

Conditions for the offer and use of Ar Telecom electronic communications services

Index

1	Provider identification	2
2	Contact details	2
3	Description of services.....	2
3.1	<i>Voice Services.....</i>	<i>3</i>
3.1.1	Voice accesses.....	3
3.1.2	MeetIP.....	4
3.1.3	Special numbering.....	6
3.1.4	Interactive Services.....	7
3.2	<i>Data Services.....</i>	<i>7</i>
3.2.1	Internet Access Service	7
3.2.2	Ethernet Network Service	9
3.2.3	Virtual Private Networks (VPN) Service.....	9
4	Communications Service Levels	9
5	Typical contractual conditions.....	10
6	Policy on reasonable use of services	10
7	Technical support service	10
8	Complaints.....	10
9	Termination of contract during the binding period	11
10	Dispute settlement mechanisms.....	11
11	Tariffs	12

1 Identification of the provider

This document sets out the conditions of offer and use of the electronic communications services of Ar Telecom - Acessos e Redes de Telecomunicações, S.A., a public limited company, with registered office at Edifício Diogo Cão, Doca de Alcântara Norte, 1350-352 Lisbon, with the sole number of legal entity and registration with the Lisbon Companies Registry 506 303 810, and the share capital of € 8,644,939.11 ("Ar Telecom").

The Customer may obtain further information regarding the offers contained in this document, through Customer Care or at <https://www.artelecom.pt/comunicacoes/>.

2 Contact details

CUSTOMER SUPPORT AND COMPLAINTS

Opening hours: Working days from 09:00 to 18:00

Telephone: 800 300 400* or 210 304 040**.

Email: artelecom@artelecom.pt

* Free call; ** Cost of a call to a national fixed network

TECHNICAL SUPPORT

Schedule: Permanent (24 hours a day, 7 days a week)

Telephone: 800 303 303* or 210 303 030**.

Email: suporte@artelecom.pt

* Free call; ** Cost of a call to a national fixed network

3 Description of services

Ar Telecom only offers communication services for the corporate market and, therefore, contracting these services from Ar Telecom is always preceded by a commercial proposal, so the tariff values shown in this document are only maximum reference values.

Unless otherwise stated in the order form or the commercial proposal, Ar Telecom will activate the contracted services within 60 business days from the date of signature of the

order form, unless there is a technical or legal impossibility beyond Ar Telecom's control, in which case Ar Telecom will inform the Customer within five (5) days from the date in which the impossibility is detected.

Users' perception of the quality of the services provided may be negatively affected by a number of factors outside Ar Telecom's control, including the characteristics of the terminal equipment used, the number of applications used simultaneously, the characteristics of the servers used, the capacity of the networks that connect these servers to the Internet and the number of simultaneous users of these servers.

3.1 Voice Services

3.1.1 Voice accesses

An interpersonal voice communications service based on numbers from the national numbering plan assigned to Ar Telecom that allows the Customer to make and receive national and international calls to and from both geographic and non-geographic numbers, including access to emergency numbers.

The Customer may opt for Ar Telecom's own numbering or to transfer numbers from another operator, in which case the rules set forth in article 12 of Regulation no. 58/2005, of 18 August, as amended by Regulation no. 114/2012, of 13 March and Regulation no. 257/2018, of 8 May (Portability Regulation) shall apply.

Ar Telecom provides the following access technologies:

(a) Analogue access

Analogue access line to the fixed telephone network, allowing calls to any network through a voice channel with an associated fixed telephone number. Compatible with voice communications, fax, reception of electronic payments (fixed POS), installation of telesecurity solutions and Internet access.

(b) ISDN Access

ISDN access line to the fixed telephone network, allowing more than one communication to be made and received simultaneously, be it voice or data. In addition to the higher bandwidth available, ISDN lines have a number of features not available on analogue lines,

thus allowing: (a) simultaneous access to the Internet and voice communications; (b) direct dialling of extensions, in Customers with a switchboard; (c) point-to-multipoint configurations, which allow more than one device to be connected to the access.

The ISDN line can be of two types:

- **ISDN Basic Line** - Allows making or receiving two voice communications simultaneously.
- **Primary ISDN line** - Enables a high flow of incoming and outgoing traffic and is therefore an ideal solution for companies that need to be connected to large capacity telephone exchanges.

(c) **Voice over IP access**

Allows making and receiving calls through the IP ("Internet Protocol") network, including national and international calls to the fixed and mobile public communications network, using an IP telephone or other IP equipment, for example, telephone central offices with SIP support and can be provided using nomadic numbering, in which case it is possible to access the service from different geographic locations, or using geographic numbering, in which case access can only be made from a single geographic location.

3.1.2 MeetIP

Service that provides the customer with a virtual telephone exchange with all the features of a traditional telephone exchange and integrates in a single platform, in a transparent manner, tailor-made voice over IP and video over IP solutions. Subscription to the service requires a subscription to Ar Telecom's Voice Access Service and its provision requires that the customer has a service from Ar Telecom's portfolio for access to the IP network or an Internet access service from any other operator.

The Customer has the following options at his disposal:

(a) **MeetIP base**

The MeetIP base solution offers an extensive set of switchboard features:

- Caller Identification
- Call forwarding based on date/time and origin or prefix
- Compatibility with the vast majority of manufacturers on the market
- Flexible configuration

- Signalling transport over TCP, TLS or UDP
- Integration with WebRTC systems, for unified communications
- Wide encoding for voice and video transmission
- Conference, with internal or external access, with or without access PIN
- Music on hold general, by length or in rows
- Voice mailbox by extension and with internal or external access, with or without access PIN.
- User management
- Call diverts and transfers
- Ability to receive and send faxes in PDF mode
- Call recording
- Reports by date, origin, destination and status

(b) **MeetIP PRO**

MeetIP PRO in addition to the features of MeetIP, also offers the following advanced features:

- Advanced statistics
- Operator ranking
- Missed call management
- Corporate calendar / LDAP
- Click2Call (customised web button integrated into the customer's site)
- API Rest & Websocket connection for integration of external systems (CRM's, ERP's, Webservices...)
- Automating processes by linking communications and the professional environment

(c) **MeetIP contact centre**

Specific option for companies that need to manage a high volume of simultaneous incoming calls and has the following features:

- Dedicated platform for total communications management
- Real-time monitoring of agents and services
- Statistics and customised reports
- Unlimited queues (ACD)
- Activity, login and break management

- Automatic return of missed calls
- Unified tools for agent and supervisor
- Advanced call routing
- Call recording
- Automatic campaign marker
- Easy management and implementation of services

3.1.3 Special numbering

Service of interpersonal voice communications that allows the redirection and delivery of calls to geographically dispersed service points, made from any national fixed or mobile network, to a non-geographic number. Without prejudice to new services that may become available, as well as any changes imposed by alterations to the National Numbering Plan, this service makes available, at least, the following special number options:

(a) 800

In this option, the caller does not pay for the calls made, regardless of whether they originate from a mobile or fixed network, inside or outside the area code (national calls), and the Customer of the service bears all the cost.

(b) 808

In this option, the caller pays per call only one PT local call cost, regardless of whether the call originates from a mobile or fixed Network Termination Point, with the remainder of the call cost being borne by the Service Customer.

(c) 707

In this option, available only for calls to national fixed termination points, the caller bears the full cost of the call, which is a fixed cost, usually higher than the cost of national calls to fixed termination points.

(d) 760

In this option, only available for calls destined for national fixed Network Termination Points, the caller pays a call cost fixed by ANACOM regardless of whether the call originates from a

mobile or fixed network inside or outside the area code (national calls).

3.1.4 Interactive Services

Ar Telecom provides the following interactive services:

(a) **SMS**

Service for sending massive text messages to a predefined telephone database.

(b) **Click&talk**

Service that allows visitors to a website to be contacted by the company within a few seconds, without incurring any cost. The originating call and the answering point are part of the national numbering plan.

(c) **Quickpay**

Service that allows you to receive micro-payments for online content by making a phone call to a number in the 76X range.

(d) **VMS**

Service for sending mass voice calls, with a pre-defined message, to a telephone number database (national, international, fixed or mobile numbers).

3.2 Data Services

The connections between a PTR (network termination point) and the Ar Telecom data network are made over asymmetric or symmetric circuits, without contention, with guaranteed dedicated bandwidth, scalable up to 100 Gbps, with high availability and performance and supported over several access technologies.

3.2.1 Internet Access Service

The Internet network access service can be made available at a Network Termination Point, belonging to the Customer, or can be made available at an Ar Telecom Network Point, so as to be shared by several locations interconnected through the VPN or Ethernet service.

3.2.1.1 Quality of service

Ar Telecom ensures the equal treatment of all traffic, without discrimination, restrictions or interference and regardless of the sender and receiver of the content accessed or distributed, the applications or services used or provided, or the terminal equipment used, and guarantees the following traffic speeds depending on the access technology, the contracted bandwidth and as long as it is technically feasible:

- (a) **In asymmetrical Internet accesses**, the maximum, average and minimum local Internet access speed (in Mbps) is as defined in the table below:

	Downstream				Upstream			
	Advertised Debit	Maximum debit	Debit normally available	Minimum debit	Advertised Debit	Maximum debit	Debit normally available	Minimum debit
30M/6M	30	30	27	24	6	6	5	4
50M/5M	50	50	45	40	5	5	5	3
50M/10M	50	50	45	40	10	10	9	8
100M/10M	100	100	90	80	20	20	18	16
100M/20M	100	100	90	80	25	25	23	20
250M/25M	250	250	225	200	50	50	45	40
250M/50M	250	250	225	200	50	50	45	40
500M/50M	500	500	450	400	50	50	45	40
500M/100M	500	500	450	400	100	100	90	80
1000M/100M	1000	1000	900	800	100	100	90	80
1000M/200M	1000	1000	900	800	200	200	180	160

- (b) **In symmetrical Internet accesses**, with fibre optic technology, the maximum, average and minimum speed of local Internet access (in Mbps) is the same as the speed advertised in the contracted service, as long as the recommendations for connecting local equipment and measuring speed are complied with.

	Downstream				Upstream			
	Advertised Debit	Maximum debit	Debit normally available	Minimum debit	Advertised Debit	Maximum debit	Debit normally available	Minimum debit
2 M	2	2	2	2	2	2	2	2
4M	4	4	4	4	4	4	4	4
6M	6	6	6	6	6	6	6	6
8M	8	8	8	8	8	8	8	8
10M	10	10	10	10	10	10	10	10
15M	15	15	15	15	15	15	15	15
20M	20	20	20	20	20	20	20	20
30M	30	30	30	30	30	30	30	30
40M	40	40	40	40	40	40	40	40

50M	50	50	50	50	50	50	50	50
100M	100	100	100	100	100	100	100	100
200M	200	200	200	200	200	200	200	200
300M	300	300	300	300	300	300	300	300
500M	500	500	500	500	500	500	500	500
1000M	1000	1000	1000	1000	1000	1000	1000	1000
10000M	10000	10000	10000	10000	10000	10000	10000	10000

3.2.2 Ethernet Network Service

Data transport service, secure and efficient, between several geographically distinct Network Termination Points, using Ethernet technology. The connections may be point-to-point, point-to-multipoint and/or multipoint-to-multipoint. The service requires the existence of a circuit between each MTP and the Ar Telecom network.

3.2.3 Virtual private networks (VPN) service

Service that implements virtual private networks, enabling secure and effective communication between several geographically distinct Network Termination Points. Its implementation allows the convergence of services in a single network, enabling its users to add solutions that increase efficiency, such as voice over IP, virtualisation or centralised access control. There is no limitation whatsoever regarding the type of local access technology used. This means that it is possible to integrate dedicated lines, radio links, DSL accesses, among others, in the same private network, in a transparent and simple way. This flexibility makes this service the best solution for interconnecting sites, allowing the implementation of scalable network architectures.

The service requires the existence of a circuit between each PTR and the Ar Telecom network.

4 Communications service levels

For more information on Communications Service levels, please visit our website at:

<https://www.artelecom.pt/documentacao/>

5 Typical contractual conditions

The customer can obtain further information on the typical contractual conditions by consulting Ar Telecom's General Conditions for the provision of electronic communications services at: <https://www.artelecom.pt/documentacao/>

6 Policy on reasonable use of services

The Responsible Use Policy (RUP) sets out, in addition to current legal obligations and any specific contractual obligations, the rights and duties of Ar Telecom's customers using Internet access, web hosting and other related IT services in order to protect their interests and those of Ar Telecom.

The PUR is non-contractual in nature and its updated version is available on Ar Telecom's website at <https://www.artelecom.pt/documentacao/>

7 Technical support service

Ar Telecom provides the Customer with a technical support service, which is provided on a permanent basis and supported by teams with solid technical knowledge that apply recognised international practices and standards. The Customer may report incidents by telephone or email to the contacts provided in section 2 Contacts.

8 Complaints

Without prejudice to any recourse to judicial or arbitration courts, the Customer may complain to Ar Telecom about acts and omissions that violate the legal provisions applicable to the provision of electronic communications services, by sending a letter to Ar Telecom's registered office or to the email address artelecom@artelecom.pt. The complaint must be submitted by the Customer within 30 (thirty) days from the date of the Customer's knowledge of the facts. Ar Telecom shall inform the Customer of the resolution of the complaint within 20 (twenty) days from the date of its receipt.

9 Termination of contract during the binding period

In the event of termination of the contract during the binding period, on the Customer's initiative or for a reason attributable to him/her, except in situations of just cause, Ar Telecom will be due an amount calculated in terms of number 8 of the form of acquisition of communications services.

10 Dispute settlement mechanisms

The provision of electronic communications services is regulated by Portuguese law. All disputes arising from contracts concluded with customers or related to them will be resolved by the Judicial Court of the District of Lisbon, expressly waiving any other jurisdiction.

11 Tariffs

VAT at the legal rate is added to the values presented in the tables below.

The cost of installing a circuit depends on its geographical location, the type of circuit required and the desired transfer speed. The cost is determined on a case-by-case basis and presented to the customer in the commercial proposal.

Voice Access

Description	Value of activation *	Non-loyalty monthly fee	Monthly contracts 12 months	Monthly contracts 24 months	Monthly contracts 36 months
Fixed IP Trunks					
5 x Channels	50 €	204,75 €	19,50 €	15,00 €	12,00 €
30 x Channels	50 €	682,50 €	65,00 €	50,00 €	45,00 €
60 x Channels	50 €	1 092,00 €	104,00 €	80,00 €	75,00 €
90 x Channels	50 €	1 365,00 €	130,00 €	100,00 €	95,00 €
Geographical or nomadic DDIs					
1 x DDI		3,41 €	0,33 €	0,25 €	0,25 €
Geographic and nomadic numbering tariff (per second charge after the 30th second)					
National Fixed Network	n.a	0,14 €	0,01 €	0,010 €	0,010 €
National Mobile Network	n.a	0,34 €	0,03 €	0,025 €	0,025 €
Fixed Network Spain	n.a	0,15 €	0,01 €	0,011 €	0,011 €
Mobile Network Spain	n.a	0,68 €	0,07 €	0,050 €	0,050 €
European Union	n.a	1,09 €	0,10 €	0,080 €	0,080 €
Switzerland, Norway, Andorra, Gibraltar, Monaco, San Marino	n.a	0,82 €	0,08 €	0,060 €	0,060 €
Mobile Network Europe	n.a	2,05 €	0,20 €	0,150 €	0,150 €
Rest of Europe	n.a	2,05 €	0,20 €	0,150 €	0,150 €
USA and Canada	n.a	0,68 €	0,07 €	0,050 €	0,050 €
Fixed Network Brazil	n.a	0,41 €	0,04 €	0,030 €	0,030 €
Angola, Mozambique, Cape Verde, South Africa	n.a	2,73 €	0,26 €	0,200 €	0,200 €
Rest of America	n.a	2,73 €	0,26 €	0,200 €	0,200 €
Rest of the World	n.a	5,46 €	0,52 €	0,400 €	0,400 €
Mobile Network Brazil	n.a	1,64 €	0,16 €	0,120 €	0,120 €
Satellite	n.a	81,90 €	7,80 €	6,000 €	6,000 €

* Applied only to contracts with a duration of less than 24 months

MeetIP

Description	Activation value *	Non-loyalty monthly fee	Monthly contracts 12 months	Monthly contracts 24 months	Monthly contracts 36 months
Basic functionalities					
User with fixed extension	250,00 €	95,55 €	9,10 €	7,00 €	6,00 €
User with business extension	250,00 €	95,55 €	9,10 €	7,00 €	6,00 €
User with GO extension	250,00 €	81,90 €	7,80 €	6,00 €	5,00 €
User with fixed extension + GO	250,00 €	116,03 €	11,05 €	8,50 €	7,50 €
User with fixed extension + Business	250,00 €	116,03 €	11,05 €	8,50 €	7,50 €
User with Business + GO extension	250,00 €	116,03 €	11,05 €	8,50 €	7,50 €
Fixed User + Business + GO	250,00 €	136,50 €	13,00 €	10,00 €	9,00 €
Additional Functionalities (optional)					
IVR (by IVR)	250,00 €	341,25 €	32,50 €	25,00 €	22,50 €
Queue (per queue)	250,00 €	341,25 €	32,50 €	25,00 €	22,50 €
Conference Room (per room)	250,00 €	136,50 €	13,00 €	10,00 €	8,50 €
Call recording (per extension, and for all extensions)	250,00 €	75,08 €	7,15 €	5,50 €	3,50 €

* Applied only to contracts with a duration of less than 24 months

Interactive Services

Service	Values
SMS	• Campaign set-up: £150 • Value/sms: 0.10 euros/sms • Valid for national destinations
Click&talk	• Campaign set-up: £250 • Value/contact: 0,07€/minute • The originating call and the answering point are part of the national numbering plan • Billing per second after 30 seconds • Valid for national destinations
Quickpay	• Set-up: £150 • PVP (7603x): £0.60+VAT • PVP (7613x): £1.00 + VAT • Revenue sharing 760 : ±0.30/call • Revenue sharing 761 : ±0.40/call
VMS	• Campaign set-up: £250 • Value/Vms: £0.06/vms • Vms: call duration up to 60 seconds • Valid for national destinations

Special Numbering

Description	Activation value *	Monthly Contract without Loyalty	Monthly contracts 12 months	Monthly contracts 24 months	Monthly contracts 36 months
Special 800 numbers					
800 XXX XXX	50 €	614,25 €	58,50 €	45,00 €	30,00 €
Incoming calls from the national fixed network (with PA on a fixed number)	n.a	0,41 €	0,04 €	0,030 €	0,030 €
Incoming calls from the national mobile network (with PA on a fixed number)	n.a	1,77 €	0,17 €	0,130 €	0,130 €
Incoming calls from the national fixed network (with PA on a mobile number)	n.a	0,82 €	0,08 €	0,060 €	0,060 €
Incoming calls from the national mobile network (with PA on a mobile number)	n.a	2,18 €	0,21 €	0,160 €	0,160 €
808 Special Numbers					
808 XXX XXX	50 €	614,25 €	58,50 €	45,000 €	30,000 €
Incoming calls from the national fixed network (with PA on a fixed number)	n.a	0,14 €	0,01 €	0,010 €	0,010 €
Incoming calls from the national mobile network (with PA on a fixed number)	n.a	1,30 €	0,12 €	0,095 €	0,095 €
Incoming calls from the national fixed network (with PA on a mobile number)	n.a	0,55 €	0,05 €	0,040 €	0,040 €
Incoming calls from the national mobile network (with PA on a mobile number)	n.a	1,71 €	0,16 €	0,125 €	0,125 €
Special Numbers 707					
707 XXX XXX	50 €	614,25 €	58,50 €	45,00 €	30,00 €

* Applied only to contracts with a duration of less than 24 months

Internet access

Description	Activation value *	Non-loyalty monthly fee	Monthly contracts 12 months	Monthly contracts 24 months	Monthly contracts 36 months
Internet Access Symmetric					
2M	250 €	1 228,50 €	78 €	73 €	68 €
4M	250 €	1 265,36 €	87 €	81 €	76 €
6M	250 €	1 303,32 €	96 €	90 €	84 €
8M	250 €	1 342,42 €	105 €	98 €	92 €
10M	250 €	1 382,69 €	111 €	104 €	97 €
15M	250 €	1 479,48 €	131 €	122 €	114 €
20M	250 €	1 583,04 €	150 €	140 €	131 €
30M	250 €	1 693,85 €	183 €	171 €	160 €
40M	250 €	1 812,42 €	213 €	199 €	186 €
50M	250 €	1 939,29 €	243 €	226 €	211 €
100M	250 €	2 715,01 €	390 €	363 €	338 €
200M	250 €	3 822,00 €	651 €	606 €	564 €
300M	250 €	5 159,70 €	906 €	843 €	784 €
500M	500 €	6 965,60 €	1 742 €	1 621 €	1 508 €
1000M	500 €	7 662,15 €	2 842 €	2 644 €	2 459 €
10000M	1000 €	8 428,37 €	4 800 €	4 464 €	4 152 €
Asymmetric Internet access					
30M/6M	250 €	1 365,00 €	130,00 €	100,00 €	100,00 €
50M/5M	250 €	1 501,50 €	143,00 €	110,00 €	110,00 €
50M/10M	250 €	1 638,00 €	156,00 €	120,00 €	120,00 €
100M/10M	250 €	2 047,50 €	195,00 €	150,00 €	150,00 €
100M/20M	250 €	2 184,00 €	208,00 €	160,00 €	160,00 €
250M/25M	250 €	3 071,25 €	292,50 €	225,00 €	225,00 €
250M/50M	250 €	3 412,50 €	325,00 €	250,00 €	250,00 €
500M/50M	500 €	4 641,00 €	442,00 €	340,00 €	340,00 €
500M/100M	500 €	5 050,50 €	481,00 €	370,00 €	370,00 €
1000M/100M	500 €	7 098,00 €	676,00 €	520,00 €	520,00 €
1000M/200M	500 €	7 644,00 €	728,00 €	560,00 €	560,00 €

* Applied only to contracts with a duration of less than 24 months

Ethernet network

Description	Activation value *	Non-loyalty monthly fee	Monthly contracts 12 months	Monthly contracts 24 months	Monthly contracts 36 months
Symmetric circuits					
2M	1 000 €	1 228,50 €	117 €	90€	62 €
6M	1 000 €	1 303,32 €	124 €	95 €	76 €
10M	1 000 €	1 382,69 €	130 €	100 €	90 €
15M	1 000 €	1 479,48 €	144 €	134 €	125 €
20M	1 000 €	1 583,04 €	165 €	154 €	144 €
30M	1 000 €	1 693,85 €	201 €	188 €	175 €
40M	1 000 €	1 812,42 €	234 €	218 €	203 €
50M	1 000 €	1 939,29 €	267 €	249 €	232 €
100M	1 000 €	2 715,01 €	429 €	399 €	372 €
200M	1 000 €	3 822,00 €	716 €	666 €	620 €
300M	1 000 €	5 159,70 €	997 €	927 €	863 €
500M	2 000 €	6 965,60 €	1 916 €	1 783 €	1 659 €
1000M	2 000 €	7 662,15 €	3 126 €	2 908 €	2 705 €
10000M	5 000 €	8 428,37 €	5 280 €	4 911 €	4 568 €

* Only applicable to contracts with a duration of less than 24 months.

Virtual Private Networks

Description	Activation value *	Non-loyalty monthly fee	Monthly contracts 12 months	Monthly contracts 24 months	Monthly contracts 36 months
Symmetric circuits					
2M	1 000 €	1 228,50 €	117 €	90€	85 €
6M	1 000 €	1 303,32 €	124 €	95 €	90 €
10M	1 000 €	1 382,69 €	125 €	110 €	98 €
15M	1 000 €	1 479,48 €	130 €	118 €	108 €
20M	1 000 €	1 583,04 €	135 €	126 €	118 €
30M	1 000 €	1 693,85 €	165 €	154 €	144 €
40M	1 000 €	1 812,42 €	192 €	179 €	167 €
50M	1 000 €	1 939,29 €	219 €	204 €	190 €
100M	1 000 €	2 715,01 €	351 €	327 €	305 €
200M	1 000 €	3 822,00 €	586 €	545 €	507 €
300M	1 000 €	5 159,70 €	815 €	759 €	706 €
500M	2 000 €	6 965,60 €	1 568 €	1 459 €	1 357 €
1000M	2 000 €	7 662,15 €	2 558 €	2 379 €	2 213 €
10000M	5 000 €	8 428,37 €	4 320 €	4 018 €	3 737 €

* Only applicable to contracts with a duration of less than 24 months