

## **Service Description for EurExcel Telecom Österreich GmbH as of 5 April 2004**

EurExcel Telecom Österreich GmbH's ("EurExcel") administrative offices are located at the following address:

No. 1 Greyfriars

Belgrave House

Northampton

United Kingdom

NN1 2LD

Telephone Number: +44 (0)1604 54 8000

Facsimile Number: +44 (0)1604 54 0055

Our Company's registered offices in Austria are located at the following address:

Wagramer Strasse 19

A-1220 Wien

Österreich

Other EurExcel entities and affiliates providing publicly available telephone services in Europe are as follows:

EurExcel (Deutschland) GmbH

EurExcel Limited

VarTec Telecom Belgium SPRL

VarTec Telekom (Deutschland) GmbH

VarTec Telecom Europe Limited

VarTec Telecom Ireland Limited

VarTec Telecom Nederland B.V.

VarTec Telecom Österreich GmbH

Administrative offices for all EurExcel entities and affiliates are located in Northampton, United Kingdom (address above).

### How to Contact EurExcel

Call our Customer Service Team utilising freephone number 0800 1023 10, available from 8am to 10pm, 7 days per week, 365 days a year.

Write to us at:  
EurExcel Customer Services  
Bismarckallee 7A  
79098 Freiburg  
Germany

via the Internet: <http://www.eurexcel.at>  
or e-mail: [webmaster\\_at@eurexcel.at](mailto:webmaster_at@eurexcel.at)

#### Service Provided

EurExcel currently provides Carrier Pre-Selection or 'CPS' services. This service allows you to pre-select EurExcel in place of Telekom Austria AG to automatically carry most types of calls. Exceptions include Emergency numbers (112, 122, 128, 133, 140, 141, 142, 144 & 147), Directory Enquiries, 0800 Toll-free numbers, 00800 International Toll-free numbers, 0810 Toll Service Numbers, 0820 Toll Service Numbers, 0900 & 0930 Premium-Rate Service Numbers, 0710 Personal Services and 0718 Austria Telekom Online Services. You do not have to tap in 1023, and you will be billed directly by us for those calls placed utilising EurExcel's CPS Services, which are available 24 hours a day, 7 days a week.

Our Services include flat per minute rates for international calls and calls to mobile phones and peak/off-peak per minute rates for national calls. Depending on the product chosen, either a per-call minimum charge or a monthly fee may be applicable. Following utilisation of our Services, you will receive a fully itemised bill for calls made from their landline telephones. Our goal is to provide our customers with high value offerings through a combination of simple rate structures and high service quality.

#### The User Contract with EurExcel

Our contract comes into force upon the activation of our Service on your telephone line, and the duration of your contract with us is for an indefinite period of time. In the event of a substantial breach of contract, we reserve the right to immediately terminate our contract with you and your access to our Services.

#### Availability of Service

If you are an existing Telekom Austria AG customer, our Services are available 24 hours a day, 7 days a week. We utilise the telecommunications networks of Telekom Austria AG and other network operators for the provision of our Service in Austria. Therefore, it is possible that our Services may not be

accessible via certain telecommunications networks, terminal stations, modems or from certain areas. We reserve the right to exclude or restrict the completion of connections requested by our Customer in certain areas for technical reasons. Premium rate services, operator services, non-geographical numbers and information lines are not accessible in connection with your use of EurExcel's Services from your landline telephone.

#### Access to Service

Following conversion to the Service, you will automatically be connected to our network by simply dialling the number that you wish to call as you would normally. National calls made using our Service will be passed from the Telekom Austria AG network onto our network. Within our network, the call will pass via our switching equipment in order that we can rate and eventually bill the customer. In addition, our switching equipment removes the leading "0" from the dialled number and sends it back across our network, the networks of any other third party carriers and back onto the Telekom Austria AG network for connection to the telephone number originally dialled.

International calls made using our Service will be passed from the Telekom Austria AG network onto our network. Within our network, the call will pass via our switching equipment in order that we can rate and eventually bill the customer. In addition, the our switching equipment will remove the leading "00" from the dialed number and send it back across our network and across the networks of any applicable third party carriers for connection to the telephone number originally dialled.

#### Quality of Service

We continually monitor equipment performance, and the Company's service performance levels meet or exceed all ETSI or ITU standards. We have service level agreements in place with all third party providers for both transmission paths and call completion. If the Company's service levels are not met, we ensure that we have adequate alternative circuits to third party carriers in an attempt to minimise service interruptions, which may otherwise impact our valued customers.

#### Compensation/Refund Schemes

In the event of non- or mal-performance of the contracted services by EurExcel, you will be entitled to claim compensation or refund only in accordance with mandatory statutory warranty and damages provisions, and only to the extent such claims have not been contractually restricted to the statutory permissible extent, as further detailed in the Terms and Conditions.

### Maintenance Services

EurExcel does not offer maintenance services, as these are inapplicable to the nature of the Service. In the event of a malfunction the Customer may call the Customer Service Team utilising the freephone number 0800 1023 10, available from 8am to 10pm, 7 days per week, 365 days a year.

### Restrictions on Access and Use

Please refer to EurExcel's Terms and Conditions for a full listing of restrictions on access and use. Amongst other things, EurExcel reserves the right to exclude or restrict the completion of connections requested by you in certain areas for technical reasons. EurExcel reserves the right to temporarily limit the service, in particular in case of capacity shortages within the telecommunications networks and in case of malfunctions due to technical changes in the operators' installations. Any mandatory statutory warranty provisions shall be unaffected.

Restrictions beyond EurExcel's direct control may be in relation to inaccessibility to our Services from certain telecommunications networks, terminal stations, modems or from certain areas.