



January 1st, 2010: Changes in caller rate announcements in France

Dear customer!

Changes:

From January 1st, 2010 French carriers are obligated to implement free of charge caller rate announcements for all 0890, 0891, 0892 and 0897 numbers. These caller rate announcements are implemented before the call goes into the answer state.

For 0899 numbers this change will become effective on February 1st, 2010.

These caller rate announcements only affect „business to customers“-services (not „business to business“ and „machine to machine“-numbers). If you don't offer a „business to customer“-service, you are kindly asked to give us a feedback as soon as possible.

Current provisions:

The service provider shall inform the users clearly and unequivocally of the price of the service at the start of a call, of all information enabling a person to lodge a complaint and to exercise their rights and furthermore of the maximum time duration of the service.

Call time is limited to 30 min for shared revenue voice services for which user cost is entirely or partly determined by time duration, for an amount equal or in excess of EUR 0.15 (including tax) per minute.

Further provisions for the different kind of services have to be considered too.

Result:

From January 1st, 2010 (February 1st, 2010 for 0899 numbers) caller rate announcements are implemented by the carriers. From this moment the service providers don't have to inform about the tariff anymore, but still about all other mentioned issues as hitherto.

Please adapt your implemented information within the next weeks (but not before January 1st, 2010 or February 1st, 2010) accordingly.

In case of further questions don't hesitate to contact us.

With best regards,

Your Telequest team

Although this information has been compiled with extraordinary diligence, telequest & Internet Solutions GmbH assumes no liability for their up-to-dateness, completeness and correctness.

The customer is in spite of handing out this information obligated to gather all necessary information about the legal and regulatory provisions and the Code of Conduct of the particular country himself.