



## Reference Interconnect Offer Fix and Mobile (RIO F&M)

### PROXIMUS LUXEMBOURG S.A.

Société Anonyme (public limited company)  
Established and with its registered office at  
18 rue du Puits Romain L-8070 BERTRANGE

Registered with the Commercial and Corporate Registry of Luxembourg  
under the number B-19.669

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1.0	Published for consultation on 15 April 2015
1.1	Issued and developed in accordance with the obligations imposed to PROXIMUS in the ILR regulation 16/208/ILR dated 28 <sup>th</sup> November 2016 (market 1/2014)
1.2	Issued and developed in accordance with the obligations imposed to PROXIMUS in the ILR regulation ILR/T17/4 dated 9 June 2017 (market 2/2014)
1.3	Version for public consultation with regulated tariffs for termination of calls originating from EEA countries and new tariffs for termination of calls originating from outside EEA countries
1.4	Version published on 22 <sup>nd</sup> of January 2018 after completion of public consultation and with effective date 1 <sup>st</sup> of February 2018.
1.5	Interconnection point addresses Data Center Bissen (cf.Art. 4.a)
1.6	Version published after completion of public consultation (07/04/2021 – 07/05/2021) with effective date 7 June 2021 in accordance with Regulation ILR/T21/1, 18 January 2021 for market 1/2014, Regulation ILR/T21/2, 18 January 2021 for market 2/2014 And Regulation EU 2021/654
1.7	Version for public consultation with new tariffs for termination of calls originating from outside EEA countries. See Annex B –Tariffs applicable to the Termination Access Service of calls originating outside of EEA, from 1 <sup>st</sup> of August 2021
1.8	Prices changes and Country zone changes



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## 1. Scope and limits of the Interconnection Offer

PROXIMUS LUXEMBOURG S.A. a company registered under the laws of Luxembourg, having its registered office at 18, rue du Puits Romain, Zone d'Activité de Bourmicht, L-8070 Bertrange, Luxembourg, registered with the Luxembourg Trade and Company Register under number B19.669 will be referred hereinafter as "PROXIMUS".

PROXIMUS uses its trademark "Tango" to address its activities in relation to residential customers (CBU), and "Telindus" to address its activities in relation to business customers (EBU/B2B).

This Reference Interconnect Offer (hereinafter "RIO" or "RIO F&M") deals with Interconnect Services offered to a duly authorized Public Network Operator, hereafter called "Interconnected Operator", for termination of fix and mobile voice calls to the "network of PROXIMUS", hereafter called "PROXIMUS".

This Reference Interconnect Offer has been issued and developed in accordance with the obligations imposed on PROXIMUS in the Regulation ILR/T21/2 dated 18th of January 2021 (market 1/2014) and Regulation ILR/T21/2 dated 18<sup>th</sup> January 2021 (market 2/2014).

The Interconnect Services included in this Reference Interconnect Offer encompass the following services:

- Terminating Access Services, as described in section 5;
- Interconnect Link Services, as described in section 6.

This Reference Interconnect Offer only covers calls to PROXIMUS numbers, excluding numbers from other operators and ported-out PROXIMUS numbers. Number portability check shall therefore be carried out before sending traffic to PROXIMUS. Other interconnect services such Voice Transit may be negotiated between PROXIMUS and the "Interconnected Operator" and included in the final Contract "Interconnect Agreement".

As a general principle, PROXIMUS is not responsible for the content of the communications conveyed through its Interconnect Services.

Current operational TDM interconnections that have been ordered/purchased under the terms of the previous F&M RIO will remain active until any further notice.

Before anything else, PROXIMUS will support new interconnections over IP deployment. As a last-ditch attempt, other interconnection options may be provided and PROXIMUS will try to comply with any reasonable request for alternative Interconnection, if technically feasible and/or available.



## 2. Offer validity

**Term.** The effective date of this RIO is valid from the date of definitive publication in compliance with the applicable regulations and, more particularly, in compliance with Regulation 14/177/ILR and this RIO shall remain in force after, unless

- a new Reference Interconnect Offer is published by PROXIMUS,
- a material change occurs in the laws of regulations, governing telecommunications in Luxembourg.

**Modification. Amendment.** In accordance with Regulation 14/177/ILR, this RIO may be timely reviewed and amended in order to comply with applicable rules and regulations. Furthermore, the ILR has the right to request or impose on PROXIMUS modifications to the applicable RIO or the adoption of a new RIO to be undertaken by PROXIMUS in compliance with the applicable rules and regulation.

**Validity.** The validity of the present RIO is determined by the decision 14/177/ILR dealing with the procedures related to the publication of a reference offer dated 28 august 2014 and Regulation ILR/T21/1 dated 18<sup>th</sup> of January 2021 (market 1/2014) fixing the fixed termination tariffs (FTR), as well as ILR Regulation T21/2 dated 18<sup>th</sup> of January 2021 (market 2/2014) fixing the mobile termination tariffs (MTR).

Unless defined otherwise, the terms used in this RIO must be interpreted in accordance with the Law of February 27<sup>th</sup>, 2011 Networks and Electronic Communication Services (the "Law") and its implementing regulations or any other applicable law or regulation in the context of this RIO.

**RIO tariffs.** All RIO tariffs are in EURO (€) and exclusive of Value-Added Tax (VAT) or any other legal taxes, which will be added if applicable.

**Billing.** The Operator undertakes to pay all invoices in relation to this RIO in EURO (€) and within the payment period specified on the relevant invoice(s). If payment is not received by PROXIMUS on the due date, PROXIMUS will send a reminder to the Operator. If the Operator fails to pay any amount due hereunder by the due date then PROXIMUS shall be entitled to charge and receive interest at a legal rate from the day after payment was due until the date payment is made.

### 3. Definitions

<b>Term</b>	<b>Description</b>
Call	The establishment of a connection through a telecommunications network and the transmission and the delivery of a signal from the terminal on which this signal was generated to the terminal to which this signal is addressed or to a network platform or any other facility giving an automatic answer in those cases where the connection cannot be established.
Calling Line Identification (CLI):	The CLI is the number of the calling user conveyed by each Operator's network for each call, it may also be provided by the network or partly by the calling user. This information is flagged either as "network - provided" or as "user provided, verified and passed". If the verification of a user provided CLI fails, the network provided CLI will be transmitted.
Calling Line Identification Presentation (CLIP)	Supplementary service provided for in ITU T Recommendation I.251.3.
Calling Line Identification Restriction (CLIR):	Supplementary service provided for in ITU T Recommendation I.251.4.
Capacity of the Interconnection Link:	The capacity defined for the Interconnection Link and the corresponding Operator access point to which the Interconnected Operator wishes to be connected
ILR	Institut Luxembourgeois de Régulation.
Interconnection Link	A Link between "The Operator's" Access Point and the "Interconnected Operator"
IP	Internet Protocol
IP Interconnect	IP based interconnections between two access points
"Interconnected operator":	An operator wishing to be or being interconnected to "The Operator"
International Public Telecommunication Number	Defined as in ITU T Recommendation E.164.
National (significant) Number	Defined as in ITU T Recommendation E.164.
KPI	Key Performance Indicator
Link	Set of telecommunications facilities necessary to establish one or more transmission paths between two locations.



Operator Access Point	The physical interface within PROXIMUS system at which the Interconnection Services can be obtained
“PROXIMUS”	PROXIMUS offering interconnect services through this offer
Parties	PROXIMUS, offering interconnection services and the “Interconnected Operator” buying interconnection services under this agreement.
Point of Interconnection (POI)	The physical point on the Interconnection Link where the telecommunications network of PROXIMUS and the “Interconnected Operator’s” System are interconnected. The POI is the boundary between PROXIMUS and the “Interconnected Operator domains of responsibility”.

Regulation 14/177/ILR	ILR Regulation 14/177/ILR dated 28 August 2014 « concernant les procédures à suivre par un opérateur identifié comme puissant sur le marché dans le cadre de l’obligation de publication d’une offre de référence »
Regulation ILR/T17/9	ILR Regulation ILR/T17/9 dated 9 August 2017 «relative aux exigences techniques et opérationnelles minimales requises pour l’interconnexion en mode IP pour la voix sur les réseaux publics individuels en position déterminée »
Regulation ILR/T21/1	ILR Regulation ILR/T21/1 dated 18 January 2021 “portant sur la définition du marché pertinent de la fourniture en gros de terminaison d’appel sur réseaux téléphoniques publics individuels en position déterminée (marché 1/2014) l’identification des opérateurs puissants sur ce marché et les obligations imposées à ce titre »
Regulation ILR/T21/2	ILR Regulation ILR/T21/2 dated 18 January 2021 “portant sur la définition du marché pertinent de la fourniture en gros de terminaison d’appel vocal sur réseaux mobiles individuels (marché 2/2014) l’identification des opérateurs puissants sur ce marché et les obligations imposées à ce titre »
Regulation 14/177/ILR	ILR Regulation 14/177/ILR dated 28 August 2014 “Règlement 14/177/ILR du 28 août 2014 concernant les procédures à suivre par un opérateur identifié comme puissant sur le marché dans le cadre de l’obligation de publication d’une offre de référence »

Reference Interconnect Offer Fix and Mobile (RIO F&M) or RIO	The present offer for interconnection Services
System	All equipment and software which, an Operator uses to provide his telecommunications services.
SLA	Service Level Agreement



## 4. Interconnection Architecture

### 4.a – National Interconnection Sites

PROXIMUS offers following sites that have been designed for use as Interconnection Access Points grounds of their optimal network integration.

#### Interconnection point addresses:

IP Interconnections based on SIP signalling protocols available at:

- National Interconnection point 1 : Luxconnect DC2, Z.A.C. Klengbousbiérg, L-7795 Bissen / Roost
- National Interconnection point 2 : Luxconnect DC1, 4, Rue A. Graham bell, L-3235 Bettembourg.

The Operator can either use both Inteconnection Access Points or select the Interconnection Access Point at which it wants to interconnect its system.

IP Interconnection will be supplied in compliance with Regulation ILR/T17/9 regarding the minimal technical and operational requirements for IP based Voice Interconnections on public telephony networks.

The national interconnection services offered concern all voice calls terminated on PROXIMUS network towards a number hosted by PROXIMUS and dedicated to fixed and/or mobile telephony services as allocated by the ILR according to the national numbering plan.

### 4.b – System alteration

If PROXIMUS wishes to make a system alteration, it shall give the “Interconnected Operator” and the ILR no less than 6 months written notice prior to the date of the anticipated system alteration. The notice shall specify the technical details of the system alteration and the date of the anticipated system alteration. Following such notification PROXIMUS shall supply to the connected Operators such information as the “Interconnected Operator” may reasonably request including, to the extent reasonably practicable, the potential impact on the service provided by the “Interconnected Operator” to the End Users.





#### 4.c – Standards

Where relevant, the following standards and procedures will apply:

- Any legal and ILR regulation requirements
- ITU-Recommendations
- ETSI standards
- Any other relevant international standards.

The signalling system for IP interconnections will be based on the SIP protocol and comply with the regulations as issued by the ILR.

The capacity or bandwidth has to be defined between the parties prior to the installation. Recurrent tarification is a function of the capacity/bandwidth.



## 5. Service description: Terminating access service

The fix and mobile terminating access service conveys a call handed over from the “Interconnected Operator’s” System, at PROXIMUS’s Access Point for termination on any national fix and mobile number of PROXIMUS’s network. Tariffs may be different for different categories of services identified by different fix or mobile number ranges.

The tariffs applied by PROXIMUS for the provision of the terminating access service are indicated in Annex A. Only calls that have been setup successfully and answered will be charged. The charging time starts with the answering signal and ends with the first clear signal generated either by the calling or the called party.

Whenever CLI is transferred to the telecommunications network of “The Interconnected Operator”, PROXIMUS will not communicate such CLI to an end-user if such CLI is marked as CLIR unless the call is directed to an emergency number.



## 6. Interconnection Link Service

The interconnection link service consists in the physical linking between PROXIMUS's Access Point and an "Interconnected Operator" Access Point. The "Interconnected Operator" must interconnect to a Point of Interconnection defined in paragraph 4.a.

The relevant charges per interconnect site are defined in Annex C.

### 6.a General

The "Interconnected Operator" is responsible for the dimensioning and payment of the interconnection links required for the conveyance of its own traffic. The "Interconnected Operator" is responsible for the traffic conveyed through its System and handed over at PROXIMUS's Access Point in order to use PROXIMUS's terminating fix and mobile access services.

- Initial Capacity Order

The initial capacity order must be submitted at the latest 3 months before the launch date of the service. PROXIMUS will aim to keep shorter delays taking into consideration its availability and organizational constraints.

- Subsequent Capacity Orders

Any subsequent capacity order has to be submitted at the latest 2 months before the launch date of the additional traffic. PROXIMUS will aim to keep shorter delays taking into consideration its availability and organizational constraints.

### 6.b Co-location & Interconnection link

The handover point of the Interconnection link at PROXIMUS' interconnection sites is located in the Meet-Me room at the respective LuxConnect datacentre. The Interconnected Operator is responsible for the patching at the Meet-Me room.

Should the Interconnected Operator need to house transmission equipment for the Interconnection at PROXIMUS' interconnection sites, the Interconnected Operator needs to find an agreement with the datacentre operator (LuxConnect). PROXIMUS will not provide any space, nor any services for the transmission equipment of the Interconnected Operator at PROXIMUS's interconnection sites.

If the Interconnected Operator is not physically present with its network at the PROXIMUS interconnection site(s), PROXIMUS could also provide an individual offer for an interconnection link service to any address specified by the Interconnected Operator.



## 6.c Capacity

“The Interconnected operator” is solely responsible for the dimensioning of the Interconnection links.

## 6.d Signaling System

The signalling system between “The interconnected Operator” and PROXIMUS is specified below.

The signalling system for IP interconnections is based on the SIP protocol and complies with the regulations as issued by the ILR.

**Other interconnection options.** Other Interconnection options may be provided and PROXIMUS will try to comply with any reasonable request for alternative Interconnection, if technically feasible.



## 7. QoS for interconnection services

As far as the terminating access service is concerned, PROXIMUS undertakes to ensure for its own System a network failure rate, which does not exceed 1,5% as a national 3 months average, for failures which are exclusively due to its System.

Network failure rate is the ratio between the number of calls handed over by an "Interconnected Operator" to be terminated on PROXIMUS's Network and failed due to insufficiencies in PROXIMUS's Network and the total amount of calls handed over by "The Interconnected Operator" to be terminated on PROXIMUS's network (excluding, in particular, failures due to end-user behaviour and failure of terminal equipment).

In the event of disturbance of the conveyance of traffic within its System, PROXIMUS may be constrained to implement the classical measures of traffic regulation (limiting channels, etc.) in order to limit its effect on the quality of the service provided to its customers as well as to the "Interconnected Operator".

The target figures given above for network failure rate do not include failures that are caused by the mentioned Measures of traffic regulation.

"The Interconnected Operator" and the ILR shall be informed if the above-mentioned measures for traffic regulation have to be applied and how long they may last.

PROXIMUS shall respect the quality conditions as they are defined in the applicable legal regulation and in accordance with the quality PROXIMUS provides for its retail clients.



## 8. Procedures for reaching an interconnection agreement

Interconnection agreements shall be negotiated according to the procedures and regulations determined by ILR.

On first demand by the “Interconnected operator”, PROXIMUS may request bank guarantees of 50.000€ (of a bank based in Luxembourg) for the provisioning of the interconnect service.

Other “reasonable” guarantees, as payment in advance, may be requested before provisioning of the interconnection service.

Agreement requests shall be addressed by registered letter and by email to:

PROXIMUS LUXEMBOURG S.A.  
Attn. de la Directrice Légal et Régulatoire  
18 rue du Puits Romain – L-8070 Bertrange  
e-mail : [legal@proximus.lu](mailto:legal@proximus.lu)



## 9. Annexes

The following documents shall form part of this RIO

- Annex A – Regulated Tariffs applicable to the Termination Access Service of calls originating within EEA
  
- Annex B – Tariffs applicable to the Termination Access Service of calls originating outside of EEA, from 1<sup>st</sup> of August 2021
  
- Annex C – Fees for Interconnection link service

and in the event of any inconsistencies between them, the order of precedence shall (unless expressly stated to the contrary) be as follows:

- (i) The main body of this RIO
- (ii) The Annexes to this RIO.



## Annex A – Regulated Tariffs applicable to the Termination Access Service of calls originating within EEA

The tariffs for the terminating Access Service are defined in accordance with ILR regulation ILR/T21/1 and ILR/T21/2.

### a) Terminating access service to PROXIMUS's geographic Fixed numbers of Calls Originating within the EEA

The following tariffs only apply to the termination of voice calls originating within the EEA (European Economic Area) only if the calling number (the so-called A-Number) is identified as belonging to the numbering plan of one of these countries.

Period	Charge per minute (in €ct excl. VAT)
07.06.2021 – 30.06.2021	0.138 eurocent/min
01.07.2021 – 31.12.2021	0.110 eurocent/min
01.01.2022 - until the application of a new regulation	0.07 eurocent/min

***These rates are only applicable to calls originating within the EEA.***

This tariff for terminating access services is adapted in compliance with the Commission Delegated Regulation EU 2021/654 of 18 December 2020 supplementing Directive EU 2018/1972 of the European Parliament and of the Council by setting a single maximum Union-Wide mobile voice termination rate and a single maximum Union-Wide fixed voice termination rate





## b) Terminating access service to PROXIMUS's Mobile numbers of Calls Originating within the EEA

The following tariffs only apply to the termination of voice calls originating within the EEA (European Economic Area) only if the calling number (the so-called A-Number) is identified as belonging to the numbering plan of one of these countries.

Period	Charge per minute (in €ct excl. VAT)
07.06.2021 – 30.06.2021	0.89 eurocent/min
01.07.2021 – 31.12.2021	0.70 eurocent/min
01.01.2022 – 31.12.2022	0.55 eurocent/min
01.01.2023 – 31.12.2023	0.40 eurocent/min
01.01.2014 – until the application of a new regulation	0.20 eurocent/min

***These rates are only applicable to calls originating within the EEA.***

This tariff for terminating access services is adapted in compliance with the Commission Delegated Regulation EU 2021/654 of 18 December 2020 supplementing Directive EU 2018/1972 of the European Parliament and of the Council by setting a single maximum Union-Wide mobile voice termination rate and a single maximum Union-Wide fixed voice termination rate.



c) List of countries within the EEA where Regulated Tariffs is applied

List of EEA (European Economic Area) countries and territories:

<b>EEA countries : Regulated Rate</b>		
<b>ISO Code</b>	<b>Country Name</b>	<b>Country Code</b>
AUT	Austria	43
BEL	Belgium	32
BGR	Bulgaria	359
HRV	Croatia	385
CYP	Cyprus	357
CZE	Czech Republic	420
DNK	Denmark	45
EST	Estonia	372
FIN	Finland	358
FRA	France	33
GUF	French Guiana	594
DEU	Germany	49
GRC	Greece	30
GLP	Guadeloupe	590
HUN	Hungary	36
ISL	Iceland	354
IRL	Ireland	353
ITA	Italy	39
LVA	Latvia	371
LIE	Liechtenstein	423
LTU	Lithuania	370
LUX	Luxembourg	352
MLT	Malta	356
MTQ	Martinique	596
MYT	Mayotte	262
NLD	Netherlands	31
NOR	Norway	47
POL	Poland	48
PRT	Portugal	351
REU	Reunion	262
ROU	Romania	40
SVK	Slovakia	421
SVN	Slovenia	386
ESP	Spain	34
SWE	Sweden	46
GBR	United Kingdom	44



## Annex B – Tariffs applicable to the Termination Access Service of calls originating outside of EEA, from 1st of ~~August~~ March 2021 ~~2022~~

From 1<sup>st</sup> of ~~August~~ March of 2021, PROXIMUS will apply a surcharge for the termination on both its **Mobile** and **Fixed** networks based on the country of origin of the call when it is originating outside of EEA.

The surcharge applied in addition of the flat rate is dependent of 3 Origin of Calls Categories (0, 1, 2 with respective surcharge: **none**, **5€cts/min**, **12€cts/min**):

- Flat rate for Fixed network: **0.138€cts/min**.
- Flat rate for Mobile network: **0.89€cts/min**.

**Origin of Calls Category 0:** No surcharge will apply for calls originating from these countries:

[No Countries in Category 0.](#)

<b>Origin Category 0 : Flat rate without Surcharge</b>		
<b>ISO Code</b>	<b>Country Name</b>	<b>Country Code</b>
<u><a href="#">AUS</a></u>	<u><a href="#">Australia</a></u>	<u><a href="#">61</a></u>
<u><a href="#">CAN</a></u>	<u><a href="#">Canada</a></u>	<u><a href="#">1</a></u>
<u><a href="#">CHN</a></u>	<u><a href="#">China</a></u>	<u><a href="#">86</a></u>
<u><a href="#">IND</a></u>	<u><a href="#">India</a></u>	<u><a href="#">91</a></u>
<u><a href="#">PRI</a></u>	<u><a href="#">Puerto Rico</a></u>	<u><a href="#">1787, 1939</a></u>
<u><a href="#">USA</a></u>	<u><a href="#">United States Alaska</a></u>	<u><a href="#">1907</a></u>
<u><a href="#">USA</a></u>	<u><a href="#">United States Hawaii</a></u>	<u><a href="#">1808</a></u>
<u><a href="#">USA</a></u>	<u><a href="#">United States of America</a></u>	<u><a href="#">1</a></u>

**Origin of Calls Category 1:** A surcharge of 5 €cts/min in addition of the Flat rate will apply for calls originating from these countries:

<b>Origin Category 1 : Flat rate + Surcharge of 5 €cts/min</b>		
<b>ISO Code</b>	<b>Country Name</b>	<b>Country Code</b>
<u><a href="#">AUS</a></u>	<u><a href="#">Australia</a></u>	<u><a href="#">61</a></u>
<u><a href="#">BGD</a></u>	<u><a href="#">Bangladesh</a></u>	<u><a href="#">880</a></u>
<u><a href="#">BMU</a></u>	<u><a href="#">Bermuda</a></u>	<u><a href="#">1441</a></u>
<u><a href="#">BRA</a></u>	<u><a href="#">Brazil</a></u>	<u><a href="#">55</a></u>
<u><a href="#">BRN</a></u>	<u><a href="#">Brunei</a></u>	<u><a href="#">673</a></u>
<u><a href="#">CAN</a></u>	<u><a href="#">Canada</a></u>	<u><a href="#">1</a></u>

Country Code	Country Name	Rate
IND	India	86
COL	Colombia	57
CRI	Costa Rica	506
DOM	Dominican Republic	1809, 1829, 1849
EGY	Egypt	20
GIB	Gibraltar	350
HKG	Hong Kong	852
IND	India	91
IDN	Indonesia	62
JPN	Japan	81
KWT	Kuwait	965
MYS	Malaysia	60
NZL	New Zealand	64
PAK	Pakistan	92
PRI	Puerto Rico	1787, 1939
SGP	Singapore	65
ZAF	South Africa	27
KOR	South Korea	82
CHE	Switzerland	41
TWN	Taiwan	886
THA	Thailand	66
USA	United States Alaska	1907
USA	United States Hawaii	1808
USA	United States of America	1
VIR	United States Virgin Islands	1340
VNM	Viet Nam	84

**Origin of Calls Category 2:** A surcharge of 12 €cts/min in addition of the flat rate will apply for calls originating from rest of the world including these countries below. This surcharge will apply to any country that is not listed in EEA Countries, Categories 0 and 1. Will also apply if A-Number (CLI) is missing or format, content is incorrect, modified or manipulated.

## Annex C – Fees for Interconnection link service

Monthly fee per 2Mbit's link covering equipment and maintenance	142,75,-€
Monthly fee per 30 channels /Ethernet system link (IP interconnection) covering equipment and maintenance	142,75,-€
One-Off charge per Operator Covering installation and testing	8.149,-€

### Proximus Luxembourg-sited Interconnection

Monthly fee per used Interconnect Site (covering billing, maintenance and service quality control):	210,-€/month
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### Modification of Interconnection Links

The establishment, the modification and the cancellation of trunks, as well as the connection or disconnection of circuits or signalling links required by an Operator, are charged to this Operator if these changes apply to existing interconnect trunks.

The necessary changes related to the extension of an existing interconnect trunk by adding supplementary Interconnection Links are not charged to the Operator.

Change required by the Operator	Installation fee
Establishment of a new trunk	646, - €
Modification or cancellation of an existing trunk	485, - €
Connection or disconnection of links	161, - €
Connection or disconnection of a signalling link	323, - €