

Direct International Roaming Service Agreement

between

SWAN, a. s.,

having its registered address:

Landererova 12, 811 09 Bratislava - Staré Mesto, Slovakia,

Identification Number: 35 680 202,

Registered at Commercial Register of City Court Bratislava III,
Section Sa, Insert No. 2958/B

(Hereinafter referred to as "**SWAN**")

and

<Direct International Roaming Service Seeker>,

having its registered address:

(Hereinafter referred to as "**Access Seeker**")

(Together "**The Parties**")

1. Introduction

- 1.1. This Agreement contains the following deviations and amendments to the terms set out below: [NOTE: this Article can be used in order to list deviations. Operators may alternatively directly amend the terms and conditions of this Agreement, or otherwise include deviation into a separate Exhibit attached to this Agreement]

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- 1.2. The Annexes, including the Overview of the Annex Structure, constitute an integral part of the Agreement. In case of discrepancy between different parts of the Agreement the following order of interpretation shall be applied:

- 1.2.1. The main body of this Agreement and
- 1.2.2. The Annexes.
- 1.3. In case of additional requirements, exceptions and/or contradictions between the Agreement and any Technical Specifications or GSM Association Permanent Reference Documents, the provisions of the Agreement shall prevail.
- 1.4. Subject to applicable laws, the Parties agree to be bound by GSMA Permanent Reference documents relevant to International Roaming.
- 1.5. The Parties agree that the sole purpose of the Agreement is the provision of International Roaming Services to customers of Access Seeker on SWAN's mobile network. The Parties acknowledge that the International Roaming Service as provided to Access Seeker under this Agreement is solely intended to enable Roaming Customers of Access Seeker to use mobile communication services while temporarily travelling in SWAN's licensed area.

The International Roaming Service as set forth under this Agreement is not intended

- 1.5.1. to substitute domestic wholesale or retail offerings for the provision of domestic services on SWAN's network
- 1.5.2. to provide services to Customers of Access Seeker that are not resident in or do not have stable links within the meaning of Art. 2 para. 2 lit a) Regulation (EU) 2016/2286 to the member state of Access Seeker.
- 1.5.3. to provide non-EU/EEA Roaming Customers with roaming services.
- 1.6. SWAN is entitled to evaluate whether a request of Access Seeker is reasonable and request initial estimate of traffic volumes from the Access Seeker. Pursuant to BEREC Guidelines, SWAN is entitled to reject any request to provide direct International Roaming Service, which requires deployment of an undue level of resources to be implemented and where it is reasonable to foresee that the implementation costs will not be recovered within a reasonable period.
- 1.7. Any use of International Roaming Service for purposes other than provision of roaming services to Access Seeker's Roaming Customers while they are periodically travelling as described in 1.5 - such as but not limited to permanent or predominant usage in SWAN's home country - is not part of this Agreement. This Agreement has provisions to prevent permanent roaming or anomalous or abusive use of International Roaming Service. To meet the obligations listed above, Access Seeker has implemented a suitable mechanism to ensure that the Services are only used to provide Regulated Roaming Services to Roaming Customers.
- 1.8. The Parties acknowledge that the Articles 1.5, 1.6 and 1.7 are material to the Agreement. Therefore, Access Seeker guarantees to comply with these Articles during the term of this Agreement and will fully indemnify SWAN for all damages incurred through breach of these Articles. Article 16.4 applies accordingly. Any breach of these Articles shall be deemed to constitute negligence under Article 14 - Liability of the Parties, and accordingly the non-defaulting Party reserves the right to claim damages as set out in that Article. Such breach shall additionally be deemed an event of permanent, anomalous and abusive usage of International Roaming Service and the

non-defaulting Party reserved the right to take necessary measures accordingly pursuant to applicable legislation. In case of such breach SWAN also reserves the right to take necessary measures accordingly pursuant to applicable EU Roaming Regulation which may include, but are not limited to, termination of the Agreement.

2. Starting Date

- 2.1. The actual commercial starting date for International Roaming Service shall be the date as agreed by both Parties in written form of Acceptance Protocol after successful completion of all necessary network and billing test procedures.

3. Definitions

- 3.1. For the purpose of the Agreement the following terms shall have the meanings set forth in their respective definitions below, unless a different meaning is called for in the context of another provision in the Agreement:

- 3.2. "**Affiliated Company**" of a Party means any other legal entity:

- 3.2.1. directly or indirectly owning or controlling the Party, or
- 3.2.2. under the direct or indirect ownership or control of the same legal entity directly or indirectly owning or controlling the Party, or
- 3.2.3. directly or indirectly owned or controlled by the Party, for so long as such ownership or control lasts.

Ownership or control shall exist through the direct or indirect ownership of more than 50 % of the nominal value of the issued equity share capital or of more than 50 % of the shares entitling the holders to vote for the election of directors or persons performing similar functions.

- 3.3. "**Agreement**" shall mean this International Roaming Service Agreement together with the Annexes attached hereto.

- 3.4. "**Date of the Agreement**" shall mean the date as of which both Parties have signed the Agreement by their duly authorized representatives.

- 3.5. "**GSM Association Permanent Reference Documents**" means a document noted as such by the GSMA and listed as such by the GSMA on the list of Permanent Reference Documents.

- 3.6. "**International Roaming**" or "**IR**" shall mean the temporary provision of Services by SWAN in respect of which access is granted to Roaming Customers of Access Seeker resident in a geographical area outside the licensed area served through SWAN's PMN.

- 3.7. "**Public Mobile Network**" or "**PMN**" shall mean a network that complies with the definition of a GSM network as set out in the Articles of Association of the GSM Association (AA.16).

- 3.8. **Note:** In AA16 GSM network refers to the family of GSM mobile communications systems and future evolutions thereof, e.g. GSM, DCS, PCS, UMTS or its equivalent.

- 3.9. "**Roaming Customer**" shall mean a person or entity

resident in a geographical area outside the licensed area served through **SWAN's** PMN,

with a valid legal relationship with Access Seeker, whose retail contract with Access Seeker permits international roaming,

using a GSM SIM (Subscriber Identity Module) and/or a GSM USIM (Universal Subscriber Identity Module), identified by MCC MNC (Mobile Country Code and Mobile Network Code), where MCC identifies the Member State in which Domestic Network of the access seeker is located and MNC identifies the Domestic Network, and MSISDN (Mobile Subscriber ISDN Number) number assigned to the numbering plan of a geographical area in which the Domestic Network of Access Seeker is located, for use by that person or entity of the Services while temporarily roaming on **SWAN** PMN in accordance with the terms and conditions of this Agreement,

- 3.10. **"Services"** shall mean International Roaming services as specified by **SWAN** in Annex 8, which may be amended from time to time by **SWAN**.
- 3.11. **"Session"** shall mean the time between PDP Context Activation until PDP Context deactivation.
- 3.12. **"TAP"** shall mean Transferred Account Procedure as defined and described in GSM Association Permanent Reference Documents.
- 3.13. **"BCE"** shall mean Billing & Charging Evolution as defined and described in GSM Association Permanent Reference Documents.
- 3.14. **"Technical Specifications"** shall mean the technical specifications defined and adopted by 3GPP (Third Generation Partnership Project), including the ETSI technical specifications defined and adopted by 3GPP.
- 3.15. **"Permanent Roaming"** shall mean a cumulative use of roaming Services by the same IMSI for 91 days (accumulated) or more per 4 months period on the network of **SWAN**. Furthermore, Permanent Roaming shall also include scenarios where by means of intelligent traffic steering across several national mobile networks a permanent usage of Services in **SWAN's** home country (Slovakia) shall be established in order to provide domestic offerings.
- 3.16. **"Anomalous or Abusive Use"** shall mean any use of International Roaming Service that is not in accord with purpose of this Agreement. For example, where significant volumes are generated from a number of SIM cards that are sold to persons not effectively residing or having stable links in the Member State of Access Seeker for other purposes than periodic travel, or permanent roaming is taking place by a significant share of Access Seeker's customers, or roaming customer of Access Seeker is using MSISDN out of scope of numbering plan of the country in which Domestic Network of the Access Seeker is located, in particular MSISDN from numbering plan of the country in which Visited Network is located and/or country that is not a Member State.
- 3.17. **"Access Seeker"** or **"Roaming Provider"** shall mean any undertaking which is entitled, under the law of the Member State in question, to provide retail Roaming Services to Roaming Customers from that EU Member State, and has the right to request International Roaming Service under the terms of Article 3 of the Roaming Regulation in order to serve its Roaming Customers.

- 3.18. **“Domestic Provider”** means any entity who is providing domestic mobile services to the Roaming Customers in a Member State where it holds a license or has a right to establish and operate Domestic Network
- 3.19. **“Domestic Network”** means a Public Mobile Network located within a Member State, uniquely identified by its MCC MNC, and used by the Roaming Provider for the provision of domestic services to a Roaming Customer within the same Member State
- 3.20. **“Home network”** means a Public Mobile Network located within a Member State, uniquely identified by its MCC MNC, and used by the Roaming Provider for the provision of regulated retail Roaming Services to a Roaming Customer outside the state where Domestic Network is located
- 3.21. **“Visited network”** means a terrestrial Public Mobile Network situated in a Member State other than that of the Roaming Customer's Domestic Provider, uniquely identified by its MCC MNC, that permits a Roaming Customer to make or receive calls, to send or receive SMS messages or to use packet switched data communications, by means of arrangements with the Home Network operator;
- 3.22. **“Member State”** is the state from the territorial scope of European Union including the outermost regions (as defined by Article 355 of the Treaty of the functioning of the European Union) and state from the territorial scope EEA EFTA.
- 3.23. **“MCC”** or “Mobile Country Code” is a three decimal digits number defining the geographic area that was assigned to.
- 3.24. **“MNC”** or “Mobile Network Code” is a two or three decimal digits number that in combination with MCC uniquely identifies Public Mobile Network
- 3.25. **“SIM”** or “Subscriber Identity Module” is an integrated circuit intended to securely store the International Mobile Subscriber Identity (IMSI) number and its related key, which are used to identify and authenticate subscribers on mobile telephony devices
- 3.26. **“IMSI”** or „International Mobile Subscriber Identity“ is a number that uniquely identifies every user of a cellular network, where the first 3 digits represent the mobile country code (MCC), which is followed by the mobile network code (MNC),
- 3.27. **“MSISDN”** or “Mobile Station ISDN number” is the telephone number which follows numbering plan of the particular country, mapped to the SIM and IMSI, used for routing calls to the mobile subscriber and uniquely identifying a subscription in Public Mobile Network.

4. Annexes

4.1. The Annexes are divided as set out in the Overview of the Annex Structure.

5. Scope of the Agreement

5.1. In respect of and subject to their licenses or rights and other national binding regulations to establish and operate Public Mobile Networks or to offer services to the public, SWAN agrees to offer Services and Access Seeker agrees to pay for Services, subject to Article 9.2 in accordance with:

5.1.1 relevant Technical Specifications;

5.1.2 The GSM Association Permanent Reference Documents (PRDs) that are relevant in relation to this particular Agreement. Upon signature of this Agreement, both Parties acknowledge and agree to comply with the list of these PRDs as amended from time to time. A list of these GSMA PRDs is available in Article 27 Relevant PRDs;

5.1.3 those non-binding GSM Association Permanent Reference Documents which are agreed by the Parties and specifically set out in the Annexes;

including in each case all the commercial aspects, as defined in the Agreement, including the Annexes hereto.

5.2. Additional requirements and exceptions to the Technical Specifications and GSM Association Permanent Reference Documents, as agreed between the Parties, are detailed in the Agreement and/or Annexes to the Agreement.

5.3. For the avoidance of doubt, there is no obligation on Access Seeker to use the Services for IR offered by SWAN.

6. Implementation of the Network and Services

6.1. The Services provided by SWAN are defined in Annex 8 and may be amended from time to time by SWAN In addition:

6.1.1. the Services shall only be made available to individual Roaming Customers having valid legal relationships with Access Seeker;

6.1.2. The availability of Services may depend on the availability of appropriate functionality; and

6.1.3. Roaming Customers, during roaming, shall experience conditions of service that do not differ substantially from those provided to other parties requesting the Services of SWAN

6.1.4. Services are provided based on the precondition that Roaming Customers are expected to have a usage pattern that does not differ substantially from other EU roaming customers on SWAN's network.

7. Management of Modifications to the Services

7.1 Following notice of change served by SWAN to implement new Services or change existing Services in accordance with Article 15.2 both Parties shall discuss the impact of any such change for Roaming Customers (including Roaming Customers access to these Services), and shall agree the necessary actions to be performed, including without limitation, in relation to:

- 7.1.1. network and billing test procedures as set out in the Technical Specifications and the GSM Association Permanent Reference Documents, as requested by either Party;
- 7.1.2. administrative activities; and
- 7.1.3. the targeted starting date for the changed services.

8. Forecasting

8.1. SWAN is entitled to ask Access Seeker and Access Seeker must provide, prior to the launch, a forecast of all voice, SMS and data traffic for the 12 months after commercial launch and such a request may be made and must be replied to annually thereafter.

9. Charging, Billing & Accounting

9.1. SWAN is entitled to ask Access Seeker and Access Seeker must provide, prior to the commercial launch, a bank guarantee based on the traffic forecast for the coming twelve months. If traffic volumes change the roaming provider may require the bank guarantee to be changed accordingly.

9.2. When a Roaming Customer uses the Services made available hereunder by SWAN, Access Seeker shall be responsible for payment of charges for the said Services so used in accordance with the tariff of SWAN stated in Annex 8.

9.3. Access Seeker shall not be liable for the payment of charges for chargeable Services provided by SWAN without Subscriber Identity Authentication as defined in GSM Association Permanent Reference Documents, except to the extent that Access Seeker actually recovers all charges due in relation to the Roaming Customer. In the case of re-authentication malfunction, procedures are further detailed in Annex 5.2.

9.4. Implementation of exchange mechanisms for charging information

9.4.1. The Parties shall implement exchange mechanisms for charging information in accordance with the GSM Association Permanent Reference Documents and the provisions set out in the Annex 3.1.

9.4.2. All exchange mechanisms will be agreed in separate launch letter(s).

9.5. Billing and Accounting

9.5.1. The Parties shall implement billing and accounting according to the GSM Association Permanent Reference Documents and the provisions set out in Annex 3.2.

10. Customer Care

10.1 The responsibilities of each Party concerning Customer Care are described in Annex 4.

11. Confidentiality

11.1. The Parties agree that all aspects of the contents of the Agreement shall be treated as Information (as defined below) and no information in respect to the content of the Agreement shall be disclosed without the prior written consent of the Parties except as reasonably necessary to implement the Agreement.

11.2. In addition to Article 11.1 hereof, the Parties hereby agree to treat all information exchanged between them (hereinafter referred to as "Information") as confidential and agree not to disclose such Information in any manner whatsoever, in whole or in part except as provided in this Article 11. The Parties shall not use any Information other than in connection with the discussions between them and any transactions resulting therefrom, or for the provision of the Services as contemplated herein. The Parties are also entitled to disclose Information to third parties in the context of a possible bona fide acquisition or sale of its operations in support of reasonably related due diligence activities in respect thereof, or for the borrowing of funds or obtaining of insurance, in which case any third parties (including lenders or insurance companies) involved in such activities shall be obliged to enter into confidentiality agreements which have the equivalent content as this Article 11 before receiving the Information. In addition to the foregoing, the Parties shall also be entitled to share information with Affiliated Companies, directors, agents, professional advisers, contractors, employees or resellers on a need to know basis provided that such Affiliated Companies, agents, contractors, employees or resellers have entered into confidentiality agreements in a form substantially equivalent to and on terms and conditions no less stringent than the terms and conditions set out in this Article 11. Subject to Article 11 hereof, each Party shall be liable in accordance with Article 14 toward the other Party(ies) in respect of any unauthorized disclosure of Information made by any other authorized recipients.

11.3. Notwithstanding Article 14 each Party shall be liable under this Agreement to the other Party in respect of any proven damage or loss to the other Party caused by its unauthorised use or disclosure of such information only up to the sum of five hundred thousand (500,000) SDR.

11.4. Notwithstanding Article 11.1 above, Information and the contents of this Agreement may be transmitted to governmental, judicial or regulatory authorities, as may be required by any governmental, judicial or regulatory authority.

11.5. For the purposes of the Agreement, Information and the contents of this Agreement shall not be considered to be confidential if such Information is:

11.5.1. in or passed into the public domain other than by breach of this Article;
or

11.5.2. known to a receiving Party prior to the disclosure by a disclosing Party;
or

11.5.3. disclosed to a receiving Party without restriction by a third party having the full right to disclose; or

11.5.4. independently developed by a receiving Party to whom no disclosure of confidential Information relevant to such Information has been made.

11.6. Each Party agrees that in the event of a breach or threatened breach of Article 11, the

harm suffered by the other Party would not be compensable by monetary damages alone and, accordingly, in addition to other available legal or equitable remedies, the other Party shall be entitled to apply for an injunction or specific performance with respect to such breach or threatened breach, without proof of actual damages (and without the requirement of posting a bond or other security) and each Party agrees not to plead sufficiency of damages as a defence.

11.7. Article 11 shall survive the termination of the Agreement for a period of ten (10) years but shall not in any way limit or restrict a disclosing Party's use of its own confidential Information.

12. Data Privacy

12.1. Each Party's obligations hereunder to transfer information to the other Party shall not apply to the extent that a Party is prohibited from doing so by the regulations and laws of its own country applicable to IR and/or data protection.

12.2. Access Seeker shall inform its customers that during roaming, the storage, treatment and transfer of their personal data may be subject to regulation different from the regulation in their own country.

12.3. The Parties confirm that they shall comply with the Data Privacy Regulations/Laws applicable in their respective countries.

13. Fraud Prevention

13.1. The Parties shall comply with the procedures and provisions concerning fraudulent or unauthorised use by Roaming Customers set out in the GSM Association Permanent Reference Documents and in Annex 6.

13.2. Both Parties shall co-operate in good faith and understanding of their mutual interests in order to detect, prevent and/or eliminate fraudulent use of the Interworking Services, including but not limited to:

13.2.1. denial of service and/or distributed denial of service attacks;

13.2.2. protocol vulnerabilities;

13.2.3. address and/or identify spoofing;

13.2.4. theft of service;

13.2.5. rogue media;

13.2.6. session hijacking;

13.2.7. network intrusion;

13.3. Traffic originating from any third party network shall not be transmitted unless such traffic is explicitly covered by an interworking agreement.

14. Liability of the Parties

14.1. Neither Party shall be liable to the other Party under or in connection with the Agreement except:

1. in respect of charges to be paid to SWAN pursuant to Article 9;
 2. to the extent of its negligence where such negligence results in proven damages or loss to the other Party, in which event the liability of the negligent Party shall be limited to and shall in no event exceed two hundred and fifty thousand (250,000) SDR in respect of any one incident or series of incidents arising from the same cause;
 3. in respect of charges arising from non-compliance with binding GSM Association Permanent Reference Documents pursuant to Article 13.
- 14.2. Furthermore, in no event shall either Party be liable for any consequential damage or loss of whatsoever nature, including but not limited to, loss of profit or loss of business, even if such Party has been advised of the possibility of such loss or damage.
- 14.3. In no event shall any employee of either Party or of an Affiliated Company be liable to the other Party for any act of negligence or intent under or in connection with the Agreement. Save for the limitations in Articles 14.1 and 14.2 nothing in the foregoing shall in any way restrict the liability of either Party for the actions of its employees.
- 14.4. Limitation of liability as described in this Article shall not apply if damage or loss is caused by a Party's wilful misconduct (including fraud) or gross negligence.

15. Suspension of Services

- 15.1. Notwithstanding anything in the Agreement to the contrary, SWAN may without liability suspend or terminate all or any of its Services to Roaming Customer(s) in circumstances where it would suspend or terminate those Services to its own customers, including but not limited to:

15.1.1. Roaming Customers using equipment which is defective or illegal; or

15.1.2. Roaming Customers causing any technical or other problems on SWAN's Public Mobile Network; or

15.1.3. suspected fraudulent or unauthorised use; or

15.1.4. authentication of the legal relationship not being possible; or

15.1.5. maintenance or enhancement of its Public Mobile Network or

15.1.6. Suspension for non payment in excess of 3 months.

- 15.2. In case of a proposed suspension of Services to all Roaming Customers, SWAN shall use commercially reasonable efforts to give four (4) weeks written notice (shorter notice may apply given the circumstances related to the suspension) to Access Seeker prior to the suspension taking effect. If the suspension continues for more than six (6) months, Access Seeker shall have the right to terminate the Agreement with immediate effect by written notice.

- 15.3. Notwithstanding the provisions of Article 5.3, Access Seeker has the right at any time, for technical reasons, without liability but upon detailed written notice to SWAN, to suspend access to the Services to its Roaming Customers. Alternatively, if in the opinion of SWAN it is technically more practicable Access Seeker may request that SWAN suspend all of its Services to Roaming Customers of Access Seeker. SWAN shall use commercially reasonable efforts to comply with such requirement within seven (7) calendar days after receipt of the said notice.

- 15.4. The Parties agree that the suspension shall be removed as soon as the technical reason for the suspension has been overcome by SWAN or Access Seeker as the case may be.
- 15.5. In case of any use of the International Roaming Service that is not in accordance with this Agreement – such as but not limited to permanent or predominant usage in SWAN’s home country, SWAN may without liability forthwith suspend all or any of its Services to Roaming Customer(s). If Access Seeker does not provide written proof that the reasons leading to the suspension have been remedied within a period of 4 weeks after being notified by SWAN of said reasons, SWAN shall have the right to terminate the Agreement with immediate effect by written notice.

16. Permanent Roaming and Anomalous or Abusive Use

- 16.1. Where SWAN, according to objective indicators, has the suspicion that Permanent Roaming and/or Anomalous or Abusive Use is taking place SWAN may request Access Seeker to provide information (such as but not limited to IMSIs and volume). This information helps to establish if Access Seeker’s customers are in a situation of Permanent Roaming and/or Anomalous or Abusive Use on the network of SWAN. Upon A’s request Access Seeker shall provide the respective information within 4 (four) calendar weeks.
- 16.2. The provision of this information is without prejudice to national data protection requirements,
- 16.3. In case Access Seeker fails to provide any or sufficient information in due time, Permanent Roaming and/or Anomalous or Abusive Use is deemed to be established.
- 16.4. Where SWAN has established that Permanent Roaming and/or Anomalous or Abusive Use of Access Seeker’s customers is taking place or such situation is deemed to be established, SWAN may notify Access Seeker respectively and may request Access Seeker to cease such Permanent Roaming and/or Anomalous or Abusive Use within 14 (fourteen) days..
- 16.5. Where Access Seeker does not cease Permanent Roaming SWAN may apply wholesale charges related to the traffic for the faulty/abusive Roaming Customer, upon notification of Access Seeker.
- 16.6. Where Access Seeker does not cease Anomalous or Abusive Use, SWAN may without liability suspend all or any of its Services to the abusive Access Seeker’s Roaming Customer(s) until receipt of a written confirmation of Access Seeker to cease such Anomalous or Abusive Use. SWAN may also without liability suspend all or any of its Services to Access Seeker’s Roaming Customer(s) where measures listed above are not deemed appropriate or sufficient.
- 16.7. If Access Seeker does not provide written proof to SWAN within a period of eight [8] calendar weeks after the start of the notification that the reasons leading to the Permanent Roaming by a significant share of the Roaming Customers have been remedied, SWAN shall have the right to terminate the Agreement. Termination of the agreement will be by written notice and follow prior authorisation of the national regulatory authority.

17. Force Majeure

- 17.1. Non-performance of either Party's obligations pursuant to the Agreement or delay in performing same (except with respect to the payment of charges applicable hereunder) shall not constitute a breach of the Agreement if, and for as long as, it is due to a force majeure event, including, but not being limited to, governmental action, or the imposition or administration of any applicable and mandatory Export Control Laws and/or Sanctions, or requirement of regulatory authority, lockouts, strikes, shortage of transportation, war, rebellion or other military action, fire, flood, natural catastrophes, or any other unforeseeable obstacles that a Party is not able to overcome with reasonable efforts, or non-performance of obligations by a sub-contractor to a Party pursuant to any of the aforementioned reasons. The Party prevented from fulfilling its obligations shall on becoming aware of such event inform the other Party in writing of such force majeure event as soon as possible. If the force majeure event continues for more than six (6) months, either Party shall have the right to terminate the Agreement with immediate effect by written notice. This right of termination is without limitation to the right of a Party to immediately terminate this Agreement in the event the other Party does not comply with Export Control Law and Sanctions. The terminating Party will duly inform the other Party of the applicable sanction.
- 17.2. If the affected Party fails to inform the other Party of the occurrence of a force majeure event as set forth in Article 15.1 above, then such Party thereafter shall not be entitled to refer such events to force majeure as a reason for non-fulfilment. This obligation does not apply if the force majeure event is known by both Parties or the affected Party is unable to inform the other Party due to the force majeure event.

18. Duration of the Agreement

- 18.1. The Agreement comes into force on the Date of the Agreement and subject to the conditions of Articles 15, 17.1 and 19 shall remain in force unless terminated by one of the Parties in writing subject to a period of notice of six (6) months.

19. Termination of the Agreement

- 19.1. In addition to the conditions of Articles 15, 17.1 and 18 the Agreement may be terminated as follows:
- 19.1.1. by mutual agreement of the Parties; or
 - 19.1.2. by one of the Parties, with immediate effect, when the other Party is in material breach of the Agreement and does not or is not capable of remedying such breach within sixty (60) days of receipt of a written notice to such effect;
 - 19.1.3. by one of the Parties, with immediate effect, if the other Party becomes bankrupt or insolvent or if that other Party enters into any composition or arrangement with its creditors and that other Party is not able to ensure performance of its obligations under the Agreement by a guarantee from a first class bank, payable on first written demand;
 - 19.1.4. by written notice of either Party to the other in the event that IR becomes technically or commercially impracticable on SWAN's Public Mobile Network and

the provisions set out in Article 15 are not sufficient to solve the problem or if an unacceptable level of unauthorized use occurs and the other Party is not capable of remedying such unauthorized use within sixty (60) days of receipt of a written notice to such effect; or

19.1.5. subject to Article 21.1 immediately in the event a final order by the relevant governmental authority revoking or denying renewal of the license(s) or permission to operate a Public Mobile Network(s) granted to either Party, or any other license necessary to operate the Service(s), takes effect.

19.2. In the event of termination on the grounds of a breach of the Agreement under the Article 19.1.2, the Party in breach shall, notwithstanding Article 14.2, be liable to the other Party (in addition to charges properly due and payable to SWAN) for proven direct damage or loss (excluding indirect or consequential damage or loss) arising as a consequence of such breach up to a maximum aggregate liability of two hundred and fifty thousand (250,000) SDR, provided, however, that such limitation of liability shall not apply if a damage or loss is caused by a Party's wilful misconduct or gross negligence.

20. Changes to the Agreement, Annexes and Addenda

20.1. Any amendments and/or additions to the Agreement and/or Annexes and/or Addenda shall be valid only if made in writing and signed or e-signed by duly authorized representatives of both Parties hereto.

20.2. Notwithstanding Article 20.1 SWAN shall be entitled to:

20.2.1. implement new Services or change existing Services as it sees fit subject to the successful completion of all network and billing test procedures as set out in the Technical Specifications and the GSM Association Permanent Reference Documents, as requested by either Party. SWAN shall give Access Seeker at least thirty (30) days' prior written notice of any implementation of Services for the first time. SWAN also agrees to use its reasonable efforts to give the other Party at least thirty (30) days prior written notice of any other proposed implementation of new Services or change of existing Services which is a major change which has an impact on IR;

20.2.2. terminate all or any existing Services offered by or to a roaming partner as it sees fit. SWAN agrees to use its reasonable efforts to give Access Seeker at least sixty (60) days prior written notice of any termination of existing Services which is a major change which has an impact on IR; or

20.2.3. vary its tariff stated in the Annex 8 or subsequent variation thereof;

20.3. The references to Technical Specifications and GSM Association Permanent Reference Documents in Article 5.1 shall be deemed to include references to these documents as amended by GSM Association from time to time. This Article shall be subject to Article 5.2.

- 20.4. It is also recognised by the Parties that it may be appropriate to seek changes to the Agreement in the light of experience and development in the GSM Association and the establishment of IR between the Parties. Accordingly, the Parties shall enter into good faith discussions with a view to agreeing mutually acceptable modifications to the Agreement.

21. Miscellaneous

21.1. Successors and Assigns

The Agreement and the rights and obligations specified herein shall be binding upon the Parties hereto and their respective legal successors and neither Party shall sell, transfer or assign the Agreement or any part, interest, right or obligation hereunder, except that a Party shall have the right to transfer or assign the Agreement in whole (but not in part) to an Affiliated Company. No person other than a Party to the Agreement shall acquire any rights hereunder as a third-party beneficiary or otherwise by virtue of the Agreement.

21.2. Headings

The headings of the Agreement are for the convenience of reference only and shall in no way limit or affect the meaning or interpretation of the provisions of the Agreement.

21.3. No waiver

Failure by any Party at any time or times to require performance of any provisions of the Agreement shall in no manner affect its rights to enforce the same, and the waiver by any Party of any breach of any provisions of the Agreement shall not be construed to be a waiver by such Party of any succeeding breach of such provision or waiver by such Party of any breach of any other provision hereof.

21.4. Provisions severable

If any part of the Agreement or any Annex hereto is held to be invalid or unenforceable, such determination shall not invalidate any other provision of the Agreement or Annexes hereto; and the Parties shall attempt, through negotiations in good faith, to replace any part of the Agreement or Annexes hereto so held to be invalid or unenforceable. The failure of the Parties to agree on such replacement shall not affect the validity of the remaining parts of the Agreement.

21.5. Notices

All notices, information and communications required under the Agreement shall be given as described in Annex 1: Agreement Management Principles.

21.6. Compliance with Laws and Regulatory requirements

The commitment of the Parties hereto shall be subject to all applicable laws and/or regulatory requirements, present and future, of any governmental or regulatory authority having jurisdiction over the Parties hereto, as well as any valid order of a court of competent jurisdiction.

21.7. Anti-bribery compliance

The Parties hereby acknowledge the importance of combating and preventing bribery and to that end both Parties agree to comply fully with all applicable laws,

regulations and sanctions relating to anti-bribery and anti-corruption.

22. Counterparts

The Agreement shall be executed in four counterparts, each of which, when executed and delivered, shall be an original, and all the counterparts together shall constitute one and the same instrument.

23. Choice of Law

23.1. The Agreement and any matters relating hereto shall be governed by and construed in accordance with Laws of Slovak Republic.

24. Dispute Resolution & Arbitration

24.1. The Parties agree to seek to resolve any dispute arising out of the Agreement in accordance with the following escalation procedures before commencing the arbitration procedures described below.

24.2. The Contact Persons of both Parties shall work in good faith to try to resolve the dispute within thirty days from the date that a Party first gives notice that a dispute has occurred.

24.3. If the Contact Persons fail to reach an agreement on the dispute within thirty days, the dispute shall be referred to more senior persons within the respective companies who shall try to resolve the dispute within a further thirty-day period. If no resolution is found each Party is entitled to commence the arbitration proceedings described below.

25. Signatures

Place Place

Date

Date

For SWAN

For Access Seeker

26. Overview of the Annex Structure

Annex number	Annex name
ANNEX 1	Agreement Management Principles
ANNEX 2	Services
ANNEX 3	Billing and Accounting
ANNEX 3.1	Information on Billing Data
ANNEX 3.2	Settlement Procedure
ANNEX 4	Customer Care Principles
ANNEX 5	Technical Aspects
ANNEX 5.1	Testing
ANNEX 5.2	Security
ANNEX 5.3	Information on Signalling Interconnection and / or IP Connectivity
ANNEX 6	Fraud Prevention Procedures
ANNEX 7	Roaming Service Level Agreement
ANNEX 8	Roaming Provider Services, Tariffs and other Information

27. Relevant PRDs

- 27.1. SWAN applies GSMA Permanent Reference documents relevant to International Roaming for example but not limited to:
- 27.2. GSMA PRDs related to Quality of Service;
- 27.3. GSMA PRDs related to Fraud Detection; and
- 27.4. GSMA PRDs relating to Billing between the parties including Invoicing, Settlement and dispute resolution.

ANNEX 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, or preferably secure email to the addresses indicated in Annex 8:

Preferably each Party specifies only one contact point for exchange of updates to the Agreement.

Revision Procedure

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

All updates to the Annexes shall be exchanged by mail, courier or or preferably secure email to the addresses indicated in Annex 8.

Effective Dates

Each revision shall be clearly identified by its Revision date as agreed between the parties.

ANNEX 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.

ANNEX 3 BILLING AND ACCOUNTING

Billing and Accounting relating to International Roaming comes into effect as from the confirmed starting date of commercial roaming, as stated in the agreed Launch Letter.

ANNEX 3.1 INFORMATION ON BILLING DATA

Information on billing that is not explicitly stated in ANNEX 3.1 is exchanged on TAP and/or BCE Reports.

ANNEX 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 SWAN shall be as follows:
- XXXXXXXXXXXXXXX
- Any changes in the exchange frequency shall be agreed before implementation.
- When no charging data are available Notification files will be sent.

EDI Address as well as Contact Points for enquiries and complaints are defined in ANNEX 8.

Exchange of Aggregated Usage Records in TAP files

Aggregation supported and agreed will be based on the roaming traffic types, aggregation type/identifier and aggregated chargeable unity type as defined in GSM Association Permanent Reference Documents.

- Traffic types
 - M2M
 - Data traffic
 - SMS
 - etc.
- Aggregation types
 - IMSI
 - IMSI range
 - APN
 - etc.
- Aggregated chargeable unit types
 - Bytes
 - KB
 - GB
 - MO seconds

- Number of SMS events
- etc.

(modify the above to reflect the aggregation agreed to be exchanged)

The usage will follow the guidelines as set out in GSM Association Permanent Reference Documents.

Fallback Procedure

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

Where there is a delay in the sending of the billing files, according to the agreed fallback procedure then the Access Seeker shall be immediately advised.

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 Roaming Provider remain as they are defined by the GSM Association and in GSM Association Permanent Reference Documents.

ANNEX 3.1.2 INFORMATION ON BCE REPORTS

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

Interchange of BCE Reports shall be performed by Electronic Data Interchange (EDI).

Exchange of BCE Reports

The following relation types/Service Names will utilize BCE Reporting [choose all that apply]:

Roaming (GPRS)

NB-IoT

LTE-M

Other

BCE Report Exchange (Operational and Financial)

It is the responsibility of SWAN to provide reporting to Access Seeker (operational reporting for reconciliation, and financial, as invoice backup). Report creation/aggregation parameters will be agreed using BCE-IOT Agreement and will be based on BCE Reporting format defined in GSM Association Permanent Reference Documents.

ANNEX 3.2 SETTLEMENT PROCEDURE

The Settlement Procedure in this ANNEX 3.2 applies to financial transactions involving roaming traffic from start of the traffic period commencing by the <commercial start letter of roaming> or <date>.

SWAN shall prepare a monthly invoice for traffic registered during the invoice period

made by the visiting customers in the visited PMN Operator.

The settlement procedure for BCE applies to the financial transactions where TAP is not exchanged. At least one financial BCE Reports (BSR) will accompany each invoice, based on invoicing frequency.

SWAN will <not> include BCE Usage on TAP Roaming Invoice

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 <xx>th of the following month at latest. An invoice notification may be sent to *<destination to be included here>*.

SWAN 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 SWAN to compensate Access Seeker is <X> SDR. In any case, a Credit Note shall be issued at least once a year before the year-end if appropriate.

Direct Full Payment with Currency Conversion

The invoice amount (and credit note amount if appropriate) must be paid separately by the debtor in the Local or Payment Currency of the creditor as calculated from the SDR amounts as indicated on the invoice and/or credit note

The conversion method from SDR into the currency of payment, is defined in PRD BA.11

Payment by Access Seeker shall be made within 30 days from the date of the invoice with the later date.

If Access Seeker does not pay the clearing balance by the due date for payment then SWAN 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 SWAN is:

....% above base lending rate (from time to time in force)

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 8.

Access Seeker shall pay any Value Added Tax (VAT) or other similar tax in accordance with the laws of the SWAN's country. The application of VAT is defined in Annex 8.

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.

ANNEX 4 CUSTOMER CARE PRINCIPLES

General

A Roaming Customer should contact the Customer Care Services of his home contract partner (Customer Care Services of Access Seeker) while roaming in the Public Mobile Network of SWAN. This home Customer Care Services will provide the first point of contact but may refer the Roaming Customer to SWAN's Customer Care Services if appropriate.

The Roaming Customer is free to contact SWAN's Customer Care Services directly. However, the primary responsibility for customer care remains with Access Seeker. 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.

Customer care contact numbers are defined in Annex 8

Roaming Information

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

Access Seeker shall inform its own Roaming Customers about roaming in SWAN'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 SWAN. The home Customer Care Services will provide the first point of contact but may refer the Roaming Customer to SWAN'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 below.

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 8. Frequently arising faults in the Public Mobile Network or Services of SWAN experienced by Roaming Customers and indicated to Access Seeker shall be reported to the other Party's contact point.

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 SWAN's Customer Care Services, SWAN'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 SWAN'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 SWAN will be achieved through his home Customer Care Services.

ANNEX 5 TECHNICAL ASPECTS

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

ANNEX 5.1 TESTING

Certification of testing

SWAN shall send Completion Certificates confirming the successful execution of IREG & TADIG tests which includes testing of the TAP procedures according to the Test Specifications of GSM Association Permanent Reference Documents.

Testing of Service availability

SWAN agrees to perform relevant tests of service availability, according to the IREG and TADIG Test Specifications, every time a major change which has an impact on International.

Testing SIM and/or USIM-Cards

General

Access Seeker will make the bilaterally agreed number of test SIM and/or USIM-cards available to SWAN under the following conditions:

- Send test SIM and/or USIM-card(s) as agreed bilaterally in a written notice without any activation fee or any subscription fee. Access Seeker will be treated as a Roaming Customer of the SWAN
- All necessary information concerning the SIM and/or USIM-card(s), i.e. IMSI, MSISDN, PIN, PUK, shall be forwarded to SWAN as well.
- The SIM and/or USIM-card(s) remain in the property of the SWAN
- The test SIM and/or USIM-card(s) shall only be used in SWANs 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 and thereby also invoiced by SWAN

None of the above shall be construed to allow reselling the SIM and/or USIM-card(s) or in any other way forward the SIM and/or USIM-card on conditions that could be negative for SWAN

Tests before the commercial start of roaming services (pre-commercial roaming phase)

As a general principle, it is agreed that SWAN using test-SIM and/or USIM-card(s) will not receive a payable bill from the issuing Access Seeker for the test traffic generated made in the Public Mobile Network under test. TAP-data, BCE Reports and bills will only be sent for test purposes.

Unless otherwise agreed, it is the sole responsibility of SWAN to block Roaming Customers of Access Seeker during the pre-commercial phase and in no case the Access Seeker has to bear the costs incurred by its customers roaming in SWANs 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 Access Seeker shall therefore have the right to send a (single) bill to SWAN 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 <per test SIM/for the total of test SIMs is<currency >

The tariff used will be either the Tariff of SWAN or the retail tariff of Access Seeker. In case the retail tariff is used, Access Seeker will attach an itemised bill to the invoice for control purposes. The payment shall be done according to the provisions set out in Annex 3.2.

Traffic generated outside SWAN during pre-commercial or commercial roaming phase

All costs occurring for traffic generated with test SIM and/or USIM cards issued to SWAN outside SWANs network will be charged by the Access Seeker.

The tariff used will be the Access Seeker retail tariff. The Access Seeker will attach an itemised bill to the invoice for control purposes. The payment shall be done according to the provisions set out in Annex 3.2.

Using best endeavours, the Access Seeker will inform SWAN and bar the test SIM and/or USIM card(s) being used outside SWANs Network.

SWAN is fully liable for all traffic costs as detailed above, damages and costs (as limited by this agreement) incurred by misuse of test SIM and/or USIM cards outside SWAN for the first 180 calendar days or until it is informed by the Access Seeker, whichever is the smaller:

Lost or stolen test SIM and/or USIM cards

In the event that SWAN determines it is no longer in possession of the Access Seeker Test SIM and/or USIM cards, SWAN must immediately notify the Access Seeker in written form and request that the missing card(s) be deactivated. Once sufficient notification has been delivered to the Access Seeker, the liability of SWAN ceases for all further usage on the missing cards(s) which occurs beyond the date of notification. However, the burden is on SWAN to provide sufficient proof that adequate notification was given to the Access Seeker.

ANNEX 5.2 SECURITY

Security functions of the individual Parties are specified in here and any other PRD documents.

Authentication

The Parties agree to implement Customer Identity Authentication for Roamers on their network. The purpose and mechanism 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 Roaming 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 x mobile originated and terminated call set-ups (incl. SMS) for SWAN
 - (The value of x 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 signature not inserted in a Attach Request or Routing Area Update Request
- 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.

Authentication during a malfunction of the network

The Parties agree that if a mobile station (MS) is registered and has been successfully authenticated, whether active or not active on a call, calls are permitted (including continuation and handover) and the Access Seeker 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 Access Seeker was not able to provide authentication pairs RAND, SRES), the Parties agree that calls are not permitted and that the Access Seeker will not receive any charges.

ANNEX 5.3 INFORMATION ON SIGNALLING INTERCONNECTION AND/OR IP CONNECTIVITY

The implementation of the Signalling Protocols and/or Inter-PLMN backbone (as defined in NG 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 shall be exchanged between the Parties as part of IREG testing procedures and NG PRDs.

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

ANNEX 6 FRAUD PREVENTION PROCEDURES

The Parties shall implement fraud prevention procedures as specified by GSMA PRD BA.20.

ANNEX 7 Roaming Service Level Agreement

Roaming Service Level Agreements (RSLA) and Quality of Service

Details, parameters and guidance for establishing Roaming Service Level Agreements (RSLA) can be found in GSMA PRD BA.51.

Template SLA agreements for all parties in the E2E SLA chain can be found in the following PRDs:

- Operator-Operator SLA Agreement template – GSMA PRD WA.30
- Operator-IPX Agreement template – GSMA PRD AA.80
- IPX-IPX SLA Agreement template – GSMA PRD WA.31

ANNEX 8 Roaming Provider Services, Tariffs and other Information

RAEX will be used for the notification of relevant Operational Data, Tariffs & Network Information.

Roaming Services

Regulated Roaming Calls

Regulated Roaming SMS message

Regulated Data Roaming Service

Tariff

Wholesale charges according to Regulation (EU) 2022/612 of the European Parliament and of the Council of 6 April 2022 on roaming on public mobile communications networks within the Union shall apply.

Title	Charging
Origination of a Regulated Roaming Call	€ / min.
Termination of a Roaming call	€ / min.
Origination of a Regulated Roaming SMS message	€ / SMS
Termination of a Regulated Roaming SMS message	€ / SMS
Regulated Data Roaming Service	€ / GB
Charging increment	1 kB