profits, business, revenue, goodwill or anticipated savings, business interruption, wasted expenditure, loss corruption or destruction of data or for any indirect or consequential loss whatever, arising in connection with the performance of this Agreement, whatsoever shall be the cause of same and however long it shall last.
- 16.3 Neither Party excludes or restricts in any way its liability for death or personal injury resulting from its own negligence.
- 16.4 Neither Party shall be liable for any loss or damage sustained by the other Party or its end users (other than damages intentionally or negligently caused) by reason of any failure in or breakdown of the communication facilities associated with the Circuits used in providing the Service under this Agreement or for any interruption or degradation of Service, whatsoever shall be the cause of such failure, breakdown, interruption or degradation and however long it shall last.
- 16.5 Neither Party shall be liable to the other Party against any actions, proceedings, claims or demands in any way connected with this Agreement brought or threatened against the other Party by any third party, unless the grounds for the actions, proceedings, claims or demands arise from default by the other Party.
- 16.6 The provisions of this Clause 16 shall continue to apply to matters arising out of this Agreement notwithstanding the termination of this Agreement.

17 AUTHORISATIONS

As may be required by each Party, all undertakings and obligations assumed hereunder by either Party are subject to the issuance and continuance of all necessary governmental licenses, consents, permits, registrations, authorisations or approvals.

18 NOTICES

All notices under this Agreement shall be made in writing and shall be deemed to have been received ten (10) calendar days after the date of mailing and shall be deemed validly delivered if sent by hand or by registered mail to the following persons:

For Enet: Chief Commercial Officer (currently Cormac Ryan)
Enet Communications Ireland Ltd
Enet House

National Technology Park, Castletroy

Limerick

For the Operator:

19 ENTIRE AGREEMENT

- 19.1 This Agreement including its Annexes, and any Supplemental Agreement that is governed by the terms of this Agreement represents the entire understanding between the Parties in relation to the subject matter hereof and supersedes all other or prior agreements and representations made by either Party, whether oral or written, and this Agreement may only be modified if such modification is in writing and signed by a duly authorised representative of each Party hereto. For the avoidance of doubt, this Agreement shall supercede any prior Interconnect Agreement in place between the Parties.
- 19.2 If any term or provision hereof is determined to be invalid or unenforceable in a final court or proceeding or competent regulatory authority, (i) the remaining terms and provisions hereof shall be unimpaired and (ii) the invalid or enforceable term or provision shall be deemed replaced by a term or provision that is valid and enforceable and that comes closest to expressing the intention of the invalid or unenforceable term or provision.

20 NO WAIVER

Failure by either Party to exercise or enforce any right conferred by this Agreement shall not be deemed to be a waiver of any such right nor operate so as to bar the exercise or enforcement thereof or of any other right on any later occasion.

21 ASSIGNMENT

Neither Party shall transfer or assign its rights or obligations under this Agreement without the prior written consent of the other Party, which shall not be unreasonably withheld, delayed or conditioned. However, either Party may, without the prior written consent of the other Party, assign its rights and obligations under this Agreement to an Affiliate provided ten (10) days prior notification is given to the other Party.

22 FORCE MAJEURE

- 22.1 Neither Party shall be liable for interruptions in the provision of the Service caused by or resulting from force majeure which shall include but not be limited to such unpredictable events such as any flood, earthquake, storm, lightning, fire, epidemic, war, outbreak of hostilities (whether or not war is declared), riot, strikes, or other trade dispute, civil disturbance, sabotage, expropriation by governmental authorities, interruptions by regulatory or judicial authorities or other act or any event that is outside the reasonable control of the concerned Party.
- 22.2 Either Party may however immediately by written notice terminate that part of the Agreement relating to a Service if any event of Force Majeure prevents the performance of the whole or a substantial part of the other Party's obligations in relation to that Service for a continuous period of 3 months non-performance.

23 NON DISCLOSURE

- 23.1 Neither of the Parties hereto shall divulge or communicate to any person (other than those with proper lawful authority to compel such disclosure as provided in Clause 23.4) or use or exploit for any purpose any

of the trade secrets or confidential information or any financial or trading information of or relating to the other Party hereto or to this Agreement which such Party may receive or obtain as a result of or in connection with this Agreement. Each Party shall mark such information as proprietary or as confidential. Each Party shall limit access to such information to employees who need to know it for the purposes of this Agreement. The obligation of confidentiality shall equally apply to the existence and content of this contract.

23.2 The duty to treat data and information in confidence pursuant to this Confidentiality Agreement shall not apply to data and information:

- a) which was independently developed by the receiving Party or its affiliated companies or lawfully received free of restriction from another source having the right to furnish such information or data;
- b) which at the time of disclosure to the Receiving Party or its affiliated companies was known to the Receiving Party or its affiliated companies free of restriction and evidenced by documentation in the Receiving Party's possession;
- c) which the Disclosing Party agrees in writing is free of such restrictions.

23.3 This restriction shall continue to apply for three (3) years after the termination of this Agreement.

23.4 In the event that the receiving Party or anyone to whom it has transmitted the confidential information becomes legally compelled to disclose any of this information, the Receiving Party shall provide the other Party with prompt written notice (not less than 24 hours) so that the disclosing Party may seek a protective order or other appropriate remedy. In the event that such protective order or other remedy is not obtained, the receiving Party shall furnish only that portion of the confidential information which the receiving Party is legally required to disclose and shall exercise his best efforts to obtain reliable assurance that confidential treatment will be accorded the confidential information.

23.5 Received confidential information, including all copies thereof, shall be returned to the disclosing Party or destroyed after the Receiving Party's need for it has expired or upon termination of this Agreement and upon reasonable request of the disclosing Party.

23.6 Neither Party shall make any public announcement, statement, press release or communicate with any third party about the existence and/or contents and/or performance of this Agreement without the other Party's prior written consent and any non-compliant disclosure by a Party shall entitle the other Party to terminate this Agreement forthwith without any liability.

24 MODIFICATIONS AND ADDITIONS

This Agreement (including any of its Annexes) may be amended only by written instruments signed by duly authorised persons of each Party.

25 NO PARTNERSHIP

The Parties to this Agreement are independent contractors. Neither Party is an agent or representative of the other Party. Nothing in this Agreement shall be deemed to create a partnership, joint venture or other relationship other than a vendor customer relationship but without underlying international mercantile law.

26 INTELLECTUAL PROPERTY

26.1 The Parties agree that all patents, trademarks, copyrights, trade secrets, registered designs, service marks, trade names, logos, inventions and all other intellectual property shall remain the property of the person or Party originating the same and that nothing in this Agreement or any Services Annex grants either Party any ownership, license, or any other right, either express or implied, in the intellectual property of the other.

26.2 Neither Party shall use any advertising, sales, promotions, or other publicity materials (including, without limitation, publicity regarding this Agreement or any Services Annex) that use the other Party's name, logo, trademarks or service marks without the prior written approval of the other Party, which may be granted or withheld in that Party's sole discretion.

27 INTELLECTUAL PROPERTY RIGHTS INDEMNIFICATION

- 27.1 Subject to Clause 16, each Party (the “Indemnifying Party”) shall indemnify the other Party (the “Indemnified Party”) against all claims and proceedings arising directly from infringement (or alleged infringement) of any Intellectual Property Rights enforceable in any country in which Service is provided, by reason of the Customer’s use of any Service or any item provided as part of the Service. As a condition of this indemnity the Indemnified Party shall:
- i. notify the Indemnifying Party promptly in writing of any allegation of infringement;
 - ii. make no admission relating to the infringement; and
 - iii. allow the Indemnifying Party to conduct all negotiations and proceedings and give the Indemnifying Party all reasonable assistance.
- 27.2 If at any time an allegation of infringement of the Intellectual Property Rights is made, the Indemnifying Party may at its own expense modify the Service, or any item provided as part of the Service, so as to avoid the infringement, provided that any such modification does not materially affect the performance of the Service.
- 27.3 The indemnity in Clause 27.1 does not apply to infringements occasioned by the Indemnified Party’s use of the Service, or any item provided as part of the Service, in conjunction with other apparatus or software not supplied by the Indemnifying Party or to infringements occasioned by designs or specifications made by the Indemnified Party. The Indemnified Party shall indemnify the Indemnifying Party against claims, proceedings and expenses arising from such infringements.

28 DATA HANDLING

- 28.1 The following terms have the meanings given in the ‘General Data Protection Regulation (EU) 2016/679 (GDPR): ‘Binding Corporate Rules’, ‘Controller’, ‘Data Subject’, ‘Personal Data’, ‘Personal Data Breach’, ‘Processing’, ‘Processor’, and ‘Supervisory Authority’.
- 28.2 Each Party will strictly comply with the applicable laws and regulations regarding telecommunications services and Data Protection Legislation.
- 28.3 Each Party agrees that for the other Party to provide the Services, Service Data, may be collected, processed used and shared with its affiliates and sub processors, within or outside the country of origin, and held on a variety of systems, networks and facilities worldwide including systems and databases used by that Party such as help desks, service desks and/or network management centres in order to:
- (a) administer, track and fulfil Orders for the Service;
 - (b) implement and provide the Service;
 - (c) manage and protect the security and resilience of its Equipment and network and Services;
 - (d) manage, track and resolve incidents with the Service;
 - (e) administer access to online portals relating to the Service;
 - (f) compile, dispatch and manage payment of invoices;
 - (g) manage the Contract and resolve any disputes relating to it;
 - (h) respond to general queries relating to the Service or the contract; and
 - (i) comply with Applicable Law,
- and in doing so that party acts as a Data Controller in respect of any Personal Data which may be comprised in the Service Data.
- 28.4 Where each party acts as a Data Controller in relation to the Processing of Personal Data under the Contract, the parties will not act as joint Controllers for the purposes of Article 26 of the GDPR in relation to such Processing.

29 GOVERNING LAW AND JURISDICTION

- 29.1 This Agreement shall be governed by and construed and enforced in accordance with the laws of the Republic of Ireland.
- 29.2 Any dispute controversy or claim arising out of or relating to this Agreement and its Annexes or the breach, termination or invalidity thereof, shall be brought to the Courts of the Republic of Ireland, having exclusive jurisdiction.

Made up in two originals, for which each Party declares having received a valid and signed version.

FOR: Enet Communications Limited

FOR:

.....
Signature

.....
Signature

Date:

Date:

ANNEX A

SERVICES AND CHARGES

1. POINTS OF INTERCONNECT

1. Enet Points of Interconnection

Enet Ireland
13 West Way Centre,
Ballymount Avenue,
Dublin 12

Enet Ireland
Unit 4029,
National Digital Park,
City West Business Campus,
County Dublin.

Transmission Capacity

Transmission capacity to present interconnect paths to either Party (either TDM or IP) is not covered within the scope of this Agreement.

Where the Operator provides Enet with transmission capacity to present interconnect paths (either TDM or IP), the Parties shall enter into a separate order for such capacity which shall be governed by the terms and conditions of that order. The Operator shall be entitled to charge for these data transmission services at a market rate.

Where Enet provides The Operator with transmission capacity to present interconnect paths (either TDM or IP), the Parties shall enter into a separate order for such capacity which shall be governed by the terms and conditions of that order. Enet shall be entitled to charge for these data transmission services at a market rate.

2. The Operator Points of Interconnection

2.

INDEX OF INTERCONNECT SERVICES

Service Schedule Number	Service Title
Enet Services	
A1	Enet Ireland Geographic Termination
A2	Enet Ireland Non-Geographic Termination
The Operator Services	
B1	The Operator Geographic Termination
B2	The Operator Non-Geographic Termination
Reciprocal Services	
C1	Reciprocal Geographic and Non-Geographic Number Portability Service

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ANNEX A

SERVICE SCHEDULE A1

ENET IRELAND GEOGRAPHIC TERMINATION

1. Definitions

1.1 This Service Schedule is effective from the date of signature of this Agreement and shall remain in effect until amended following agreement of the Parties to such amendment or following determination by the National Regulator.

2. Description of Service

2.1 Subject to the provisions of this Schedule, Enet shall convey calls handed over from the Operator network to Enet Geographic numbers for termination. This shall comprise of all calls to geographic number ranges which have been allocated to Enet by the National Regulator or ported into the Enet network.

2.2 Enet International Incoming Calls, Enet Transit Calls and Calls to Ancillary Services are not conveyed pursuant to this Schedule.

2.3 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear-down sequences, for the conveyance of Calls pursuant to this Schedule. The Parties shall convey such Calls in accordance with the agreed technical requirements, and shall not make any changes thereto unless otherwise agreed by the Parties.

2.4 Each Party shall correct faults which occur in its network which affect the conveyance of Enet Telephony Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its network is, or will be, free from faults.

3. Charging

3.1 For the conveyance of each Enet Telephony Call by Enet, the Operator shall pay Enet a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List, or as otherwise agreed by the Parties.

ANNEX A

SERVICE SCHEDULE A2

ENET IRELAND NON-GEOGRAPHIC TERMINATION

1. Definitions

- 1.1 This Service Schedule is effective from the date of signature of this Agreement and shall remain in effect until amended following agreement of the Parties to such amendment or following determination by the National Regulator.

2. Description of Service

- 2.1 Subject to the provisions of this Schedule, Enet shall convey calls handed over from the Operator network to Enet Non-Geographic numbers for termination. This shall comprise of all calls with the leading digits "18XX" or "0818" non-geographic number ranges which have been allocated to Enet by the National Regulator or ported into the Enet network.
- 2.2 Enet International Incoming Calls, Enet Transit Calls and Calls to Ancillary Services are not conveyed pursuant to this Schedule.
- 2.3 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear-down sequences, for the conveyance of Calls pursuant to this Schedule. The Parties shall convey such Calls in accordance with the agreed technical requirements, and shall not make any changes thereto unless otherwise agreed by the Parties.
- 2.4 Each Party shall correct faults which occur in its network which affect the conveyance of Enet Telephony Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its network is, or will be, free from faults.

3. Charging

- 3.1 For the conveyance of each Enet Telephony Call by Enet, the Operator shall pay Enet a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List, or as otherwise agreed by the Parties.

ANNEX A

SERVICE SCHEDULE B1

OPERATOR GEOGRAPHIC TERMINATION

1. Definitions

- 1.1 This Service Schedule is effective from the date of signature of this Agreement and shall remain in effect until amended following agreement of the Parties to such amendment or following determination by the National Regulator.

2. Description of Service

- 2.1 Subject to the provisions of this Schedule, the Operator shall convey calls handed over from the Enet network to Operator Geographic numbers for termination. This shall comprise of all calls to geographic number ranges which have been allocated to the Operator by the National Regulator or ported into the Operator network.
- 2.2 Operator International Incoming Calls, Operator Transit Calls and Calls to Ancillary Services are not conveyed pursuant to this Schedule.
- 2.3 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear-down sequences, for the conveyance of Calls pursuant to this Schedule. The Parties shall convey such Calls in accordance with the agreed technical requirements, and shall not make any changes thereto unless otherwise agreed by the Parties.
- 2.4 Each Party shall correct faults which occur in its network which affect the conveyance of Operator Telephony Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its network is, or will be, free from faults.

3. Charging

- 3.1 For the conveyance of each Operator Telephony Call by the Operator, Enet shall pay the Operator a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List, or as otherwise agreed by the Parties.

ANNEX A

SERVICE SCHEDULE B2

OPERATOR NON-GEOGRAPHIC TERMINATION

1. Definitions

- 1.1 This Service Schedule is effective from the date of signature of this Agreement and shall remain in effect until amended following agreement of the Parties to such amendment or following determination by the National Regulator.

2. Description of Service

- 2.1 Subject to the provisions of this Schedule, the Operator shall convey calls handed over from the Enet network to Operator Non-Geographic numbers for termination. This shall comprise of all calls with the leading digits "18XX", "0818" or "076" non-geographic number ranges which have been allocated to the Operator by the National Regulator or ported into the Operator network.
- 2.2 Operator International Incoming Calls, Operator Transit Calls and Calls to Ancillary Services are not conveyed pursuant to this Schedule.
- 2.3 The Parties shall agree in advance all necessary technical requirements, including Call set-up and clear-down sequences, for the conveyance of Calls pursuant to this Schedule. The Parties shall convey such Calls in accordance with the agreed technical requirements, and shall not make any changes thereto unless otherwise agreed by the Parties.
- 2.4 Each Party shall correct faults which occur in its network which affect the conveyance of Operator Telephony Calls in accordance with such Party's normal engineering practices. For the avoidance of doubt, neither Party warrants that its network is, or will be, free from faults.

3. Charging

- 3.1 For the conveyance of each Operator Telephony Call by the Operator, Enet shall pay the Operator a charge calculated in accordance with the rate for such a Call specified from time to time in the Carrier Price List, or as otherwise agreed by the Parties.

ANNEX A

SERVICE SCHEDULE C1

RECIPROCAL GEOGRAPHIC AND NON-GEOGRAPHIC NUMBER PORTABILITY SERVICE

1. Definitions

1.1 In this Schedule, a reference to a clause or Appendix unless stated otherwise, is to a clause or Appendix of this Schedule.

1.2 This Service Schedule is effective from the date of signature of this Agreement and shall remain in effect until amended following agreement of the Parties to such amendment or following determination by the National Regulator.

"Block Holder" is defined as the Operator to whom the number range has been allocated by the National Regulator.

"Donor Operator" is defined as the Operator in whose Network the ported number had been before the Port has taken place.

"Geographic Number Portability (GNP)" is defined as the service by which a customer can move their geographic number from one Network to another without significant service interruption.

"Non-Geographic Number Portability (NGNP)" is defined as the service by which a customer can move their non-geographic number from one Network to another without significant service interruption and without the requirement to change the associated non-geographic number.

"Port(ing)" is defined as the process of transferring the geographic or non-geographic number from one Network to another.

"Recipient" is defined as the Operator in whose Network the ported number is after the Port has taken place.

2. Description of Service

2.1 The Parties shall co-operate to operate Geographic and Non-Geographic Number Portability between their respective Networks, in accordance with the National Regulator's Decision Notice D1/99 or its successor and subject to the provisions of this Schedule.

2.2 The Parties will provide GNP and NGNP capability between their Networks solely through the Central Number Porting System and its associated processes in place at the time.

3. Terms and Conditions

3.1 The Parties agree to provide GNP and NGNP capability within their Networks in accordance with the industry agreed Number Portability Network Working Group design decisions.

3.2 The Parties agree to abide by the industry agreed but non-contractually binding "Fixed Number Portability Industry Process Manual". This document is a working manual and is updated from time to time.

3.3 The Parties agree to use the industry automated porting process which is currently provided by PortingXS.

3.4 The Parties agree to make reasonable endeavours to abide by the conditions of the industry agreed Number Portability Code of Practice.

- 3.5 The Donor shall be responsible for ensuring that the routing prefixes are applied and that the necessary data build is completed and tested in its Network before the scheduled porting time.
- 3.6 Each Party shall correct faults which occur in its Systems which affect the GNP service in accordance to such Party's work practices. For the avoidance of doubt, neither Party warrants that its Systems is, or will be, free from faults.
- 3.7 The Recipient shall be responsible for ensuring that the necessary data build is completed and tested in its Network before the scheduled Porting time.

4. Routing

- 4.1 The correct routing of traffic resulting from GNP or NGNP shall be achieved through the use of the routing prefixes as allocated by the National Regulator and as outlined in the industry agreed Number Portability Network Working Group design decisions.
- 4.2 The Parties agree that the Calls handed over from each other to ported geographic and non-geographic numbers shall be conveyed and charged in accordance with the Service Schedule appropriate to that Service type. The status of this Service Schedule shall not be altered by the agreement of this Amendment.

5. Charging

- 5.1 The charges payable to Enet or the Operator, when acting as Donor, for the provision of GNP and NGNP services during and outside the normal Working Day are as outlined in the rate card as updated from time to time.
- 5.2 The charge payable to Enet or the Operator for the provision of Emergency Restoration will be calculated on the basis of an hourly rate to recover the full costs associated with each instance where the service is required. This charge is specified in the rate card as updated from time to time.

ANNEX B

1. MUTUAL BILLING PROCEDURES

1. The Billing Party shall record Calls which are passed to the Paying Party Network and shall invoice the Paying Party for such Calls in accordance with the provisions of this Annex. Where it is impracticable for the Billing Party to record the details of a Call, records of Call details of the Paying Party shall be used. Notwithstanding this however, in the case of Calls to Irish National Mobile numbers that have ported from one mobile network operator to another mobile network operator, the Billing Party records shall be used to verify the destination network based on the Mobile Number Portability central database.
2. The invoice submitted by the Billing Party shall be delivered to the Paying Party by e-mail and shall contain the following information:
 - (a) invoice date;
 - (b) Billing Period;
 - (c) billed amounts broken down into standard, exempt and zero Vatable amounts;
 - (d) VAT amounts per invoice for standard amounts only;
 - (e) VAT registration number and company number;
 - (f) VAT rates used; and
 - (g) total amount payable.
3. The Billing Party shall provide, at the same time that it delivers to the Paying Party an invoice in respect of charges for Services, a summary statement relating to such invoice containing the following information (by Interconnect Route, with an aggregate figure for all Interconnect Routes, split between time bands for each of the Services):
 - (a) number of Calls;
 - (b) total duration of Calls;
 - (c) and total charge.

The Pricing bands are as follows daytime peak which is Monday – Friday 8.00am – 5.59pm (Peak); off-peak which is Monday-Friday 6.00 pm – 7.59am (Off-Peak); weekend which is Friday – Monday 6.00 pm – 7.59am (Weekend),, Timezone: Ireland
4. Each Party shall maintain and retain for a period of two years from its submission of each invoice true and accurate books of account and such information as may reasonably be required for calculation or verification of the amounts payable under such invoice (excluding information on individual Calls).
5. Charges for conveyance of Calls shall accrue only when:
 - (a) the Call is conveyed through the The Operator Network and the Enet Network or vice versa and connection is made to the called CLI and the Called Customer Answer Signal is received by the system on which the Call originated;
 - (b) the Call cannot be conveyed in accordance with paragraph 5 (a) and as a consequence is diverted to a service or Network in accordance with arrangements previously agreed with the called Party;
 - (c) a Called Customer Answer Signal is received from another national operator; or
 - (d) as otherwise agreed by the Parties from time to time.
6. Charging shall cease on the earlier of the detection of the calling or called Party release signal. This release signal shall be generated:

- (a) by the Operator of the system of the calling Party immediately after the calling Party has cleared the connection;
 - (b) in the case of the Operator of the system of the called Party, immediately after the called customer held time-out (that is the period of time between the called Party clearing the connection and the connection being released as agreed between the Parties); or
 - (c) immediately after the called Party clears the connection.
7. Conveyance charges specified in Annex A are expressed either per minute (when Call duration is measured in minutes and seconds) or as a flat charge, however, billing will be on a per second basis.
8. Subject to paragraphs 10 and 11 the charge for conveyance of a Call is calculated by the following formula:

$$D = (A \times B) + C$$
 Where:
 A = the Call duration in minutes and seconds
 B = the cent per minute charge
 C = the flat charge
 D = the total charge.
9. Where the duration of the Call extends across more than one time band, the total charge will be comprised of the sum of the component duration multiplied by the rates relevant to each individual time band.
10. Where it is impractical for both Customer and Enet to record the duration of a Call, Customer and Enet may agree to use the following algorithm to calculate the charges payable:

$$D = (N \times B) + (N \times A \times C)$$
 Where:
 N = the agreed number of Calls of a particular class (charge band)
 A = the agreed duration of Calls (in seconds)
 B = the cent per call charge
 C = the cent per minute charge
 D = the total charge for all Calls
11. Subject to Clauses 5 and 6, all charges payable under this Agreement shall be paid within 30 days of the date of invoice.

2. RATES AND CHARGES

1. Rates and Charges

- 1.1. The Paying Party will pay the charges due to the Billing Party in accordance with the rates set out on the Rate Card issued by the Billing Party, and in accordance with the terms of the Interconnect Agreement, the relevant Service Schedule and any applicable Supplemental Agreement. All rates are exclusive of VAT and other sales taxes, duties or levies imposed on the Billing Party by law. Where such a tax, duty or levy becomes due the amount will be added to the charges payable.
- 1.2. Rate changes will be notified by the issue of an updated Rate Card to the Paying Party which will issue seven (7) calendar days before any rate changes take effect. Rate changes will be notified by email to the email address notified on the Supplemental Agreement.

- 1.3 At the Billing Party's option, the Paying Party will continue to receive regulated rate changes to Irish National Fixed and Mobile as and when they are made publicly available.
- 1.4 **Important:** All Charges stated in this Agreement, any Rate Card, Supplemental Agreement or commercial agreement governed by the terms of this Agreement are subject to change from time to time due to changes in third party supplier charges as a result of changes in law/regulation (which includes a judgement of a court of competent jurisdiction), and such changes shall be effective from the date of the application of the rate change on Enet or The Operator as appropriate, which for the avoidance of doubt may be retrospective.

It is understood that charges are subject to change for both Parties, and that both Parties will advise the other Party in writing of any rate change as soon as is reasonably practicable however such obligation to notify the other Party in writing is procedural only and does not alter the fact that such changes shall be effective from the date of the application of the rate change.

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ANNEX C - DEFINITIONS

1. DEFINITIONS

1.1 The following words and expressions shall, except where the context otherwise specifies, have the following meanings;

“Affiliate”	Any holding company or subsidiary company as defined in sections 7 and 8 of the Companies Act 2014 as amended.
“Artificial Inflation of Traffic (AIT)”	any situation where Calls: <ul style="list-style-type: none"> (a) are made, generated, stimulated, and/or prolonged for the direct or indirect benefit of any entity (including a natural person) operating, hosting or otherwise connected with a telecommunication service as a result of any activity by or on behalf of such entity; and (b) result in a calling pattern which is disproportionate to the overall amount, duration and/or extent of Calls which would be expected from: <ul style="list-style-type: none"> i. a good faith usage; or ii. an acceptable and reasonable commercial practice relating to the operation of telecommunications systems
“Authorised Operator”	Being a telecommunications operator authorized by the National Regulator to provide services in the Republic of Ireland.
“Authorised Subsidiary”	describing a trading name or subsidiary company of the Parties to this agreement authorised by the National Regulator to provide services in the Republic of Ireland
“Busy Hour”	The hour of any calendar day that carries the maximum number of calls.
“Block Holder”	is defined as the Operator to whom the number range has been allocated by the National Regulator.
“Call(s)”	The establishment of a connection through a Network and the transmission and the delivery of a communication (being a communication of the type which each of the Party’s Networks are capable of conveying), from the terminal on which this communication has been generated to the terminal to which this communication is addressed, or to a network platform or to any other facility giving automatic answer in the cases where the connection cannot be established.
“Called Customer Answer Signal”	The signal which is provided by the terminating switch (to indicate that the called customer has answered) and which is passed to the originating switch to be used for the purpose of charging.
“Charges”	The fees payable for the provisions of the Services under the Agreement and as defined under the Service Description.

“Circuits”	A telecommunications transmission circuit capable of carrying an SIP channel or E1
“CLI”	Calling Line Identification
“CLI Guidelines”	European Telecommunications Platform (ETP) Issue 4 of “Guidelines for Calling Line Identification” [document number (02)51]9.
“Commencement Date”	the date of last signature of this Agreement
“ComReg”	Commission for Communication Regulation, telecoms licensing and regulatory body
“Data Protection Legislation”	means (i) the GDPR (ii) and any other applicable laws of the European Union, any applicable local laws relating to the Processing of Personal Data and the protection of an individual’s privacy and (iv) any binding guidance or code of practice issued by an applicable Supervisory authority
“Disclosing Party”	Party disclosing information under the Agreement.
“Dispute”	Any disagreement, conflict or claims arising out of or in connection with the Agreement or its validity.
“Donor Operator”	is defined as the Operator in whose Network the ported number had been before the Port has taken place.
“EURIBOR”	Euro Interbank Offered Rate
“Geographic Number”	a geographic number assigned to a geographic area;
“Geographic Number Portability (GNP Service)”	is defined as the service by which a customer can move their geographic number from one Network to another without significant service interruption.
“Interim Charges”	are defined as the transaction charges for the provision of NGNP Services included in this Agreement, purely for the purposes of billing arrangements in the interim period, and which will be replaced by charges approved by the National Regulator. These approved charges will be applied retrospectively to the commencement of Non Geographic Number Portability services.
“Industry Agreed”	is defined as agreed by the Number Portability Committee established pursuant to the National Regulator’s Decision Notice D1/99.
“In-Service Certificate”	The certificate signed by both Parties once the Point of Interconnection is fully established, satisfactory call traffic and bill testing has occurred and the Parties are ready to provide Services to each other in accordance with the Agreement.
“In-Service Date”	The date from which the Services are to be made available from one Party to the other in accordance with this Agreement and as specified in the In Service Certificate.

“Interconnection”	Physical and logical linking of the Enet Network with the Operator Network in accordance with this Agreement with a view to access and provision of the Services under this Agreement.
“Invoice Discrepancy”	Discrepancies in invoices, discrepancies between the invoices and the accounts of the Paying Party and/or any dispute related to the invoices.
“Invoicing Party”	The Party offering the Services under the Agreement and entitled to receiving payment of the Charges.
“ITU”	The International Telecommunications Union
“Licence(s)”	Licences, permits and authorisations required for operating Networks and providing the Services.
“Mobile Call”	A call to the customer of a third party provider in the Republic of Ireland which offers services to customers using electronic communications equipment designed to be used while in motion.
“National Call”	A call (other than a Non Geographic Call or a Mobile Call) which has been addressed to a network termination point in the Republic of Ireland.
“Network(s)”	Network means the telecommunications infrastructure operated by Parties to provide telecommunication services.
“NTC Services”	“Number Translation Code” services are defined as various freephone, premium rate, shared cost, universal access and personal numbering services, with the inclusion of additional and future non-geographic services as determined by the National Regulator.
“Non-Geographic Number”	a non-geographic number which supports NTC services;
“Non-Geographic Number Portability (NGNP Service)”	is defined as the service by which a customer can move their NTC Service from one Network to another without the requirement to change the associated non-geographic number.
“NTC”	number translation code;
“Number Translation Services (NTS)”	freephone, premium rate, shared cost, universal access and personal numbering services, with the inclusion of additional and future non-geographic services as determined by the Regulator;
“Number Portability”	the NGNP and GNP services provided in accordance with the terms and conditions of this Agreement;
“Irish National Numbering Scheme”	A scheme operated by the regulatory authority for the allocation of number ranges for telecommunications services.
“Supplemental Agreement”	Means a supplemental Agreement which is governed by the terms of this Agreement, specifying the details of the Service and associated commercial terms, Minimum Period of Service and Charges

“Paying Party”	The Party that pays or is held to pay for the Charges under the Agreement
“Point of Interconnection/POI”	A physical point where the Networks of both Parties are interconnected for the provision of service(s) as specified in Annex A. The POI is the boundary between the Enet and Customer domains of responsibility.
“Port, Ported and Porting”	the process of transferring a Non-Geographic Number or a Geographic Number from one Network to another;
“Rate Card”	Means the last issued version of the rate card setting out Call charges to be paid to the Party providing the Service. The Rate Card will be updated regularly throughout the term of the Agreement.
“Ready for Service Date”	The date agreed between the Parties by which the Service(s) will be ready for use to be no later than an agreed date.
“Receiving Party”	A Party who received any information, a notice and/ or invoice from the other Party in relation to the Agreement.
“Recipient Operator”	is defined as the Operator in whose Network the ported number is after the Port has taken place.
“Retention Rate”	means the appropriate amount of revenue collected for the call that can be retained by Enet as the originating Operator.
“Route”	Medium through which voice traffic is transmitted.
“Settlement Rate”:	means the amount passed from Enet to The Operator for access to the service, for the origination and conveyance of a call. It is normally the difference between the revenue (usually gross retail revenue) collected minus the Retention Rate.
Service Data	means any data provided or made available by either Party to the other Party that is required to run the Service(s) under or in accordance with this Interconnect Agreement.
“Service Description”	Means the details of each Service provided under this Interconnect Agreement, as set out in Annex A
“Service(s)”	The services to be provided between the Parties as is more fully set out in Annex A
“Service Provider Party”	means the party providing a service to the other party
“SIP”	IP-based interconnect paths
“SIP-I”	As per “SIP”
“Technical Plan”	means the mutually agreed document (that is subject to change from time to time) setting out the technical configurations and the standards and methods of operation to be used by the Parties
“VAT”	Value Added Tax