



International Roaming Agreement - Common Annexes

Version 21.1

02 September 2014

This is a Non-binding Permanent Reference Document of the GSMA

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Antitrust Notice

The information contained herein is in full compliance with the GSM Association's antitrust compliance policy.

Annex C.1 AGREEMENT MANAGEMENT PRINCIPLES

Notices

All notices, information and communications required under this Agreement shall be given in writing and be in the English language and shall be sent either by mail, Telefax or preferably secure email to the addresses indicated in Annex I.1.1.

Each Operator specifies only one contact point for exchange of updates to the Agreement.

Structure of Annexes and Addenda

The Annexes are of two types:

- "Common" Annexes are common for both Parties.
- "Individual" Annexes consist of two separate parts, one part for each Party. Each Party provides and maintains his own part. This gives the possibility to update e.g. a contact point list individually for each operator.

Each set of individual Annexes holds a revision sheet containing an index of all individual Annexes contained, with the revision status and recognition level.

"Addenda" are common for both Parties

Revision Procedure

The right to amend or vary the terms of any Annex or Addenda is set out in this Agreement.

For the updating of the Annexes the following procedure is recommended. All updates to the Annexes shall be exchanged by mail or courier.

For individual Annexes, each Party updates separately: The updating Party shall forward at least one copy, either in an electronic format or else hard copy. In case a hard copy is used, then the copy should be signed on the updated pages. In both cases, (either in electronic format or hard copy) the individual Annexes should include an updated revision sheet to the contact point indicated in Annex I.1.1. The receiving Party acknowledges receipt of the updating by returning the revision sheet duly signed in case a hard copy is used.

For common Annexes the updating Party shall forward 2 signed copies of the updated pages to the contact point indicated in Annex I.1.1. The receiving Party approves the updating by returning one of the 2 copies, duly signed.

Effective Dates

Each revision shall be clearly identified by its Revision date. For changes to the Individual Annexes which are to be acknowledged by the receiving Party, the Revision date shall be the date of issue. For changes to the Common Annexes the Revision date shall be the date when the Annex is approved by both Parties.

APPROVED BY: Aseel Alshaheen

For: stc Kuwait

DATE: 11th Aug 2022

APPROVED BY:

For: Airtel Gabon

DATE: ____/____/____

Annex C.2 SERVICES

The implementation of Services shall be in accordance with the Technical Specifications with the exception of Public Mobile Network specific deviations and/or chosen options agreed by both Parties during the testing phase.

Short Codes

The Parties agree to implement the short codes as detailed in the other Party's Annex I.2.2. The agreement on the implementation is only valid after the VPMN Operator has confirmed the short code numbers and the implementation date in written form.

Annex C.3 BILLING AND ACCOUNTING

Billing and Accounting relating to International Roaming comes into effect as from the confirmed starting date of commercial roaming, as appropriate.

Annex C.3.1 INFORMATION ON BILLING DATA

Information on billing that is not explicitly stated in ANNEX C.3.1.2 is exchanged on TAP.

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For: stc Kuwait

DATE: 11th Aug 2022

APPROVED BY:

For: Airtel Gabon

DATE: ____/____/____

ANNEX C.3.1.1 INFORMATION ON TAP

The implementation of the TAP necessary to provide Services shall be in accordance with the GSM Association Permanent Reference Documents.

Data Exchange Procedure

Interchange of TAP records shall be performed by Electronic Data Interchange (EDI).

Transfer shall be within the standard timescale and the standard frequency as defined in the GSM Association Permanent Reference Documents.

For the time being the transfer schedules for the Parties shall be as follows:

When **STC** is the sending VPMN Operator: **Daily**

When **Airtel Gabon** is the sending VPMN Operator: **Daily**

Any changes in the exchange frequencies shall be agreed before implementation.

When no charging data are available Notification files will be exchanged.

If the VPMN Operator is unable to support EDI but the HPMN Operator does support EDI and call records are not made available to the HPMN Operator within the standard timescale, and it subsequently proves impossible after the use of all reasonable efforts for the HPMN Operator to recover the call charges from its customers, then the charges shall remain at the expense of the VPMN Operator provided the non-recovery can be specifically related to the delay in transfer.

If the HPMN Operator is unable to support EDI but the VPMN Operator does support EDI then the liability associated with the requirement to transfer data within the standard timescale referred to in the preceding paragraph shall not apply to the VPMN Operator.

EDI Address as well as Contact Points for enquiries and complaints are defined in Annex I.3.2.

Fallback Procedure

In case of EDI failures or delays in EDI transfer the fallback procedure shall come into effect as specified by TADIG in GSM Association Permanent Reference Documents.

The fallback procedure as specified by TADIG will only be used in exceptional circumstances and the method of transfer shall be as follows:

(Please fill in as appropriate).

Where there is a delay in the exchange of the billing files, according to the bilaterally agreed fallback procedure then the other Party shall be immediately advised.

Addresses for sending the billing files according to the fallback procedure as well as Delivery Notes and Contact Points for enquiries and complaints are defined in Annex I.3.2.

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DATE: ____/____/____

When using a physical medium, e.g. tape, CD-ROM, or diskette, according to the fallback procedure, both Parties agree not to return such physical medium.

The use of the fallback procedure does not change the liability as defined under Data Exchange Procedure above.

Changes in the time schedules

Any changes in the time schedules concerning the exchange of billing files shall be agreed before implementation.

Data Clearing House

In case of using Data Clearing House for data interchange, the responsibilities of a Party remain as they are defined by the GSM Association and in Permanent Reference Documents.

APPROVED BY: Aseel Alshaheen

For: stc Kuwait



DATE: 11th Aug 2022

APPROVED BY:

For: Airtel Gabon

DATE: ____/____/____

ANNEX C.3.1.2 INFORMATION ON BULK

The implementation of the Bulk Data transfer and information exchanged as Bulk data

The implementation of the Bulk Data transfer for SMS Interworking shall be in accordance with the GSM Association Permanent Reference Documents with the exception of Public Mobile Network specific deviations and/or chosen options agreed by both Parties during the testing phase. The information exchanged as Bulk data is to be agreed on by the Parties at the time of signature of the relevant Addendum for SMS Interworking.

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For: stc Kuwait



DATE: 11th Aug 2022

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For: Airtel Gabon

DATE: ____/____/____

ANNEX C.3.2 SETTLEMENT PROCEDURE (C.3.2 H Direct Payment or /Netting procedure)

The Settlement Procedure in this ANNEX C3.2 of AA.13 apply to financial transactions involving roaming traffic from start of the traffic period commencing by the <commercial start letter of roaming> or <date>.

Each Party as VPMN Operator shall prepare a monthly invoice for calls registered during the invoice period made by the visiting customers in the visited PMN Operator.

The settlement procedure for SMS Interworking comes into force from the starting commercial date of the SMS Interworking Addendum signed and exchanged between the Parties.

The invoice period shall in general be a calendar month. However, a single transfer covering a month end shall not be divided between two invoices. The invoice has to be sent by the 15TH of the following month at latest. An invoice notification may be sent to a destination as defined in AA14 Annex I.3.3.

STC will not send any monthly invoice with zero (0.00) monetary amount.

Airtel Gabon will not send any monthly invoice with zero (0.00) monetary amount.

Each Party will issue as appropriate credit notes and correction invoices to compensate for agreed changes to or agreed errors in the basic inter PMN Operator invoices. The threshold amount for issuing the Credit Note by for **STC** to compensate **Airtel Gabon** is 50 SDR and for **Airtel Gabon** to compensate **STC** is 50 SDR. In any case, a Credit Note shall be issued at least once a year before the year-end if appropriate.

Net Settlement

The invoice amounts (and credit note amounts if appropriate) for the two directions shall be offset against each other (netting) and the net SDR balance is converted into the Local or Payment Currency of the creditor, the converted amount in the creditors currency must be paid by the debtor.

Payment shall be made in **USD** when **either Party** is the creditor or **USD** when **STC** is the creditor and **USD** when **Airtel GABON** is the creditor calculated from the SDR balance obtained by the clearing process. The conversion method from SDR into the currency of payment, is defined in PRD BA.11

Netting

The threshold for settling the debt is 0 SDR. If the per month aggregated payment transactions between the Parties is below the threshold amount for settlement of the debt, the aggregated amount is brought forward. In any case, the party who is the debtor must settle once per year at the end of the agreed period, or otherwise as bilaterally agreed...

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For: Airtel Gabon

DATE: ____/____/____

The conversion method from SDR into the currency of payment is defined in PRD BA.11. The rate for conversion to payment currency is the rate of the month in which the threshold was passed. The due date is the one as per the invoice in the month where the threshold was passed.

The period for non settlement of debt below the agreed threshold starts with Jan and ends with Dec.

Note: The period is typically the financial year.

The creditor is not entitled to charge interest for amounts below the agreed threshold and within the agreed period as above.

Payment by the debtor shall be made within 30 days from the date of the invoice.

If the debtor does not pay the clearing balance by the due date for payment then the creditor shall have the right to charge its normal interest rate on the overdue amount from the due date for payment until payment is made.

The normal interest rate for the Party concerned is:

6% above base lending rate (from time to time in force) in the case where STC is the creditor;

*6% per annum in the case where **Airtel Gabon** is the creditor>*

Changes in time schedules concerning the exchange of invoices and settlement periods shall be fixed three months before implementation at the latest.

All enquiries and complaints concerning international invoicing shall be done through points of contact as defined in Annex I.3.3.

APPROVED BY: Aseel Alshaheen

For: stc Kuwait



DATE: 11th Aug 2022

APPROVED BY:

For: Airtel Gabon

DATE: ____/____/____

The HPMN Operator shall pay any Value Added Tax (VAT) or other similar tax in accordance with the laws of the VPMN Operator's country. The application of VAT is defined in Annex I.3.4.

Bank Charges

Where bank charges occur, any such expenses imposed by the debtors bank(s) including intermediate and correspondent banks used by the debtor to make the payment, shall be borne by the debtor

Expenses imposed by the creditors bank(s), including payment expenses imposed by intermediate and correspondent banks used for receipt of the payment by the creditor, shall be borne by the creditor.

In the case where the debtor pays in a different currency than agreed in the applicable annex or pays to the wrong bank account, the creditor has the right to request a credit from the debtor for the extra cost.

APPROVED BY: Aseel Alshaheen**For: stc Kuwait****DATE: 11th Aug 2022****APPROVED BY:****For: Airtel Gabon****DATE: ____/____/____**

ANNEX C.4 CUSTOMER CARE PRINCIPLES

General

A Roaming Customer should contact the Customer Care Services of his home contract partner (Customer Care Services of the HPMN Operator or of Service Providers) while roaming in the Public Mobile Network of the VPMN Operator. This home Customer Care Services will provide the first point of contact but may refer the Roaming Customer to the VPMN Operator's Customer Care Services if appropriate.

The Roaming Customer is free to contact the VPMN Operator's Customer Care Services directly. However, the primary responsibility for customer care remains with the HPMN Operator.

Each Party will ensure that there is, at least during office hours, an English speaking operator on duty, to whom a Roaming Customer can be referred. Further details and the customer care contact numbers are defined in Annex I.4.3.

Customer care information for SMS Interworking is contained in the relevant Addendum signed between the Parties.

Roaming Information

Roaming information (including changes of such information), like coverage maps, service levels and Services (including their date of implementation and tariffs), shall be exchanged between the contact points defined in Annex I.4.1.

Changes in Emergency Service, Customer Service, Directory Enquiry numbers, and Tariffs shall be exchanged in accordance with the provisions of the Agreement.

Each Party shall inform its own Roaming Customers about roaming in the other Party's Public Mobile Network.

Public Mobile Network Faults

In the event of a perceived Public Mobile Network fault a Roaming Customer should contact the home Customer Care Services while roaming in the Public Mobile Network of the VPMN Operator. The home Customer Care Services will provide the first point of contact but may refer the Roaming Customer to the VPMN Operator's Customer Care Services if appropriate.

In the event that the Customer Care Services of one Party has a query concerning potential faults of the other Party's Public Mobile Network, then the Customer Care Services shall contact the contact point defined in Annex I.4.1.

In addition, it may be necessary that technical experts of one Party get into direct contact with the other Party's technical experts (e.g. to establish trouble shooting). In such cases additional contact points shall be provided. These contact points are defined in Annex I.4.1.

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For: stc Kuwait

DATE: 11th Aug 2022

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For: Airtel Gabon

DATE: ____/____/____

Frequently arising faults in the Public Mobile Network or Services of the VPMN Operator experienced by Roaming Customers and indicated to the HPMN Operator shall be reported to the other Party's contact point defined in Annex I.4.1.

Lost/Stolen SIM and/or USIM-Cards

In the event that a SIM and/or USIM-card is lost or stolen, the Roaming Customer shall be asked to contact his home Customer Care Services. If the Roaming Customer contacts the VPMN Operator's Customer Care Services, the VPMN Operator's Customer Care Services will provide the Roaming Customer with the contact number of his home Customer Care Services.

Lost/stolen or Faulty Mobile Equipment

In the event that mobile equipment is lost, stolen, or faulty, the Roaming Customer shall be asked to contact his home Customer Care Services. If the Roaming Customer contacts the VPMN Operator's Customer Care Services he will be referred to his home Customer Care Services.

Billing Enquiries

In the event that a Roaming Customer has an enquiry relating to the amount billed during roaming, the Roaming Customer shall resolve this query with his home Customer Care Services. Any contact with the VPMN Operator will be achieved through his home Customer Care Services.

Customer Service Numbers

Customer Service Numbers are contained in Annex I.4.2.

Customer Care Contact Numbers

Customer Care Contact Numbers are contained in Annex I.4.3.

APPROVED BY: Aseel Alshaheen

For: stc Kuwait

DATE: 11th Aug 2022

APPROVED BY:

For: Airtel Gabon

DATE: ____/____/____

ANNEX C.5 TECHNICAL ASPECTS

Technical aspects concerning both the pre-commercial and commercial phases of International Roaming and SMS Interworking are dealt with in the Annexes to follow.

APPROVED BY:Aseel Alshaheen

For: stc Kuwait



DATE: 11th Aug 2022

APPROVED BY:

For: Airtel Gabon

DATE: ____/____/____

ANNEX C.5.1 TESTING

Certification of Testing

Both Parties shall exchange Completion Certificates confirming the successful execution of IREG tests which includes testing of the TAP procedures according to the Test Specifications of GSM Association Permanent Reference Documents. Both Parties shall confirm the successful execution of TADIG tests. If VPLMN does not support any Operator Determined Barring category for Voice or DATA, VPLMN should notify HPLMN before starting testing, and HPLMN may then request VPLMN to apply a substitute operator Determined Barring category, or take any other action required by the HPLMN, after issuing certificate of testing, if any roaming usage violation happened after launching, the VPLMN should compensate the HPLMN .

Testing of Service Availability

The Parties agree to perform relevant tests of service availability, according to the IREG and TADIG Test Specifications, every time one of the Parties indicates a major change which has an impact on International Roaming and SMS Interworking.

Exchange of SIM and/or USIM Cards

General

The issuing operator (the HPMN Operator) will make the bilaterally agreed number of test SIM and/or USIM cards available to the testing operator (the VPMN Operator) under the following conditions:

- Both Parties exchange test SIM and/or USIM card(s) as agreed bilaterally in a written notice without any activation fee or any subscription fee. The VPMN Operator will be treated as a Roaming Customer of the HPMN Operator.
- All necessary information concerning the SIM and/or USIM card(s), i.e. IMSI, MSISDN, PIN, PUK, shall be forwarded to the VPMN Operator.
- The SIM and/or USIM card(s) remain the property of the HPMN Operator.
- The test SIM and/or USIM-card(s) shall only be used in the VPMN Operator's Public Mobile Network for the purpose of testing of International Roaming functions.
- TAP data for traffic generated by these test SIM and/or USIM card(s) shall be included in the normal billing and accounting procedures between the two PMN Operators and thereby also invoiced by the VPMN Operator.

None of the above shall be construed to allow reselling the SIM and/or USIM card(s) or in any other way forwarding the SIM and/or USIM card to third parties in a manner that could be negative for the HPMN Operator. The SIM and/or USIM card(s) issued as a result of this paragraph must be and remain the property of the VPMN Operator.

Tests Before the Commercial Start of Roaming Services (Pre-commercial Roaming Phase)

APPROVED BY:Aseel Alshaheen

For: stc Kuwait



DATE: 11th Aug 2022

APPROVED BY:

For: Airtel Gabon

DATE: ____/____/____

As a general principle, it is agreed that the operator actually using test SIM and/or USIM card(s) will not receive a payable bill from the issuing operator for the test calls made in the Public Mobile Network under test. TAP data and bills will only be exchanged for test purposes.

Unless otherwise agreed, it is the sole responsibility of the VPMN Operator to block Roaming Customers of the HPMN Operator during the pre-commercial phase and in no case does the HPMN Operator have to bear the costs incurred by its customers roaming in the VPMN Operator's Public Mobile Network.

Tests During the Commercial Roaming Phase

As a general principle it is agreed that during the commercial roaming phase the usage of these SIM and/or USIM card(s) is fully chargeable for traffic charges. The HPMN Operator shall therefore have the right to send a (single) bill to the VPMN Operator for the traffic generated by the exchanged SIM and/or USIM card(s), however, only if the amount exceeds the bilaterally agreed non chargeable value. The amount charged is only the amount exceeding the non chargeable value calculated on a monthly basis. The non chargeable monthly value **for the total of test SIMs for STC is 55 SDR** and the non chargeable monthly value **for the total of test SIMs for Airtel Gabon is 55 SDR**

The tariff used will be either the IOT of the VPMN or the HPMN retail tariff. In case the HPMN retail tariff is used, the HPMN Operator will attach an itemised bill to the invoice for control purposes containing a detailed description of the tariff used for billing of the test SIM and/or USIM card(s) usage and the currency conversion rate from the HPMN retail tariff currency into the payment currency set out in Annex C.3.2. The payment shall be done according to the provisions set out in Annex C.3.2, including the liability for late payments and bank fees. The invoice regarding test SIM and/or USIM card(s) shall be sent to the address defined in the VPMN Operator Annex I.3.3 and settled in line with the bank details set out in the HPMN Operator's Annex I.3.5.

In the event that the VPMN Operator has a query concerning the other Party's test SIM and/or USIM card(s), then the VPMN Operator shall contact the contact point defined in Annex I.5.1.

Calls Made Outside the VPMN During Pre-commercial or Commercial Roaming Phase

All costs occurring for calls made with test SIM and/or USIM cards issued to the VPMN outside the VPMN's network will be charged by the issuing operator (HPMN). The issuing operator (HPMN) has the right to decide how to charge this usage of test SIM and/or USIM cards.

The tariff used will be the HPMN retail tariff. The HPMN Operator will attach an itemised bill to the invoice for control purposes containing a detailed description of the tariff used for billing of the test SIM and/or USIM card(s) usage and the currency conversion rate from the HPMN retail tariff currency into the payment currency set out in Annex C.3.2. The payment shall be done according to the provisions set out in Annex C.3.2, including the liability for late payments and bank fees. The invoice regarding test SIM and/or USIM card(s) shall be sent to the address defined in the VPMN Operator Annex I.3.3 and settled in line with the bank details set out in the HPMN Operator's Annex I.3.5.

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For: Airtel Gabon

DATE: 11th Aug 2022

DATE: ____/____/____

Using best endeavours, the HPMN Operator will inform the VPMN Operator and bar the test SIM and/or USIM card(s) being used outside the VPMN.

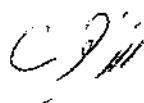
The VPMN Operator is fully liable for all call costs as detailed above, damages and costs (as limited by this agreement) incurred by misuse of test SIM and/or USIM cards outside the VPMN for the first 180 calendar days or until it is informed by the HPMN, whichever is the smaller.

Lost or Stolen Test SIM and/or USIM Cards

In the event that the VPMN Operator determines it is no longer in possession of the HPMN Operator's test SIM and/or USIM cards, the VPMN Operator must immediately notify the HPMN Operator in written form and request that the missing test SIM and/or USIM card(s) be deactivated. The notification shall be sent by telefax or e-mail to the address defined in Annex I.5.1 and copied to the address defined in Annex I.1. The notification shall at least contain: IMSI and ICCID of the test SIM and/or USIM card(s), reason for deactivation request and VPMN's corresponding contact details. Once sufficient notification has been delivered to the HPMN Operator, the liability of the VPMN Operator ceases for all further usage on the missing test SIM and/or USIM cards(s) which occurs beyond the date of notification. However, the burden is on the VPMN Operator to provide sufficient proof that adequate notification was given to the HPMN Operator.

APPROVED BY: Aseel Alshaheen

For: stc Kuwait



DATE: 11th Aug 2022

APPROVED BY:

For: Airtel Gabon

DATE: ____/____/____

ANNEX C.5.2 SECURITY

Security functions of the individual Parties are specified in Annex I.5.2 and any other PRD documents.

Authentication

The Parties agree to implement Customer Identity Authentication for Roamers on their network. The purpose and mechanisms for authentication are described in 3GPP TS 42.009, 3GPP TS 43.020 and in GSMA PRD SG.15.

The Parties agree that authentication shall be performed as specified below:

For roamed customers (at the commencement of GSM service or 3G service or 4G service) at every occasion of:

- Network access using IMSI
- Location updating involving VLR change
- Network access for at least 1 in 5 mobile originated and terminated call set-ups (incl. SMS) for **STC**.
Network access for at least 1 in 5 mobile originated and terminated call set-ups (incl. SMS) for **Airtel Gabon**
(The value of x needs to be agreed by the Parties but should be less than 10)
- Supplementary service operation outside call
- Cipher key sequence number mismatch

If packet services are supported, authentication is also to be performed at every occasion of:

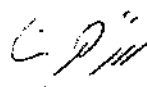
- Network attach.
- Routing/tracking area updating involving S-GW/SGSN and MME change.
- PDP context activation/EPS bearer activation.
- P-TMSI (P- Temporary IMSI)/GUTI signature mismatch, if P-TMSI signature is used (where applicable).
- P-TMSI/GUTI signature not inserted in a Attach Request or Routing Area Update Request (where applicable).

Security data sets (triplets, quintuplets etc.) provided by the HPMN to the VPMN to authenticate its roaming customers shall be used only once by the VPMN. If the VPMN has used all security data sets and it is not possible to get new ones from the HPMN, then the Parties agree that calls are not permitted and that the HPMN will not receive any charges related to those calls which were not permitted.

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For: stc Kuwait



For: Airtel Gabon

DATE: 11th Aug 2022

DATE: ____/____/____

Authentication during a malfunction of the network

The Parties agree that if an MS is registered and has been successfully authenticated, whether active or not active on a call, calls are permitted (including continuation and handover). The HPMN will receive the charge.

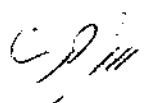
If an MS attempts to register or re-register and cannot be successfully authenticated due to the network malfunction, calls are not permitted.

If an MS has already been registered on the network, and has already been authenticated, and cannot be successfully re-authenticated due to network malfunction (e.g. the HPMN was not able to provide authentication pairs RAND, SRES),

the Parties agree that calls are not permitted and that the HPMN will not receive any charges related to those calls which were not permitted.

APPROVED BY: Aseel Alshaheen

For: stc Kuwait



DATE: 11th Aug 2022

APPROVED BY:

For: Airtel Gabon

DATE: ____/____/____

ANNEX C.5.3 INFORMATION ON SIGNALLING INTERCONNECTION AND/OR IP CONNECTIVITY

The implementation of the Signalling Protocols and/or Inter-PLMN backbone (as defined in IREG PRDs) shall be in accordance with the Technical Specifications and relevant GSM Association Permanent Reference Documents with the exception of Public Mobile Network specific deviations and/or chosen options agreed by both Parties during the testing phase.

The technical information relevant for International Roaming or SMS Interworking shall be exchanged between the Parties as part of IREG testing procedures and IREG PRDs.

Each Party agrees to adhere to the processes set out in PRD IR.21, Section 4: Procedures for Updating the Database, when making changes in the numbering and addressing information with an impact on International Roaming or SMS Interworking.

ANNEX C.6 DATA PRIVACY. GENERAL PRINCIPLES

Data Privacy requirements of the individual Operators are defined in Annex I.6.1

ANNEX C.7 FRAUD PREVENTION PROCEDURES

General

With effect from

- [the actual commercial starting date for International Roaming between the Parties] / [date]

The Parties shall implement fraud prevention procedures as specified by the GSM Association within BARG Binding PRD BA.20, the parties agree to implement NRTRDE procedure with commercial launch date of roaming service.

The host Operator is responsible for Providing NRTRDE Files on a timely basis as per agreement.

ANNEX C.8 ACCESS TO IP CAPABILITIES

Access to IP capabilities and/or applications of each individual Party shall be defined as follows:

APPROVED BY: Aseel Alshaheen

For: stc Kuwait

DATE: 11th Aug 2022

APPROVED BY:

For: Airtel Gabon

DATE: ____/____/____

ANNEX C.12 Roaming Service Level Agreement

General

The Parties agree to implement the principles of the Service Level Agreement for roaming as specified in relevant GSMA PRDs and the effective date will be <...>

The Service Level Agreement has a sub-paragraph, referring to Annex 1 in BA.51, which forms an integral part of this Annex C.12.

Both Parties also agree to abide by PRD IR.78.

Both Parties confirm their IR.21 documents are up-to-date, i.e. all technical and routing information and contact details for trouble shooting and escalation are correctly presented.

Both Parties agree that some of the test SIM cards can be used for active QoS monitoring purposes and the below *[delete the option below not used]* will apply for this purpose.

Option A :

The threshold for test usage (see annex C.5.1) will remain in place. The SIM cards used for QoS purposes will be communicated in writing in a separate document signed by both Parties.

Option B :

Both Parties agree that the VPMN will not charge the HPMN for the usage of the test SIM cards specifically exchanged for QoS purposes. These SIM cards will be communicated in writing in a separate document signed by both Parties.

Where Option B applies, both Parties agree that the VPMN, in case the usage is charged for, will issue a (yearly) credit note for the usage of the notified test SIM cards used for QoS monitoring.

Neither Party shall be liable to the other Party for failure to meet the Service Level Agreement as set out herein.

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For: stc Kuwait

DATE: 11th Aug 2022

APPROVED BY:

For: Airtel Gabon

DATE: ____/____/____

Document Management

Document History

Version	Date	Brief Description of Change	Approval Authority	Editor / Company
3.2.0	September 1998	Changes due to SMS new principles approved Plenary #40	Plenary #40	
3.3.0	April 1999	Approved at Plenary 41	Plenary #41	
3.4.0	April 2000	CR# contained in PL Doc and CR# contained in Doc has been incorporated		
3.5.0	October 2000	Changes due to GPRS roaming, Bulk SMS data transfer, Multilateral Financial Settlement and Access to IP Capabilities.		
3.6.0	December 2001	CR#14 (LRG Doc 063/01rev1) concerning changes due to 3G and CR#16 (BARG Doc 256/01) to bring AA.13 in line with BA.11.		
3.7.0	July 2002	CR#21 (BARG doc 079_02) concerning bulk data exchange and CR 22 (BARG doc 105_02) concerning HUR liability.		
3.8.0	November 2002	CR#24 (BARG doc 210_02) concerning SMS fraud prevention procedure for MNP		
3.9.0	August 2003	CR # 30 (BARG doc 083_03 rev 2) regarding Clarification on Pegged Exchange Rate to limit the number of days previous to 23 rd of Month to 5 for pegging an exchange rate when a rate is unquoted.		
		CR #31 (BARG doc 104_03) removing many references to SMS Interworking to the AA.19 PRD due to the revision of the Standard International Roaming Agreement to a more technology		

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		neutral wording.		
3.10.0	September 2003	SCR 032 (BARG Doc 115/03) Move to Technology Neutral Agreement		
3.10.0	October 2003	Editorial Change to update footer reference from 3.9.0 to 3.10.0.		
3.11.0	February 2005	CR 037 (BARG 64_030) Change to Security Annex to include Authentication of Roamers. CR 040 (BARG 64_070Rev1) Amendment to revision procedure in Annex C.1 to align with CR 42 to AA.14 CR 041 (BARG 65_009) Change to Annex C.7 support combined HUR, single SDR level and email transmission.	BARG #65	
3.11.1	May 2005	CR 042 (BARG Doc 65_050) Changes to Network Information – IR.21 Procedures CR 044 (BARG Doc 65_076) Changes to C.7 1.3 Liability for non compliance of Fraud Prevention Procedures.	BARG #65	
3.12.0	November 2005	CR 045 (BARG Doc 66_017) New section G in Annex C.3.2 for Settlement Procedure for Electronic Invoicing. CR 046 (BARG Doc 66_18 rev1) Update to Annex C.5.1 regarding overuse of Test SIM Cards.	BAG #66	
3.13.0	May 2006	CR 047 (BARG Doc 67_023)		
		Change to Annex C.1 to clarify need to sign the hard copy of the AA.14 revision sheet when a hard copy of the AA.14 is sent instead of the new electronic format.	BARG #67	

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		<p>CR.048 (BARG Doc 67_036 Rev1) Change to Annex C.3.2 to remove options A & F. Change to rename all options in Annex C.3.2 to Settlement Procedure and Invoicing Options.</p> <p>CR.049 (BARG Doc 67_039) Removal of optional adherence to FF.04 in Annex C.7 from old section 1.2 (AA.13 version 3.12.0). This section is now section 2.2 following renumbering in CR.050.</p> <p>CR.050 (BARG Doc 67_042 Rev1) Addition of text to Annex C.7 describing conditions to be met for HUR to be considered delivered. Addition of actions required in case of HUR delivery failure to Annex C.7. Addition of text to Annex C.7 specifying HPMN responsibilities to facilitate receipt of HUR. Re-numbering of sections in Annex C.7 Replacement of 'Report on Suspected Fraud' with 'HUR' (High Usage Report) in Annex C.7</p>		
3.10.0	October 2003	Editorial Change to update footer reference from 3.9.0 to 3.10.0.		
3.11.0	February 2005	<p>CR 037 (BARG 64_030) Change to Security Annex to include Authentication of Roamers.</p> <p>CR 040 (BARG 64_070Rev1) Amendment to revision procedure</p>	BARG #65	

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		in Annex C.1 to align with CR 42 to AA.14 CR 041 (BARG 65_009) Change to Annex C.7 support combined HUR, single SDR level and email transmission.		
3.15.0	October 2007	Addition of Annex C.11 for Network Extensions. (BARG Doc 70_037)	BARG #70	
16.0	February 2008	CR 057 (BARG Doc 71_007Rev1) to AA.13 Addition of New Annex C.12 for use by operators that want to sign a Service Level Agreement as part of their roaming agreement.	BARG #71	
17.0	October 2008	CR 058 (BARG 72_037Rev1) Addition of New Settlement Procedure H CR 059 (BARG 72_038) Update to Bank Charges Statement CR 060 (BARG 72_058) Minor change to Annex C.12 Roaming Service Level Agreement CR 061 (BARG 72_069Rev1) to AA.12 Change Roaming 'Subscriber' to Roaming 'Customer'	BARG #72	Lydia Shekiluwa Telefónica O2 UK Limited
18.0	April 2009	CR 062 to AA.13 (BARG Doc 73_026) Non payment of small amounts CR 063 to AA.13 (BARG Doc 73_027) Invoice Information CR 064 to AA.13 (BARG Doc 73_067) To cater for various options when confirming NRTRDE starting date	BARG #73 & EMC #72	Lydia Shekiluwa Telefónica O2 UK Limited

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18.1	December 2009	CR 065 to AA.13 C.3.2.H Modifications to Netting Procedure (BARG 74_016) Addition of new option within C.3.2. H to consider the netting procedure within currency conversion. This modification could be used for Euro-Zone operators and other autonomy currency zones. Editorial update to add in Optional Annexes C9 & C10	BARG #74 EMC #78	Lydia Shekiluwa Telefónica O2 UK Limited
18.2	January 2009	Editorial correction to add back CR 062 (BARG Doc 73_026) that had been accidentally deleted	N/A	Lydia Shekiluwa Telefónica O2 UK Limited
18.3	28 April 2011	Updated to new DAG approved PRD Template. CR 066 to AA.13 Annex C.12 SLA text: Approved at BARG 74, but rejected by DAG due to an incorrect reference. The correct reference to BA.51 Annex 1 is now included. (BARG Doc 77_044)	BARG #74 & EMC	Lydia Shekiluwa Telefónica UK Ltd
19.0	22 November 2012	Addition of new Annex c.13 M2M (BARG Doc 80_040)	BARG #80 & PSMC	Carloe Lectard (Orange)
20.0	2 May 2013	mCR 1001 insert option to bilaterally agree on non creation of zero rated invoices MCR 1002 New Annex to facilitate Multi-Network Invoice Exchange	BARG #81 & PSMC	Carloe Lectard (Orange)
21.0	May 22, 2014	As per CRs 1003 and 1004, plus editorial update to Signature line and removal of references to RAEX	BARG Evote	Yves Caron, Bell Mobility
21.0	9 July 2014	<i>Editorial update to Option 2 Direct Payment</i>	N/A	Yves Caron, Bell Mobility

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		<i>Payment by the debtor shall be made within <yy> days from the date of the invoice</i>		
21.0	September 2, 2014	<i>Editorial changes to Annex 5.2 – Security further to CR1006 and standardize signature line for Annex 13.</i>	BARG Evote	Yves Caron Bell Mobility

Other Information

Type	Description
Document Owner	BARG / AGREE
Editor / Company	Yves Caron, Bell Mobility

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