

Valid from October 1st 2010. All prices are stated in CZK excl. VAT at the applicable rate.

## 1 Service contents

The essence of the service is complete supply of phone and internet services in one integrated solution on accessible local metallic line.

The condition of establishment of the service is existence of one metallic pair of participant line with active service (main HTS phone station (analogue fixed line) or euroISDN2-A connection) of Telefónica O2 Czech Republic, a.s. company, which will be cancelled by establishment of the GTS Complete Office service, and positive result of technical investigation on the relevant line. 1 – 3 pairs of metallic lines will be used on the selected configuration for the GTS Complete Office service. The participant must be participant of the Telefónica O2 Czech Republic, a.s. operator for the relevant station (connection), or he must be authorized to act on behalf of such participant.

### 1.1 Basic services

The basic service includes:

- § 1 – 3 ISDN2 phone connection ended on U interface
- § connection to Internet with ADSL technology

The basic service is provided in configurations (number of telephone connections, capacity of Internet connections) stated in the relevant provisions of the price list of GTS Complete Office service.

#### 1.1.1 ISDN2 phone connection

The phone service is implemented by standard phone technology, TDM (switching circuits).

Basic set of phone services:

- § Voice transfer
- § Fax of G3 and G4 groups
- § Data transfer at speeds of  $n \times 64$  kbit/s (where  $n$  is the number of voice channels using simultaneously)
- § Portability of participant's phone number from former provider (only from HTS line) or assignment of new phone number from the assigned range of the provider
  - portability of individual numbers from HTS – a maximum of 8 numbers for each ISDN2 line established, portability of each single number = easy ordering
  - portability of the entire set of main + MSN numbers from ISDN2 – a maximum of 1 complete set (1 main + up to 7 MSN numbers) to each ISDN2 line established, portability of entire set = comprehensive order
  - portability of the entire direct-dialling-in (DDI) from ISDN2 – maximum of 3 DDI 10 or one DDI 100 to the GTS Complete Office service, portability of a single direct-dialling-in = comprehensive order
- § Allocation of telephone numbers:
  - 1 main telephone number + up to 7 MSN for each ISDN2 connection (type of ISDN2 connection (MSN))
  - or direct-dialling-in (DDI) with a block of 10 or 100 telephone numbers (type of ISDN2 connection (DDI))
- § Publishing of data in official phone book of the Czech Republic

The GTS Complete Office service is intended for incoming and outgoing calls. It allows outgoing local, long-distance, mobile and international calls and other calls stated in the price list of publicly accessible phone service and the selected price program.

#### 1.1.2 ADSL Internet connection

The connection to Internet with ADSL technology is implemented on one of the ISDN2 phone connections within the GTS Complete Office service.

The participant has the possibility to order a connection capacity according to the configurations stated in the price list. But the provider can change the required connection capacity in the course of establishing or after establishing of the service, if the capacity required by the participant cannot be achieved in sufficient quality or at all for technical reasons (quality and parameters of specific metallic line). In such case, the participant will be provided with as high capacity as possible out of the configurations offered. The price for the service will be determined according to the relevant service price list for the implemented service configuration. Such change has no influence on the validity of the contract and other contract conditions.

The basic service of Internet Connection includes:



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- § asymmetrical ADSL Internet connection
- § connection capacity and aggregation according to the configurations offered
- § unrestricted volume of transferred data
- § there is no application of a fair user policy (FUP)

Each subscriber is allocated an IP internet address according to the provider's address plan. The provider reserves the right to change the IP address allocated without prior warning. The provider undertakes to take all measures which it can to ensure that a change to the IP address allocated takes place as infrequently as possible, and above all only if the provider's technical resources management so requests. The IP address is automatically changed whenever there is a change of service.

The subscriber undertakes to return the IP address to the provider with the termination of provision of the service under the terms of the contract. The subscriber takes due note that the portability of IP address to a subscriber is barred.

The subscriber is obliged to secure the network and servers so as to restrict the possibility of third parties misusing the service provided. The subscriber is not entitled to transfer the password for connection to the service to third parties. The subscriber is obliged to take appropriate measures aimed at maintaining the secrecy of the password.

## 1.2 Additional services

A number of additional services is provided for the basic services within the GTS Complete Office service. Additional services are charged according to the relevant price list of the GTS Complete Office service, the price list of the publicly accessible phone service and the selected price program.

### 1.2.1 Additional services to phone service

Accessible additional services according to connection type and their standard setting are stated in the chart. Standard setting of individual services can be changed by corresponding annex to service specification.

Abbreviation	Service	Default setting
AoC/AoT	Tariffication impulses	x
CFB SC	Redirection of call in case of busy line	On
CFNR SC	Redirection of call in case of non-answering in (20 s)	On
CFU SC	Fixed redirection of calls	On
CLIP FSK	Display of caller's number on analogue line (set by the called person)	Off
CLIR NC	Avoiding of communication of caller's number (set by the caller)	Off
CLIR SC	Avoiding of communication of caller's number directed by user	On
COLP	Display of number of called person (in case of redirection, set by caller)	x
COLR	Avoiding of communication of number of called person (set by the called person)	X
CONF3	Small conference of 3 participants	On
CW	Alert to incoming call, waiting call	On
HOLD	Holding of call (the provider performs authorization of such service)	On
MA/LH	Series line (cyclic access)	x
MSN	Multiple participant number, up to 8 numbers from the range of 1, 2, ... 8	x
OCB	Restriction of outgoing operation to specific direction	Off
OCB NC	Restriction of outgoing operation (national, GSM, foreign, 9xx)*	Off
TP	Transferability of terminal	x
SUB	Sub-addressing of terminals	x

\* possible values: services with special tariff (90x, 976), without restriction, foreign call, national GSM

Call forwarding controlled by the subscriber – the subscriber has the possibility of activating and deactivating at any time the forwarding of incoming calls service by means of a telephone set with tone selection:

	Activation	Deactivation



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Direct forwarding	*21* telephone number #	#21#
Call forwarding on mobile subscriber Busy supplementary service	*67* telephone number #	#67#
Call forwarding on mobile subscriber not reachable supplementary service (20 seconds)	*61* telephone number #	#61#

NB: a tone or the announcement "your activity has been confirmed" is heard after a correct entry is made

### 1.2.2 Additional services for Internet

The following additional services are provided for the basic service of Internet connection:

- § IP space – routed network of 4, 8 or 16 IP addresses ( on order )
- § Mailhosting – 200 MB ( on order )
- § Webhosting – UNIX, 50 MB ( on order )
- § administration of 1 domain of 3<sup>rd</sup> level ( on order )

The "on order" services can be ordered through specification of GTS Complete Office service.

## 2 Service charging

The service is charged as follows:

- a) By the price list of GTS Complete Office service
- b) By the selected price program
- c) By the price list of publicly accessible phone service.

In case of contradiction of specific provisions of individual documents, the provisions stated there have gradual preference according to the sequence stated above.

The expected volume of phone operation stated in the contract (service specification) has only informative character and serves exclusively for internal need of the provider.

## 3 Technical data

### 3.1 Connections

GTS Complete Office is a packet of ISDN2 phone connections and fixed Internet connection by ADSL technology, implemented on one of the phone lines. The phone lines are established on the existing participant metallic lines of Telefónica O2 Czech Republic, a.s.

The connection indicated in the service specification as "A" is the main GTS Complete Office service connection. A telephone service and internet connection is provided on this connection. If for any reason the service cannot be realised on this connection (the impossibility of making the subscriber metallic line available), no other part of the service specified in the appropriate contract (service specification) will be realised and this contract (service specification) will become null and void.

The connections given in the service specification as "B" and "C" are the auxiliary GTS Complete Office services and are intended for the telephone service separate from the internet in cases in which 2 or 3 ISDN2 connections are established within the framework of a single GTS Complete Office service specified in the appropriate contract (service specification). In the event of its not being possible to establish the services on connections "B" or "C", but its being possible to realise the main connection "A", the service will be established only with the connections which are possible. In this case the price of the service will be stipulated in accordance with the GTS Complete Office pricelist for the configuration provided.

### 3.2 Interface, end point of service

The precondition of service implementation is the existence of a sufficient number of metallic participant lines with active service of the Telefónica O2 Czech Republic, a.s. provider and positive result of technical investigation. Within the service implementation, the participant metallic lines (PPV) will be made fully accessible and at the same time, all services provided at those lines by any telecommunication service provider will be cancelled.

The telephone connection is realised by standard digital ISDN2 (ISDN BRI) technology and submitted to the subscriber on a U interface (RJ-11 connector). The termination point of GTS Complete Office service is the Uk<sub>0</sub> interface. Each individual ISDN2 connection is realised on an independent metallic line. The establishment and installation of service do not include any works on the existing telecommunication distribution in the participant's building; the service is established on the existing distribution including RJ-11 connector.

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### 3.3 Change of service

The participant orders any change of parameters or configuration of service from the provider through the relevant change specification of the service. The changes are charged according to the valid service price list. No changes can be performed in a period of 5 and less days before the agreed date of service establishment.

If a participant wants to increase the number of phone lines, there shall be fulfilled the preconditions of articles 1 and 3.2 and all other related provisions of this service description. Unbundled local metallic line can't be relocated. To relocate the termination point of the GTS Complete Office service there is to exist sufficient number of lines fulfilling the preconditions of articles 1 and 3.2 and all other related provisions of this service description. The time period and implementation of the termination point relocation are equal to the service establishment.

### 3.4 Customer Premise Equipment (CPE)

The CPE are not included in the GTS Complete Office service. The participant can order the necessary CPE from the provider's offer (see pricelist of GTS Complete Office service). The participant has also the possibility to use his own CPE authorized for connection to public communication networks of the Czech Republic or for operation in the Czech Republic.

The provider ensures support for installations and service only for CPE ordered by the participant for the GTS Complete Office service from the GTS Czech provider.

The following CPE are indispensable for the service operation:

- § NTBA network termination for digital ISDN terminal equipment or an NTBA 2ab network termination for connecting analogue terminal equipment (one NTBA or NTBA 2ab unit for each ISDN2 connection)
- § a splitter for diverting the out-of-voice band for realisation of the connection to ADSL internet
- § an ADSL modem for connecting the computer to the internet
- § an analogue or digital telephone, fax machine, etc.

No CPE may be connected to the lines prior to the GTS Complete Office service termination point! All analogue CPE may be connected to the ISDN line only through the NTBA 2ab analogue ports or through a suitable terminal adapter!

#### 3.4.1 Basic conditions of sale of CPE

The contract of provision of publicly accessible service of electronic communications is considered, in the provisions concerning sale of end device, a sale contract entered into between the participant and the provider. The price for which the end device is sold to the participant (the so called purchase price) is determined in the relevant provision of the valid Pricelist of the GTS Complete Office service (Annex to Contract), unless the participant and the provider have agreed other thing. The participant confirms the takeover of the end device including accessories on the delivery note or another similar document, or handover record is written down about the handover and takeover of the end device by the contracting parties. The ownership of the CPE goes over to the participant only by full payment of the end device price to the provider. The damage on the end device goes over to the participant by the moment of physical takeover of the end device (such moment will be stated on the handover record, delivery note or another similar document confirming the takeover of end device by the participant). Any possible damage emerging in connection with the end device is limited by the purchase price of the relevant end device. The guarantee period provided for individual CPE is stated on the letter of guarantee of the end device, which is handed over to the participant together with the end device (standard guarantee period amounts to 24 months). The way of enforcing a claim of end device and the claim procedure are described below in [article 5](#).

## 4 Establishment and installation, service

The service is provided on an accessible local line of Telefónica O2 Czech Republic, a.s. The termination point of the service is the UK<sub>0</sub> interface of the ISDN2 line which is located on the subscriber RJ-11 socket. The participant shall provide unambiguous identification of a specific line for service installation. In case the line is ended in another way than with standard phone socket with RJ-11 connector, Telefónica O2 Czech Republic, a.s. will perform change at the participant's request.

### 4.1 Period for service establishment

The average period for service establishment amounts to 25 workdays from the day of signature of contract (service specification) by the provider and the participant. On the date of service establishment (date of making accessible the local metallic line and transferring the numbers to GTS Czech network), the provision of telecommunication services on the relevant lines will be interrupted. The interruption takes usually 2 to 24 hours from the moment when Telefónica O2 Czech Republic, a.s. has handed over the functional local metallic line to the provider.

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#### 4.2 Establishment of service and installation

The service is provided as standard without installation. The service is established on the existing telecommunication infrastructure. During establishing, the provider goes on sending notification e-mails about the course of service establishment to the participant:

- § the first message (within 3 days from start of service establishment, usually within 5 days from signature of contract) includes information of expected date of service establishment (making accessible the local line and transferring of numbers) and information of start of technical investigation on the participant's lines;
- § the second message (usually within 12 days from the start of service establishment) contains information of result of technical investigation, of specific date of service establishment and possibly of transfer of phone numbers from former provider to GTS Czech network. At the same time, configuration data indispensable for setting the CPE for operation of the GTS Complete Office service are sent to the participant.

**Please keep carefully the configuration data and hand them over to the person who will carry out configuration of CPE or to the installation engineer ordered from the provider!**

The participant has the possibility to order installation by an engineer for the service, according to the pricelist of GTS Complete Office service. The engineer's installation includes:

- § engineer's presence in participant's locality in the time of service establishment;
- § configuration and connection of CPE ordered by the participant for the GTS Complete Office service from GTS Czech (for installation contents see below). In case of own CPE of the participant, the installation engineer will use his own CPE to demonstrate the service functionality, disassembling them after the end of installation. The installation does not include configuration and connection of other CPE than the devices ordered for the service from GTS Czech;
- § testing of service functionality and demonstration to participant;
- § handover of the service for use to the participant and signature of handover record by the participant;

In the time of establishment and installation of the service, the presence of the administrator of the participant's branch exchange, if any, is suitable. GTS Czech does not provide for configuration and possible adaptations of connection of the participant's branch exchange.

In case of self-installation, the participant has the possibility to use paid phone technical support on phone number 900 20 99 20 on workdays from 9:00 to 18:00 o'clock. The price of a call is 20 CZK/min. incl. VAT.

The service is established by the moment of activation of the service in the GTS Czech network on the accessible line; in case of installation by an engineer, by the moment of handover of the service to the user for use. The provider does not bear responsibility for delays caused by self-installation of the participant's own CPE.

If, in case of installation by an engineer, the service cannot be completely installed and handed over for use for reasons at the participant's side (non-fulfilment of conditions according to this descriptions, non-allowing the engineer's access to the relevant phone distributions etc.), the service is considered established by the moment of service activation in the GTS Czech network on the accessible line. Any possible new travel of the engineer for finishing the service installation will be charged with standard price of service installation by engineer according to the valid service price list.

#### 4.3 Contents of installation of phone service

Installation of the ISDN line (the service contains 1 to 3 ISDN lines on independent lines) includes:

- § creation of an S<sub>0</sub> interface by connecting the NTBA network termination to the UK<sub>0</sub> interface
- § configuration of NTBA to a point-to-point or point-to-multipoint connection, including configuration of the termination resistors
- § in the case of NTBA 2ab the installation includes configuration of MSN numbers on a/b ports of the R interface selected by the subscriber and configuration of the emergency power mode
- § connection of the subscriber's existing telecommunications distributors to the NTBA network termination
- § connection of the terminal equipment (telephone sets) to the distributor
- § connection of the NTBA to a 230V network.

The subscriber is obliged to make available a 230V socket in close proximity to the location of each NTBA and corresponding internal telecommunications distributors. **The installation does not include any works on the customer's branch exchange or on the participant's internal distributions.** The participation of the exchange manager is recommended while the service is being installed.

In case that any electronic security system, payment terminal and other devices except standard telephone sets are connected on the line, such device will be disconnected by the engineer during service installation. The connection,

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configuration and verification of functionality of such device are not included in service installation by the engineer. The participant will provide for such works at his own costs through the provider of service of such device.

#### 4.4 Contents of installation of Internet connection

It is complete professional installation of end device including connection to the user's computer. The service functionality will be demonstrated to the participant on the customer's computer.

Scope of activities:

- § connection and installation of splitter to terminal point of network (first phone socket) by cable in the package supplied;
- § connection of existing phone distribution to splitter;
- § connection of ADSL modem to splitter by cable in the package supplied;
- § connection of ADSL modem to computer by cable in the package supplied (modem with Ethernet interface needs external feeding from 230 V network);
- § configuration of network interface of one computer selected by participant and configuration of supplied end device;
- § demonstration of function of connection with the help of computer technology of installing engineer with use of testing log-on name and password of the participant;
- § installation of software for internet connection to PC participant under compliance with the conditions on hardware and software PC equipment stated below;

The connection of the user's computer technology and the end device includes:

- § configuration of network interface of the computer selected by the participant and configuration of the end device supplied with setting: PPPoE/PPPoA, VPI VCI 8/48, CHAP protocol, PAT (port translation) function, with connection or disconnection of DHCP server and setting of IP address of end device by participant's demands;
- § testing of connection functionality on one computer of the user with his password for post client configuration;
- § post client configuration (only Microsoft Outlook or Outlook Express), in case the user submits his log-on name and password.

Conditions that must be complied with by the participant in case of installation at computer configuration for connection of end device:

- § the participant is responsible for compliance of all guarantee conditions or service agreement conditions following from his business relationships with third subjects (i.e. with the computer supplier or service organization);
- § the participant shall obtain consent to installation of end device to computer from third subject in case that the guarantee or service conditions related to the relevant computer could be affected anyhow by end device installation;
- § the participant takes notice of the fact that the provider does not guarantee compatibility of end device including its software with the software already installed in the relevant computer for the end device installation and its connection to the user's computer. He neither assumes responsibility for damages originated by changes of general configuration of the computer caused by subsequent installations of further software or hardware, further for damages caused by data passing from the Internet and further for damages originated by unqualified interventions, malicious intent or force majeure in the computer and at the end device;
- § the participant must have at his disposal the installation medium with operating system currently installed in the computer, for which he has valid licence;
- § the participant is recommended to backup sensible data from the computer;
- § the software installation into a computer that is a part of computer network will be performed only under participation of the network administrator. The participant is responsible for correct configuration of network setting (remote access);
- § the installation is performed only at computers complying with minimum computer configuration determined in this service description below;
- § the installation does not include installation of network card with Ethernet interface to the participant's computer and installation or reconfiguration of operating system of the computer in property of the participant or any third party;

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- § the participant takes notice of the fact that the provider does not perform any extra work exceeding the installation framework stated here;
- § cooperation of the participant's contact person is needed at installation.

The installation does not include any works on local distributions or configuration of the participant's LAN network. Participation of network administrator during service installation is recommended.

#### 4.4.1 Minimum configuration of the user's computer for connection of end device for its installation:

Item	Description
Operating system	Microsoft Windows 95/98/ME/XP/Vista; Microsoft Windows 2000/NT 4.0
Communication port	Network port with Ethernet 10/100 BaseT interface with RJ 45 connector
Installed CD drive	Standard
HDD	Minimum free space 30 MB, 50 MB recommended
Processor	Pentium 100MHz and higher
Browser installed	IE 4.0 and higher or another equivalent
RAS installed	only in NT x.x operating systems
RAM	min. 32 MB, 64 MB and more recommended – according to OS used

## 5 Service claims and end device claims

The "Customer Care Department" is available 24 hours a day, 365 days a year, and calls are handled continuously. To accelerate any defect elimination/service claim, the provider asks the participant to contact him at first signs of defect. The participant shall perform the defect report / service claim per phone to the "Customer Care Department" of the provider. The contact is specified in the contract.

The participant's information (report) of defect / service claim must include particularly:

- § identification of customer (name, ID No., customer number or number of agreement between provider and participant);
- § identification of place of defect (address of place of end point of service / locality of participant or place of defect);
- § description of defect / claim;
- § date and hour of origin of defect;
- § name and surname of the person acting on behalf of the participant and his phone contact.

The "Customer Care Department" will take the steps needed for elimination of defect / claim. The participant will be assigned a defect number he will use for subsequent contacts, so that the progress of repair can be correctly followed.

In case it is not possible to eliminate the defect by "remote" intervention with the help of the participant's operation, the authorized workplace of the provider will organize a service intervention to repair the defect, which will be performed by a service group on the base of an order. The travel of an engineer in case of any defect caused by the participant will be charged according to the valid price list of the GTS Complete Office service. Even the so called vain travel of the engineer is considered defect caused by the participant (the failure does not exist or the participant does not make possible to perform the works needed to eliminate the failure in the date agreed).

In case well-founded suspicion of non-functionality of end device (CPE) exists and such device is in the participant's ownership and guarantee period applies to it, the order to CPE change by service group (courier service) will be issued. The device is substituted by a new one to the participant in the place of service connection and the original CPE is passed to technical review. The participant does not send the CPE; the CPE will be picked up in the participant's locality by the service group or the courier sent out by the provider. The participant hands over the defective CPE to the service group or the courier with the following compulsory requisites:

- § letter of guarantee of end device;
- § splitter in case of ADSL modem;
- § feeding source if any;
- § installation media – CD if they were included in the supply;
- § cables if they were included in the supply;

If the defect is stated, the process will be concluded; if full functionality of CPE or defect evidently caused by the participant is stated, back change of CPE or possibly purchase of the new CPE will be suggested to the participant.