

SECTION 1 - TERMS AND ABBREVIATIONS

Access- "cp" cttcpig o gpv" y jkej" eqppgevu" vjg" Ewuvq o gt)u" qt" Uwduetkdgt)u" vgngeq o o wpkecvkqpu" ugtxkeg" vq" vjg" Wpfgtn{ kpi" Ecttkgt)u" fgukipcvgf" rkpq" qh" rtgugpeg" qt" pgvy qtm" u ykvej kpi" egpvgt0""

Authorized carrier- "cp{ "vgngeq o o wpkecvkqpu" ecttkgt" vjcv" uwd o kvu" c" ejcpig. "qp" dgjcnh" qh" cp" gpf/wugt. "kp" vjg" gpf/wugtøu" ugngevkqp" qh" c" rtqxkfgt" qh" vgngeq o o wpkecvkqpu" ugtxkeg" ykvj" vjg" gpf/wugtøu" cwvj qtk | cvkqp"

Delinquent- c"rc{ogpv"hqt"cdknnkpi"hqt"ugtxkegu"rtqxkfgf."yjkj"ku"pqv"kp"fkurwvg."y jgtg"rc{ogpv"ku"pqv"tgegkxgf"qp"qt"dghqgt"vjg"fwg"fcvg"cu"rqvvgf"qp"vjg"dknn0""

Deniable charge- c"ejctig" hqt" vjqug" tgiwncvgf" ugtxkegu" hqt" yjkj" ppprc{ogpv" oc{"tguwnv"kp" c"fkueqppgevkqp"qh"dcuke"nqecn"ugtxkeg0""

Disconnection of service- cp"cttcpigogpv"ocfg"d{"vjg"gpf/wugt"qt"tgugnngt" hqt" rgtocpgpvn{"fkueqpvkpwkpi"ugtxkeg"d{"vgtokpcvkpi"vjg"eqpvtcev"cpflqt"tgoqxkpi"vjg"vgngrijqpg"ugtxkeg"htqo"vjg"gpf/wugt0"rtgokugu0""

End-user- "vjg"ewuvqogt"vq"yjqo"cvgngrjqpg"pwodgt"ku"cuukipgf0""

Exchange- c"igqiterjke"ctgc"guvcdnkujgf"d{"cvgngrjqpg"eqorep{"cpf"cr rtqxgf"d{"vjg"Eqo okuukqp" hqt"vjg"cfokpkuvtcvkqp"qh"nqecn"vgngrijqpg"ugtxkeg"kp"c"urgekkgf"ctgc"yjkj"wuwcnn{"gdtcegu"c"ekv{."vqyp."qt"xkncig"cpf"kvu"gp xktqpu0""Kv"oc{"eqpukuv"qh"qpg"qt"oqtg"egpvtcn"qhhkegu"vqigvjgt"ykvj"cuuqekcygf"rcpvn" wugf"kp"hwtpkujkpi"eqoowpkecv

Suspension of service- cp" ctcpigogpv" ocfg" cv" vjg" kpkvkvxg" qh" vjg" tgugnngt" hqt" vgo rqtctkn{"
fkueqpvkpwkpi" ugtxkeg" ykvjqwv" vgtokpcvkpi" vjg" eqpvtcev" qt" tgoqxkpi" vjg" vgngrjqpg" ugtxkeg" htqo" vjg"
ewuvqogtøu" rtgokugu0""

Telecommunications company qt" **Telecommunications carrier-** c" tgugnngt" qh" nqpi" fkuvcpeg"
vgngeqo o wpkecvkqpu" ugtxkegu0""

Telecommunications service- ugtxkeg" rtqxfkgf" d{"c"tgugnngt" kpenwfkpi" xqkeg." fvc." cpf" cmn" qvjgt" v{ rgu" qh"
eqo o wpkecvkqpu" ugtxkegu." wfgt" vjg" tgugnngtøu" fqewogpvu" qp" hkng" ykvj" vjg" Eqo o kuukqp0""

Telephone bill- c" dknnkpi" cigpvøu" kpxqkeg." kuuwgf" kp" eqo rnkcepeg" ykvj" vjku" Ejcrvgt." hqt" rtqfwvu" qt"
ugtxkegu" tgpfgtgf" d{"kvugh" cpf" d{"c" ugtxkeg" rtqxfkgf" u+. "kh" cp{0""

Territory- vjg" tgugnngt" u" ctgc" qh" qrgtcvkqp" yjkej" oc{" kpenwfg" vjg" gpvktg" Uvcvg" qh" Qmncjqoc" qt" uqog"
urgekhhgf" rqtvkqp" vjgtgqh0""

Unauthorized carrier- cp{"vgngeqo o wpkecvkqpu" ecttkt" vjcv" uwdokvu" c" ejcpi g." qp" dgjcnh" qh" cp" gpf/wugt."
kp" vjg" gpf/wugtøu" ugngevkqp" qh" c" rtqxfkgf" qh" vgngeqo o wpkecvkqpu" ugtxkeg" dwv" hcknu" vq" qdvckp" vjg" gpf/wugtøu"
cwvjqtk| cvkqp" xgtkhkgf" kp" ceetfcpeg" ykvj" vjg" rtqegfwtgu" urgekhhgf" kp" vjku" Ejcrvgt0""

Unauthorized change- c" ejcpi g" kp" cp" gpf/wugtøu" ugngevkqp" qh" c" rtqxfkgf" qh" vgngeqo o wpkecvkqpu" ugtxkeg"
vjcv" ycu" ocfg" ykvjqwv" cwvjqtk| cvkqp" xgtkhkgf" kp" ceetfcpeg" ykvj" vjg" xgtkhkecvkqp" rtqegfwtgu" urgekhhgf" kp"
vjku" Ejcrvgt0""

Underlying carrier(s)- vjg" rtqxfkgf" qh" hceknkvkgu" wvknk| gf" d{" c" tgugnngt" kp" vjg" rtqkukqpkpi" qh" kvu"
kpvgtgzejcpi g" ugtxkeg" vq" kvu" ewuvqogtu0"

SECTION 2 – TERMS AND CONDITIONS

WPFGTVCMKP I "QH"EQORCP []

X Vjg"Eq o rcp{)u"ugtxkegu"ctg"hwtpkujgf"hqt"vjg"wug"qh"Ewuvq ogtu"vtcpu o kvkpi" o guuc i gu"dgvyggp"cpf" c o qpi"fq o guvke"rqkpvu"ykvj kp"vjg"Wpkvgf"Uvcvgu"cu"urgekkgf"jgtgkp."uwdlgev"vq"vjg"lwtkufekvqp"qh"vjg" Hgfgtcn"Eq o o wpkecvkqpu"Eq o o kuukqp"*õHEEõ"qt"õEq o o kuukqpö+0""

X Vjg" Eq o rcp{ " kpuvcnu." qrgtcvgu." cpf" o ckpvckpu" vjg" vnggeq o o wpkecvkqpu" ugtxkegu" rtqxfgf" jgtgkp" wfgt"vjg" ceeqtfcepeg" ykvj" vjg" vgt o u" cpf" eqpfkvkqpu" ugv" hqtvj" wfgt" vjku" fqew o gpv0" Vjg" Eq o rcp{ " o c{ "cev"cu"vjg" Ewuvq o gt)u"ci gpv" hqt" qtfgtkpi" ceeguu" eqppgevkqp" hcekknvkgu" rtqxfgf" d{ "qvjgt"ecttkgtu" qt" gpvkvkgu." yjgp" cwvj qtk|gf" d{ "vjg" Ewuvq o gt." vq" cnnqy" eqppgevkqp" qh" c" Ewuvq o gt)u"nqecvkqp" vq" vjg" Eq o rcp{)u" pgvyqtm0" Vjg" Ewuvq o gt" ujcmm" dg" tgurqpukdng" hqt" cmm" ejctigu" fwg" hqt" uwej" ugtxkeg" cttepig o gpv0""

X Vjg"Eq o rcp{)u"ugtxkegu"ctg"rtqxfgf"qp" c" o qpvjn{"dcuku"cpf"ctg"cxckncdng"vy gpv{/hqwt"*46+"jqwtu" rgt"fc{."ugxgp"*9+"fc{u"rgt"yggm0""

NKOKVCVKQPU

X Ugtxkeg" ku" qhhgtgf" uwdlgev" vq" vjg" cxckncdknk{" qh" vjg" pgeguuct{" hcekknvkgu" cpf" gswkr o gpv." qt" dqvj" hcekknvkgu"cpf" gswkr o gpv."cpf"uwdlgev"vq"vjg"rtqxxkukqpu"qh"vjku"fqew o gpv0""

X Vjg" Eq o rcp{ " tgugtxgu" vjg" tki jv" vq" fkueqpvkpwg" qt" nk o kv" ugtxkeg" yjgp" pgeguukvcvgf" d{ " eqpfkvkqpu" dg{ qpf"kvu"eqpvtqn."qt" yjgp"vjg" Ewuvq o gt"ku" wukpi" ugtxkeg"kp" xkqncvkqp"qh"rtqxxkukqpu"qh"vjku"fqew o gpv" qt"kp" xkqncvkqp"qh"vjg"nc y0""

X Vjg" Eq o rcp{ " fqgu" pqv" qhhgt" ugtxkegu" hqt" tgueng" d{ " Ewuvq ogtu" wpnguu" uwej" Ewuvq ogt" jcu" dggp" itcpvgf" c" Egtvkhkecvg" qh" Eqpxgpkppeg" cpf" Pgeguukv{ " d{ "vjg" Qmncjq o c" Eqtrqtcvkqp" Eq o o kuukqp" vq" rtqxfgf"uwej" ugtxkegu"kp"vjg"Uvcvg"qh"Qmncjq o c0""

X Cmm" hcekknvkgu" rtqxfgf" wfgt" vjku" fqew o gpv" ctg" fktgevn{ "qt" kpfktgevn{ "eqpvtqmgf" d{ "vjg" Eq o rcp{ "cpf" vjg" Ewuvq ogt" o c{ "pqv"vtcpuhgt"qt" cuuki p" vjg" wug"qh" ugtxkeg"qt" hcekknvkgu" ykvjqwv" vjg" gzrtguu" ytkvvgp" eqpugpv"qh"vjg"Eq o rcp{0""

"

VTCPUHGT"QT"CUUK I POGPV"

"

x Chvgt"qdvckpki" vjg" Eq o rcp{)u" y tkvvp" eqpugpv." vjg" Ewuvq o gt" qh" tgeqtf" o c{" cuuki p" qt" vtcpuhgt" vjg" wug" qh" ugtxkeg" y jgtg" vjgtg" ku" pq" kpvgttwrvkqp" qt" r j{ukecn" tgnqecvkqp0" Cnn" vgt ou" cpf" rtqkukapu" eqpvckpgf" kp" vjku" fqew o gpv" yknn" cr rn{" vq" cp{" cuukipgg" qt" vtcpuhgtgg0" Ugtxkegu" rtqkfgf" d{" vjg" Eq o rcp{ " o c{" pqv" dg" vtcpuhgttgf" qt" cuukipgf" vq" c" pgy" Ewuvq o gt" wpnguu" vjg" hqnnqykpi" eqpfkvkqpu" jcxg" dggp" o gv<"

o Vjg" Ewuvq o gt" qh" tgeqtf" *cuukipqt" Ewuvq o gt+" tgs wguv" uwej" cuukip o gpv" qt" vtcpuhgt" kp" y tkvki" cv" ngcu" hqtv{/hxxg" *67+ " fc{u" rtkqt" vq" vjg" ghgvevkg" fcvg" qh" cp{ " tgs wguvgf" cuukip o gpv" qt" vtcpuhgt="cpf." ""

o Vjg" pgy" Ewuvq o gt" *cuukipgg" Ewuvq o gt+" pqvkhkgu" vjg" Eq o rcp{ " kp" y tkvki" vjcv" kv" ci tggu" vq" cuuw o g" cmm" qvwvucp fki" qdnki cvkqpu" qh" vjg" hqt o gt" Ewuvq o gt" hqt" wug" qh" vjg" Eq o rcp{)u" ugtxkegu0"" Vjgug" qdnki cvkqpu" kpenwfg" cmm" qvwvucp fki" kpfgdvfgpguu" hqt" vjg" wug" qh" vjg" Eq o rcp{)u" ugtxkeg0"" Eqpugpv" vq" uwej" vtcpuhgt" qt" cuukip o gpv" yknn" pqv" dg" wptgcuqpcdn{ " ykvj jgnf="cpf." ""

o Rtkqt" y tkvvp" eqpugpv" qh" vjg" Eq o rcp{ " ku" ugewtgf0" " Vjg" Eq o rcp{ " ci tggu" vq" tgurqpf" vq" c" tgs wguv" vq" cuuki p" qt" vtcpuhgt" vq" cpqv jgt" Ewuvq o gt" ykvj kp" vjktv{ " *52+ " fc{u" qh" tgegkrv" qh" vjg" tgs wguv0""

x Cu" tgnvgu" vq" vjg" cuukipgg" qt" vtcpuhgtg." fgrqukvu" o c{ " dg" tgs wktgf" rwtuwcpv" vq" vjg" Fgrqukvu" cpf" Kpvgtguv" Ugevqkq" qh" vjku" fqew o gpv0""

x Cp{ " rgt o kvvgf" vtcpuhgt" qt" cuukip o gpv" qh" vjg" Eq o rcp{)u" ugtxkeg" yknn" pqv" tgnkxg" qt" fkuejctig" cp{ " Ewuvq o gt" htq o " tg o ckpki" lqkpv{ " cpf" ugxgtcmm{ " nkcdng" ykvj" vjg" pgy" Ewuvq o gt" hqt" cp{ " qdnki cvkqpu" gzkuvki" cv" vjg" vk o g" qh" vtcpuhgt" qt" cuukip o gpv0""

x Cnn" tgi wncvkqpu" cpf" eqpfkvkqpu" eqpvckpgf" kp" vjku" fqew o gpv" u jcn" cr rn{ " vq" cmm" uwej" rgt o kvvgf" cuukipggu" qt" vtcpuhgtggu." cu" y gnn" cu" cmm" eqpfkvkqpu" qh" ugtxkeg0""

WUG"QH"UGTXKEG"

"

x Vjg" Eq o rcp{)u" ugtxkeg*u+" o c{ " dg" wugf" hqt" cp{ " nc y hwn" rwt rqug" eqpukuvgpv" ykvj" vjg" vtcpu o kuukqp" cpf" u ykvejki" rctc o gvgtu" qh" vjg" vgngeq o o wpkecvkqpu" hcekknkvgu" wvknk | gf" kp" vjg" rtqkukqp" qh" uwej" ugtxkeg*u+0""

x Vjg" wug" qh" vjg" Eq o rcp{)u" ugtxkeg*u+" vq" o cmg" ecmmu" y jkej" " oki jv" tgcupcdn{ " dg" gz rgevgf" vq" htki jvgp." cdwug." vqt o gpv." qt" jctcuu" cpqv jgt." qt" kp" uwej" c" y c{ " cu" vq" wptgcuqpcdn" kpvgthgtg" ykvj" wug" d{ " qv jgtu." ku" rtqj kdkvgf0""

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4 Cnvjqwi j"vjg"Eqo rcp{"fqgu"pqv"pqt o cmm{"eqnngv" fgrqkvu"htq o "kvu" Ewuvq ogtu." fgrqkvu" o c{"dg" tgswtgf"htq o "Ewuvq ogtu" y jqug"etgfkv" j kuvqt {"ku"wpceegrvc dng"qt"wpexckncdng"Vjg" c o qwpv" qh"vjg" fgrqkv"ujcnn"pqv"gzeggf"cp" c o qwpv" gswcn"vq"v y q"*4+" o qp vju"vqnn"ejctigu" fvgto kpgf" d {"cevwcn"qt" cpvkekrcvgf"wucig0""Vjg"Eqo rcp{"rncp" o c {"cnnqy"ewuvq ogtu"vq"rc {"fgrqkvu"kp"kpucvnn o gpvu0""

5 Wrqp" ytkvvp" tgsuv" d {"vjg" ewuvq ogt." chvgt" c" rgtkqf" qh" hqwt" *6+" eqpugewkxg" o qp vju" fwtkpi" y jkej"vk og"vjg"cxgtcig" c o qwpv"qh"vqnn"ejctigu"ku"ujqyp"vq"jcxg" fgetgcugf" d {"hkhv {"rtegpv"*72 ' + " qt" oqtg."vjg"Eqo rcp {"ujcnn"tg/gxcnwcvg"vjg" c o qwpv" qh"vjg" fgrqkv"kp"qtfgt"vq" fvgto kpg"kh"vjg" qtkikpcn" fgrqkv" c o qwpv" eqpvkpwgu"vq"dg" eqpukvvpv" ykvj"vjg" iwkfgnkpgu"qt"kh"vjg" c o qwpv" qh"vjg" fgrqkv"ujcnn"dg"tgfwegf"vq"cp" c o qwpv" y jkej"ku"eqpukvvpv" ykvj"vjg" fgrqkv" iwkfgnkpgu0""

6 Cp {"gzeguu" c o qwpv" qh"vjg" fgrqkv" tguwnvki" htq o "vjg" tgfwekqp" tgswtgf"kp" rctci tcr j"5" qh"vjku" uwdugevkqp"ujcnn"dg"tghwpfgf"vq"vjg"ewuvq ogt0""

7 C" rtgugpv" ewuvq ogt" o c {"dg" tgswtgf" vq" rquv" c" fgrqkv" cu" c" eqpfkvkqp" qh" eqpvkpwgf" ugtxkeg" kh" wpfkurwvgf"ejctigu"jcxg"dgeqog"fgnkpswgpv." ykvj"fgnkpswgpv" o gcpki" c"rc {"ogpv"pqv"tgegkxgf"qp" qt"dghtg"vjg"fwg"fcvg"cu" rquvgf"qp"vjg"dknn."kp"v y q"*4+"qvv"qh"vjg"ncuv"v y gnxxg"*34+"dknkpi" rgtkqfu" qt"kh"vjg" ewuvq ogt" jcu" jcf" ugtxkeg" fkueqppgevgf" fwtkpi"vjg"ncuv"v y gnxxg" *34+" o qp vju" qt" jcu" rtgugpvgf" c"ejgem"uwdugswgpvn {"fkujqpqtgf0""

8 Kpvgtguv" qp" ecuj" fgrqkvu"ujcnn" dg" rckf" d {"vjg" Eqo rcp {"cv" pq"nguu"vjcp"vjg"tcvg" ecnewncvgf" f

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: Vjg"Eqo rcp{"ujcnn"rtqxfq"rc{ogpv"qh"ceetwgf"kpvtgguv"hqt"cm"ewuvqogtu"cppwcm{"d{"pgiqvkdng"
kpuvtwogpv"qt"d{"etgfkv"ckpuv"ewttgpv"dknkp i 0"
"
; Vjg"fgrqkv"ujcnn"egcug"vq"ftcy"kpvtgguv"qp"vjg"fcvg"kv"ku"tgvwtpgf"qt"etgfkvgf"vq"vjg"Ewuvqogtøu"
ceeqwpv"
"
32 Vjg"coqwpv"qh"vjg"fgrqkv."ykvj"ceetwgf"kpvtgguv."ujcnn"dg"crnkqf"vq"cp{"wprckf"ejctigu"cv"vjg"
vkog"qh"ck"fkueqpvkpwpeg"qh"ugtxkegu0" Vjg"dcncpeg."kh"cp{."ujcnn"dg"tgvwtpgf"vq"vjg"ewuvqogt"

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DKNNKP I "CPF"DKNNKP I "FKURWVGU"

- x Dknnu"vq"gpf/wugtu"ujcnn"dg"kuuwgf" o qpvjn{."wpnguu"vjg"Eq o rcp{)u"cr rtqxf"vgt o u"cpf"eqpfkvpqu"qh" ugtxkeg" rtguetkdg" c" fkhhtgtpv"kpvgtxcn0" "Dknnu" oc{ "dg"kuuwgf" qp" c" dknkpi" e{eng0" Cnn" gpf/wugtu"ujcnn" tgegkxg"vjgkt"dknnu"xkc"vjg"Wpkvgf"Uvcvgu" o ckn."wpnguu"vjg"gpf/wugt"ci tgg"ykvj"vjg"Eq o rcp{ "vq"tgegkxg" c"dknn"vj tqw i j" fkhhtgtpv" o gcpu."uwej"cu"gngevtqpkecnn{ "xkc"vjg"Kpvgtpgv0""
- x Vjg"Ewuvq o gt"ku" tgu rqpukdng" hqt" cmm" e j c t i g u" k p e n w f k p i " c m m" e c n n u" r n c e g f" h t q o " v j g" E w u v q o g t) u" n q e c v k q p" q t" d{ "wug"qh"vjg"Ewuvq o gt)u"cwvj qtk| cvkqp"eqfg*u+0""
- x Wpnguu"qvjgt ykug"cwvj qtk| gf."dknnu"ujcnn"dg" rc{cdng"ko o g f k c v g n{ " w r q p" t g e g k r v" c p f" r c u v" f w g" v y g n x g" *37+" fc{u" chvgt" vjg" fcvg" qh" vjg" Eq o rcp{ " o c k n k p i" q t" c h v g t" c p{ " f g h g t t g f" r c{ o g p v" f c v g" r t g x k q w u n{ " g u v c d n k u j g f" g k v j g t" d{ " q t c n" q t" y t k v g p" c i t g g o g p v" d g v y g g p" c p" g p f/ w u g t" c p f" v j g" E q o r c p{ 0" " V j g" f c v g" c h v g t" y j k e j" v j g" d k n n" k u" r c u v" f w g

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"
VCZGU"
"

- x Vjg"Ewuvq o gt"ku"tgurqpukdng"hqt"rc{ o gpv"qh"cp{ "ucngu."wug."itquu"tgegkrvu."gzekug"qt"qvjgt"nqecn."uvcvg"cpf"hgfgtcn"vczgu."ejctigu"qt"cuuguu o gpvu."jqyngxgt"fgukipcvgf"*gzenwfkpi"vczgu"qp"vjg"Eq o rcp{)u"pgv"kp eq o g+"k o rqugf"qp"qt"dcugf"wrqp"vjg"rtqxxkukqp."ucng"qt"wug"qh"vjg"Eq o rcp{)u"ugtxkegu0"
- o Cmn"hgfgtcn."uvcvg"cpf"nqecn"ucngu"vczgu"ctg"nkuvgf"cu"ugrctcvg"nkp"kvgo u"qp"vjg"Ewuvq o gt)u"dknn"cpf"ctg"pqv"kp enwfgf"kp"vjg"swqvgf"tcvg*u+0"
- o Qvjgt"vczgu."ejctigu"cpf"vjg"tgiwncvqt{ "cuuguu o gpv"ujcnn"dg"kfgpvhkkgf"kp"vjg"ciitgicvg"qp"vjg"Ewuvq o gt)u"dknn"cpf"ujcnn"pqv"dg"kp enwfgf"kp"vjg"swqvgf"tcvg*u+0"
- o Uwej"vczgu."ejctigu."cpf"cuuguu o gpvu"ujcnn"dg"dknngf"vq"vjg"Ewuvq o gtu"tgegkxkpi"ugtxkeg*u+ykvj"kp"vjg"vgttkvqtken"nko kvu"qh"uwej"uvcvg."eqwppv{."ekv{"qt"qvjgt"vczkpi"cwvjqtqv{0""Uwej"dknnkpi"ujcnn"cmnqecvg"vjg"vcz."ejctig"cpflqt"cuuguu o gpv"co qpi"Ewuvq o gtu"wpkhqton{"qp"vjg"dcuku"qh"gej"Ewuvq o gt)u"o qpvjn{"ejctigu"hqt"vjg"v{rgu"qh"ugtxkeg"ocfg"uwdlgev"vq"uwej"vcz."ejctig"cpflqt"cuuguu o gpv0"

GSWKROGPV"

- x Vjg"Eq o rcp{)u" hceknkvkgu"cpf"ugtxkeg*u+"oc{"dg" wugf" ykvj"qt"vgtokpcvfgf"kp"Ewuvq o gt/rtqxxkfgf"vgtokpcn"gswkr o gpv"qt"Ewuvq o gt/rtqxxkfgf"vgngeq o owpkecvkqpu"u{uvgo u."uwej"cu"c"vgngrjqpg"ugv."

"
" X Cflwuv o gpvu" vq" vjg" Ewuvq o gtøu" dknu" ujcnn" dg" o c f g" vq" vjg" g z v g p v" v j c v" e k t e w o u v c p e g u" g z k u v" y j k e j"
t g c u q p c d n { " k p f k e c v g" v j c v" u w e j" e j c p i g u" c t g" c r r t q r t k e v g 0" ""

"
" TGVWTPPGF"EJGEM"EJCTIG"

" X Kh" c" e j g e m" q h h g t g f" d { " c" E w u v q o g t" h q t" r c { o g p v" q h" u g t x k e g" r t q x k f g f" k u" f k u j q p q t g f = " c" t g w t p g f" e j g e m"
e j c t i g" u j c n n" d g" c r r n k g f" k p" v j g" c o q w p v" q h" & 4 7 0 2 2 0" "" ""

" ECPEGNNCVKQP"QH"UGTXKEG"D | "EWUVQOGT"

" X C" E w u v q o g t" o c { " e c p e g n" u g t x k e g" d { " r t q x k f k p i" y t k w g p" q t" x g t d c n" p q v k e g" v q" v j g" E q o r c p { 0" ""

" KPVGTEGZEJCPIG"KPVGTEQPPGEVKQP"HQT"TGUCNG"

" X U g t x k e g * u + " h w t p k u j g f" d { " v j g" E q o r c p { " o c { " d g" e q p p g e v g f" y k v j" v j g" u g t x k e g u" q t" h c e k n k v k g u" q h" c p"
w p f g t n { k p i" e c t t k g t 0" U w e j" u g t x k e g * u + " q t" h c e k n k v k g u. " k h" w u g f. " c t g" r t q x k f g f" w p f g t" v j g" t e v g u. " v g t o u" c p f"
e q p f k v k q p u" q h" v j g" w p f g t n { k p i" e c t t k g t 0" V j g" E w u v q o g t" k u" t g u r q p u k d n g" h q t" c n n" e j c t i g u" d k n n g f" d { " v j g"
w p f g t n { k p i" e c t t k g t * u + " h q t" w u g" k p" e q p p g e v k q p" y k v j" v j g" E q o r c p { u" u g t x k e g 0" " C p { " u r g e k c n" k p v g t h c e g"
g s w k r o g p v" q t" h c e k n k v k g u" p g e g u a c t { " v q" c e j k g x g" e q o r c v k d k n k v { " d g v y g g p" e c t t k g t u" k u" v j g" t g u r q p u k d k n k v { " q h"
v j g" E w u v q o g t 0" ""

" FGPKCN"QT"VGTOKPCVKQP"QH"UGTXKEG"

- " X U g t x k e g" o c { " d g" t g h w u g f" q t" v g t o k p c v g f" h q t" c p { " q h" v j g" h q n n q y k p i" t g c u q p u < ""
- " O P q p r c { o g p v" q h" c" d k n n" y k v j k p" v j g" r g t k q f" r t g u e t k d g f" k p" v j g" E q o r c p { } u" f q e w o g p v 0" ""
 - " O H c k n w t g" v q" o c m g" c" u g e w t k v { " f g r q u k v" c u" u g v" h q t v j" k p" v j k u" f q e w o g p v 0" ""
 - " O X k q n c v k q p" q h" q t" p q p e q o r n k c p e g" y k v j" c p { " r t q x k u k q p" q h" n c y. " E q o o k u u k q p" t w n g u" c p f" t g i w n c v k q p u"
q t" v j g" E q o r c p { } u" c r r t q x g f" f q e w o g p v u 0" "" ""
 - " O K o r t q r g t" w u g" q h" v g n g e q o o w p k e c v k q p u" u g t x k e g u" q t" w u g" k p" u w e j" o c p p g t" c u" v q" k p v g t h g t g" y k v j"
t g c u q p c d n g" u g t x k e g" v q" q v j g t" E w u v q o g t u 0" "" ""
- " X V j g" E q o r c p { " u j c n n" r t q x k f g" f q e w o g p v c v k q p" v q" v j g" r t q u r g e v k x g" E w u v q o g t" q t" e w t t g p v" E w u v q o g t" u v c v k p i"
v j g" t g c u q p * u + " h q t" f g p k c n" q t" v g t o k p c v k q p" q h" u g t x k e g 0" "" ""

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- x Y jgp"ugtxkeg"vq"cp"gp f/wugt"ku"fkueqppgevgf"hqt"pqprc{ o gpv"qh" c"dkn"hqt"ugtxkeg"chvgt"ugtxkeg" jcu" dggp"uwur gpf g f"qt"hc knwtg"vq" o cmg" c"ugewtkv{ "fgrqukv"chvgt" c"tgcucpdcng"vk o g."v jg"Eq o rcp{ "ujcnn" ikxg" cv"ngcu v"vgp"*32+"fc{u" y tkvvgp"pqvkeg"vq"v jg"gp f/wugt"qh"v jg"Eq o rcp{u"kpvgpv"vq"fkueqpvkpwg"ugtxkeg0"" Pqvkeg"ujcnn"dg" o ckn g f" d{ "v jg"Eq o rcp{ "vq"v jg"gp f/wugtø" c f f tguu0"" Pqvkeg" yknn"dg" fgg o g f" ikxgp"vq" v jg"gp f/wugt"v j tgg"*5+"fc{u"chvgt" o cknkpi" d{ "v jg"Eq o rcp{0""
- x Pqvkegu"qh"fkueqppgevkqp"qt" Pqvkegu"qh"Uwur gpukqp"ujcnn"eqpvckp"v jg"hqnnq y kpi" kphqt o cvkqp<""
 - o V jg" y q t f u" \$PQVKEG" QH" FKUEQPPGEVKQP\$" qt" \$PQVKEG" QH" UWURGPVKQP\$" qt" y q t f u" y k v j" v j g" u c o g" o g c k p i . " k p" r t k p v" v { r g" n c t i g t" v j c p" v j g" r t k p v" v { r g" q h" v j g" p q v k e g" v g z v 0""
 - o P c o g . " c f f t g u u . " c p f" v g n g r j q p g" p w o d g t" q h" e w u v q o g t 0""
 - o U v c v g o g p v" q h" t g c u q p" h q t" r t q r q u g f" f k u e q p p g e v k q p" q t" u w u r g p u k q p" q h" u g t x k e g 0"
 - o V j g" f c v g" q p" q t" c h v g t" y j k e j" u g t x k e g" y k n n" d g" f k u e q p p g e v g f" q t" u w u r g p f g f" w p n g u u" c r r t q r t k c v g" c e v k q p" k u" v c m g p 0"
 - o V j g" v g n g r j q p g" p w o d g t" q h" v j g" E q o r c p { " y j g t g" v j g" e w u v q o g t" o c { " o c m g" c p" k p s w k t { 0"
 - o E j c t i g u" c p f" r t q e g f w t g u" h q t" t g e q p p g e v k q p" q t" c r r t q x g f" e j c t i g u" c p f" r t q e g f w t g u" v q" c x q k f" u w u r g p u k q p 0"
 - o P q v k e g" q h" u w u r g p u k q p" q h" u g t x k e g" t g n c v k p i" v q" r c u v / f w g" c o q w p v u" u j c n n" k p h q t o " v j g" g p f / w u g t" v j c v" v j g" v q v c n" c o q w p v" f w g" o c { " k p e n w f g" e j c t i g u" h q t" p q p / f g p k c d n g" c p f l q t" p q v" t g i w n c v g f" u g t x k e g u . " y j k e j" y q w n f" p q v" e c w u g" k p v g t t w r v k q p" q h" n q e c n" u g t x k e g 0" " V j g" p q v k e g" o w u v" k p f k e c v g" c" v q m n / h t g g" v g n g r j q p g" p w o d g t" q h" c" u g t x k e g" e g p v g t" y j g t g" s w g u v k q p u" e c p" d g" t g h g t t g f" c p f" r c { o g p v" c t t e p i g o g p v u" o c f g 0"
- x V j g" E q o r c p { " u j c n n" p q v" d g" t g s w k t g f" v q" i k x g" v j g" y t k v v g p" p q v k e g" r t q x k f g f" h q t" k p" u k v w c v k q p u" y j g t g" v j g" E q o r c p { " j c u" g x k f g p e g" q h" h t c w f w n g p v" q t" k n n g i c n" w u g" q h" v j g" E q o r c p {) u" u g t x k e g u . " y j k e j" k h" c m n q y g f" v q" e q p v k p w g . " y q w n f" r t g u g p v" c" j k i j" t k u m" q h" h k p c p e k c n" n q u u" v q" v j g" e q o r c p { 0""
- x V j g" h q n n q y k p i" c f f k v k q p c n" k p h q t o c v k q p" u j c n n" d g" k p" v j g" p q v k e g" w p n g u u" u c k f" k p h q t o c v k q p" e c p" d g" q d v c k p g f" k p" v j g" v g n g r j q p g" f k t g e v q t { " c p f" v j g" p q v k e g" t g h g t u" v j g" g p f / w u g t" v q" v j g" n q e c v k q p" k p" v j g" f k t g e v q t { " y j g t g" v j g" k p h q t o c v k q p" e c p" d g" q d v c k p g f

- C" uvcvg o gpv" qh" j q y" cp" gpf/wugt" oc{" cxqkf" v j g" fkueqppgevkqp" qh" ugtxkeg" qt" uwur gpukqp" qh" ugtxkeg." kpenwfkpi" c" uvcvg o gpv" v j cv" v j g" gpf/wugt" o wuv" pqvkh{" v j g" Eq o rcp{" qp" v j g" fc{" qh" rc{ o gpv" cu" vq" v j g" rnceg" cpf" o gv j qf" qh" uwej" rc{ o gpv" y j gp" v j g" dkm" ku" rckf" cv" c" rnceg" qv j gt" v j cp" v j g" qhhkeg" qh" v j g" Eq o rcp{0""
- C" uvcvg o gpv" v j cv" kphqt ou" v j g" gpf/wugt" y j gtg" rc{ o gpvu" oc{" dg" o c fg" qt" j q y" vq" qdvckp" c"

SECTION 3 – DESCRIPTION OF SERVICES

IGPGTCN

X Tcvgu"cpf"vko kpi"qh"ecnnu"oc{"xct{"d{"rtqfwev"v{"rg."vko g"qh"fc{"."fc{"qh"yggm."ecnn"okngcig."ceeguu"ogvj qf."vgtokpcvkpi"ctgc."qt"ecnn"fwtevkqp0"Ecnnu"ctg"dkngf"kpfkxkfwcnn{"cpf"qp"c"o qpvjn{"dcuku0" Wucig"ku"dkngf"kp"cttgetu0"

VKOKPI"QH"ECNNU

X Dknnkpi" hqt"ecnnu"rncegf"qxgt"vjg"pgv y qtm"ku"dcugf"kp"rctv"qp"vjg"fwtevkqp"qh"vjg"ecnn"cu"hqnnq y u."wpnguu"qvjgt y kug"urgekkgf"kp"vjku"fqew o gpv<"

o Ecnn"vko kpi" dgikpu" yjgp" vjg" ecngf" rctv{"cpu ygtu" vjg" ecnn" *k0g0." yjgp" vyq/yc{"eq o owpkcvkqpu"ctg" guvcdnkujgf+0" Cpu ygt" fgvevkqp"ku"dcugf"qp"uvcpftf" kpfwvt{"cpu ygt" fgvevkqp"ogvj qfu."kpenwfkpi"jctfyctg"cpf"uqhvyctg"cpu ygt"fgvevkqp0"

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"
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SECTION 4 – RATES AND CHARGES

FKTGEV"FKCN"UGTXKEG"

X

o Nqpi "Fkuvcepeg"Rncp"5"ó"öWpñk o kygfö"Dwukpguu"

f Vq"dg"gnkikdng"hqt"vju"Rncp."vjg"ewuvq ogt" o wuv"dg" c"pgy"qt"gzkuvkpi "dwukpguu0""

f Vju"öWpñk o kygfö" rncp"ku"cxckncdng"vq"dwukpguu" rjqpg"ewuvq ogtu" qpn{."cpf"kv"eqxgtu" fktgev"fkcnfg"kpvtuvcvg"cpf"kpvtuvcvg"ecnu"qpn{0""Kv"fqgu"pqv"kpenwfg"Kpvgtpcvkqpcn"ecnu" *tcvgu" xct{"dcugf"qp"eqwvpt{"ecnngf+."ecnkpi"ectf"ecnu."fktgevqt{"cuukuvcepeg"qt" qrgtcvqt"ugtxkegu0" Vju" rncp"ku"pqv"vq"dg" wugf" hqt" vqnn" ceeguu" vq" vjg" Kpvgtpgv" qt" vngg o ctmgvkpi "rwtrqugu0"

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Oqpvjn{"Ejctig" " " &37022"

o Nqpi "Fkuvcepeg"Rncp"6"ó"ö82" o kpwvgö" Tgukfgpvkcn"

f Vq" dg" gnkikdng" hqt" vju" Rncp."vjg" ewuvq ogt" o wuv" dg" c"pgy"qt"gzkuvkpi "tgukfgpvkcn" ewuvq ogt." yjq" o wuv" cnuq" uwduetkdg" vq" vjg" ö7" hqt" &:7ö" Dwpfnfg" Rcemcig" qhhgtgf" d{" Hkfgnk{"Ecdngxkukqp0""

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f Hwtvjgt oqtg."vjg" Oqpvjn{" Ejctig" ecp" qpn{" dg" crnkngf" vq" qpg" rjqpg" nkpg" *kh" c" tgukfgpvkcn" ewuvq ogt" ycpvu" vjg" rncp" vq" cr rn{" vq" c" ugeqpf" nkpg." jg" o wuv" rc{" c" ugeqpf" Oqpvjn{" Ejctig+0"

f Ewuvq ogtu" yjq" wug" vju" rncp" hqt" pqp/tgukfgpvkcn" k Otg O hqt" hq k

o

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- "
- o Vqnn"Htgg"Ugtxkeg"tcvgu"cr rn{" y jgp"vjg" rgtuqp"qtkikpcvkpi"vjg"ecnn"fkcnu"vjg":ZZ"vgngrjqpg"pw o dgt"f guktgf"cpf"eq o rnvgu"vjg"ecnn."cpf"vjg"ecnn"ku"dknngf"vq"vjg"ecnngf"uvcvkqp0"
- "

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FKTGEVQT ["CUUKUVCPEG"

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- "

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WPXGTUCN"UGTXKEG"HWP F"*WUH+"HGG"

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x Vjg" Eq o rcp{" y km" cuugu" cnn" Ewuvq ogtu" c" Wpkxgtucn" Ugtxkeg" Hwpf"