

# Reference Interconnect Offer (RIO)

DIDWW Ireland Limited

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## 1. INTRODUCTION

### 1.1 SCOPE

DIDWW Ireland Limited (hereinafter “DIDWW”) has its own range of telephone numbers and uses Interconnection and Termination services of Voipgate S.A. (hereinafter “Interconnection Provider”). The physical interconnection is established via Voipgate S.A., therefore the interested operators should refer to the RIO of Voipgate S.A. Please find hereafter the reference offer.

### 1.2 SERVICES COVERED

The services covered by this RIO are:

- Terminating access service;
- Number Portability;

### 1.3 TERMS AND CONDITIONS

This RIO defines the minimal interconnection terms and conditions which Interconnection Provider will grant to other Operators. Nevertheless, the Interconnection Provider reserves the right to provide more beneficial terms and conditions, in accordance with the applicable regulatory framework, including the principle of non- discrimination.

### 1.4 RESPONSIBILITY OF CONTENT

No Operator shall be responsible for the content of calls passed through his own or an interconnected Operator’s network. Luxembourgish laws and regulations regarding confidentiality and access by legal authorities to calls on the Operator’s and DIDWW’s network will apply.

### 1.5 VALIDITY

This RIO is valid from August 6th, 2019 unless

- A new RIO is published, or
- A material change occurs in the laws or regulations, governing telecommunications in Luxembourg.

This RIO shall remain in full force and effect after June 18th, 2019 until such time a new RIO into force.

## 1.6 REVIEWS AND AMENDMENTS

The content of this RIO may be reviewed and amended in order to comply with applicable rules and regulations. Furthermore, the ILR reserves the right to request or impose on DIDWW modifications to the RIO or the adoption of a new RIO to be undertaken by DIDWW.

## 1.7 APPLICABLE LAW

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

## 1.8 PRICES

All prices mentioned in this RIO, including those specified in the Appendices attached hereto, are in EURO (€) and exclusive of Value-Added Tax (VAT) or any other legal taxes, which will be added where applicable.

## 2 DEFINITIONS

### 2.1 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.

### 2.2 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 would be transmitted.

### 2.3 CALLING LINE IDENTIFICATION PRESENTATION (CLIP)

Supplementary service provided for in ITU-T Recommendation I.251.3.

### 2.4 CALLING LINE IDENTIFICATION RESTRICTION (CLIR)

Supplementary service provided for in ITU-T Recommendation I.251.4.

### 2.5 CAPACITY OF THE INTERCONNECTION LINK

The capacity defined for the Interconnection Link and the corresponding Interconnection Provider's access point to which the Operator wishes to be connected.

### 2.6 EEA

European Economic Area

### 2.7 ILR

Institut Luxembourgeois de Régulation.

### 2.8 INTERCONNECTION

The interconnection with Interconnection Provider, as defined by the Law.

### 2.9 INTERCONNECT AGREEMENT

An agreement between the Interconnection Provider and the Operator, which defines the conditions for the Interconnection.

## 2.10 INTERCONNECTION LINK

A Link between a Interconnection Provider's Access Point and an Operator's Access Point for the provision of Interconnection traffic.

## 2.11 INTERCONNECTION SERVICE

Services described in the present Reference Interconnect Offer.

## 2.12 INTERNATIONAL PUBLIC TELECOMMUNICATION NUMBER

Defined as in ITU-T Recommendation E.164.

## 2.13 IP

Internet Protocol version 4 (RFC 791) and Internet Protocol version 6 (RFC 2460)

## 2.14 IXP

Internet Exchange Point

## 2.15 KPI

Key Performance Indicator

## 2.16 LINK

Set of telecommunications facilities necessary to establish one or more transmission paths between two locations.

## 2.17 NATIONAL (SIGNIFICANT) NUMBER

Defined as in ITU-T Recommendation E.164.

## 2.18 NUMBER PORTABILITY

The case where a subscriber retains its originally assigned directory number when changing from one network Operator (Donor network; Donor Operator) to another (recipient network; Recipient Operator) and is not related to changing the nature of service nor the location.

## 2.19 OPERATOR

Any person exploiting telecommunications networks and/or providing telecommunications services in Luxembourg.

## 2.20 INTERCONNECTION PROVIDER

Interconnection Provider means VoipGate S.A. , a company organized under Luxembourgish Laws, with registered seat at Office of the CIO 4 rue Graham Bell, L-3235 Bettembourg, duly notified as provider of electronic communications services to the ILR.

## 2.21 OPERATOR ACCESS GATEWAY EXCHANGE

An Operator exchange directly connected to an Operator Access Point at which calls are initially switched in the Operator System, when conveyed from the Interconnection Provider's Access Point, or finally switched in Operator System when conveyed to the Interconnection Provider's Access Point.

## 2.21 OPERATOR ACCESS POINT

The physical interface within the Operator's System at which the Interconnection Services can be obtained.

## 2.22 PARTIES

Interconnection Provider and the Operator with which an Interconnection Agreement is (or is being) concluded.

## 2.23 POINT OF INTERCONNECTION (POI)

The physical point on the Interconnection Link where the telecommunications network of the Interconnection Provider and the Operator's System are interconnected. The POI is the boundary between the Interconnection Provider and the Operator domains of responsibility.

## 2.24 REFERENCE INTERCONNECT OFFER (RIO)

The present offer for Interconnection Services.

## 2.25 SYSTEM

All equipment and software which, an Operator uses to provide his telecommunications services.

## 2.26 SLA

Service Level Agreement

## 2.27 SIP

SIP, the session initiation protocol, is the IETF protocol for VoIP and other text and multimedia sessions.

## 2.28 TDM

Time-division multiplexing is a method of transmitting and receiving independent signals over a common signal path by means of synchronized switches at each end of the transmission line so that each signal appears on the line only a fraction of the time in alternating pattern.

### 2.1.29 INTERCONNECTION PROVIDER'S ACCESS GATEWAY EXCHANGE

An Interconnection Provider's exchange directly connected to an Interconnection Provider's Access Point at which calls are initially switched in the telecommunications network of the Interconnection Provider, when conveyed from the Operator Access Point, or finally switched in the telecommunications network of the Interconnection Provider when conveyed to the Operator Access Point.

### 2.1.30 INTERCONNECTION PROVIDER'S ACCESS POINT

The physical interface within Interconnection Provider's System from which the Interconnection Services can be obtained.

## **3 TERMINATING ACCESS SERVICE**

### 3.1 SCOPE

The terminating access service conveys a call handed over from the Operator's System, at the Interconnection Provider's Access Point for termination on any national number owned by DIDWW. Tariffs may be different for different categories of services identified by different number ranges.

### 3.2 TARIFFS

The tariffs applied for the provision of the terminating access service are indicated in Annex 1. 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.

## **4 NUMBER PORTABILITY (NP)**

### 4.1 SCOPE

Number portability (NP) is applicable under the conditions defined by the document DOC-NP-ILT which describes the procedures applicable to number portability in Luxembourg (the NP- Document).

As defined by the NP-Document, the Recipient Operator transmits the electronic file containing the requested data to DIDWW by means of an electronic messaging system. The transmission of the electronic files can be operated between 08.00 and 21.00 hours



from Monday to Friday, except legal and public holidays. DIDWW will acknowledge receipt of the transmission file by means of the same electronic messaging system.

NP will be activated by the DIDWW from Monday to Friday from 8.00 to 21.00 hours except legal and public holidays in Luxembourg.

#### 4.2 TARIFFS AND BILLING

Tariffs of number portability will be those defined in Annex 3.

Billing procedures will be as described in the Porting Agreement between the Parties.

### 5 PROCEDURE FOR REACHING AN INTERCONNECTION AGREEMENT

Interconnection agreements shall be negotiated and reached according to the general modalities for interconnection as determined by the ILR (Article 23 of the Law).

Interconnection Provider may demand the delivery of a bank guarantee on first demand of a Luxembourg based bank of 25.000,-- € in favour of Interconnection Provider for the provisioning of the interconnect service.

Interconnection Provider may also without prejudice to previous arrangements demand payment in advance. Requests for interconnection services shall be made in writing to the following address:

Voipgate S.A.  
Office of the CIO  
4 rue Graham Bell  
L-3235 Bettembourg  
T: +352 20200200  
F: +352 20300300  
@: [itx@support.voipgate.com](mailto:itx@support.voipgate.com)

### 6 ANNEXES 1 TO 4

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

## 7 ANNEX 1 TARIFFS APPLICABLE TO THE TERMINATING ACCESS SERVICE

### 7.1 TARIFFS APPLICABLE TO THE TERMINATING ACCESS SERVICE OF CALLS ORIGINATING WITHIN EEA

The tariffs for the terminating access service are defined in accordance with ILR regulation 16/209/ILR. Unless defined otherwise in future amendments of the present RIO, the tariffs will be automatically adapted at the start of a new billing period as featured in the following tables.

The tariffs in the following paragraph 11.1.1. of this RIO only apply to the termination of voice calls originating within the EEA, provided that the calling number can be identified as belonging to a numbering plan of one of the countries of the EEA.

#### 7.1.1 TERMINATING ACCESS SERVICE TO GEOGRAPHIC NUMBERS

From January 1, 2019

	Call setup €cts	Charge per minute <sup>1</sup> €cts
peak <sup>2</sup>	0,00	0,138
off-peak <sup>3</sup>	0,00	0,138

### 7.2 TARIFFS APPLICABLE TO THE TERMINATING ACCESS SERVICE OF CALLS ORIGINATING OUTSIDE OF THE EEA

DIDWW will apply, based upon the country of the calling party number, a surcharge for the termination in its network according to the following rules:

1. Termination of calls with A-Number belonging to any of the country codes included in Table 1: DIDWW will not apply any surcharge.
2. Termination of calls with A-Number not belonging to any of the country codes included in Table 1, with no A-number (no CLI), with incorrect A-Number (either in format or content), invalid A-Number, modified or manipulated A-Number: DIDWW will apply a surcharge of 12,60 €cts/min.

These surcharges will be applied in addition to the termination rate specified in paragraphs 11.1.1 of this RIO.

Table 1

Country	Country Details	Prefix
AUT	Austria	+43
BEL	Belgium	+32
BGR	Bulgaria (Republic of)	+359
CYP	Cyprus (Republic of)	+357
CZE	Czech Republic	+420
DNK	Denmark	+45
EST	Estonia (Republic of)	+372
FIN	Finland	+358
FRA	France	+33
GUF	French Guiana (French Department of)	+594
DEU	Germany (Federal Republic of)	+49
GRC	Greece	+30
HUN	Hungary (Republic of)	+36
GLP	Guadeloupe (French Department of), including Saint Martin	+590
ISL	Iceland	+354
IRL	Ireland	+353
ITA	Italy	+39
LVA	Latvia (Republic of)	+371
LIE	Liechtenstein (Principality of)	+423
LTU	Lithuania (Republic of)	+370
LUX	Luxembourg	+352
MLT	Malta	+356
MTQ	Martinique (French Department of)	+596
MYT	Mayotte	+269
NLD	Netherlands (Kingdom of the)	+31
NOR	Norway	+47
POL	Poland (Republic of)	+48
PRT	Portugal, including Azores and Madeira	+351
REU	Reunion (French Department of)	+262
ROU	Romania	+40
SVK	Slovak Republic	+421
SVN	Slovenia (Republic of)	+386
ESP	Spain, including Canary Islands	+34
SWE	Sweden	+46
GBR	United Kingdom of Great Britain and Northern Ireland	+44

## **8 ANNEX 2 TARIFFS FOR NUMBER PORTABILITY (NP)**

### **8.1 TARIFF AND PRICING**

Standard tariffs applicable to Number Portability.

Activation fee for number portability per number activation:

- 14,38€

## 9 ANNEX 3 TARIFFS FOR SPECIAL SERVICES OFFERED TO OPERATORS

### 9.1 CALLS TO 800 NUMBER TERMINATED IN THE INTERCONNECTION PROVIDER'S NETWORK (TOLL-FREE, FREE-PHONE)

This service consists in the conveyance by DIDWW of Calls handed over by an Operator at a National Point of Interconnection between the Operator's System and DIDWW System for termination on DIDWW System, on one of DIDWW's Free phone numbers in accordance with the National Numbering Plan of Luxembourg. The rates to be paid by DIDWW for Terminating Access Service to DIDWW's Free phone numbers are as specified below:

	Origin	Call setup €cts	Charge per minute €cts
peak	fixed	0,00	0,28
	mobile	0,00	1,11
	payphone	0,00	0,28
off-peak	fixed	0,00	0,28
	mobile	0,00	1,11
	Payphone	0,00	0,28

<sup>1</sup> To be billed on a per nearest second basis.

<sup>2</sup> Peak: worked days between 8.00 and 19.00.

<sup>3</sup> Off-peak: time outside peak.