



## International Roaming Agreement - Individual Annexes

6.0

November 2008

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Annex I.0 Revision Sheet for Individual Annexes BRAV1, BRAV2, BRAV3

Individual Annex no:	Annex Name (Section Name)	Annex Reference (Enter TADIG Code/s and IOT represented)	Revision Status (MM-DD-YYYY)	Revised this Version
<b>0</b>	<b>Revision Sheet for Individual Annexes</b>			
0.1	Changes Since Last Version		07-26-2011	Yes
<b>1</b>	<b>Agreement Management Principles</b>	BRAV1, BRAV2, BRAV3		
1.1	Contact Points for Agreement Management		07-26-2011	Yes
1.2	International Roaming Contact List		07-26-2011	Yes
<b>2</b>	<b>Services</b>	BRAV1, BRAV2, BRAV3		
2.1	Services Supported		07-18-2011	Yes
2.2	Services Requested		07-18-2011	Yes
<b>3</b>	<b>Billing and Accounting</b>	BRAV1, BRAV2, BRAV3		
3.1	International Roaming Inter Operator Tariffs For Circuit Switched Traffic	Standard	06-16-2011	Yes
3.1	International Roaming Inter Operator Tariffs For Packet Switched Traffic	Standard	01-29-2010	No
3.1	International Roaming Inter Operator Tariffs For Reciprocating IOT		09-09-2009	No
3.2	Mailing List for TAP and Bulk SMS Data Transfer		02-03-2011	No
3.3	Mailing List for Inter PMN Operator Invoice		07-26-2011	Yes
3.4	Application Of Taxes		01-29-2010	No
3.5	Payment Information		09-09-2009	No
<b>4</b>	<b>Customer Care</b>	BRAV1, BRAV2, BRAV3		
4.1	Inter Operator Customer Care Contact		10-20-2010	No
4.2	Customer Service Numbers		06-05-2008	No
4.3	Customer Care Contact Numbers		06-05-2008	No
4.4	General Customer Care Information		06-05-2008	No
<b>5</b>	<b>Technical Aspects</b>	BRAV1, BRAV2, BRAV3		
5.1	Contact Points for Handling Test SIM and/or USIM Cards		09-09-2009	No
5.2	Security		06-05-2008	No
<b>6</b>	<b>Data Privacy</b>	BRAV1, BRAV2, BRAV3		
6.1	National Requirements Impacting Subscribers		02-03-2011	No
<b>7</b>	<b>Fraud Prevention Procedures</b>	BRAV1, BRAV2, BRAV3		
7.1	Information on Fraud Prevention Procedures		06-05-2008	No
7.2	Information on NRTRDE Procedures		06-05-2008	No
<b>8</b>	<b>Billing Annexes</b>	BRAV1, BRAV2, BRAV3		
8.1	Billing & Transfer Information		07-26-2011	Yes
<b>9</b>	<b>BID Annexes</b>	BRAV1, BRAV2, BRAV3		

9.1	Billing Identifier (BID) Information (optional)		N/A	No
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Multiple networks can only be added into this AA.14 where they are in the same country. By entering more than one country into your AA.14 you are in breach of the GSMA antitrust rules and legislation.

<b>I.0.1 Changes Since Last Version</b>		
<b>Individual Annex no:</b>	<b>Annex Name (Section Name)</b>	<b>Changes Effected</b>
0.1	Changes Since Last Version	
1.1	Contact Points for Agreement Management (BRAV1, BRAV2, BRAV3)	Updated contacts
1.2	International Roaming Contact List (BRAV1, BRAV2, BRAV3)	Updated contacts
2.1	Services Supported (BRAV1, BRAV2, BRAV3)	
2.2	Services Requested (BRAV1, BRAV2, BRAV3)	
3.1	General IOT Definition (BRAV1, BRAV2, BRAV3)	Clarification regarding Charging of Toll Free Numbers
3.1	International Roaming Inter Operator Tariffs (BRAV1, BRAV2, BRAV3)	Clarification regarding Charging of Toll Free Numbers  No IOT Changes No IOT Changes  No IOT Changes
3.2	Mailing List for TAP and Bulk SMS Data Transfer (BRAV1, BRAV2, BRAV3)	
3.3	Mailing List for Inter PMN Operator Invoice (BRAV1, BRAV2, BRAV3)	
3.4	Application Of Taxes (BRAV1, BRAV2, BRAV3)	
3.5	Payment Information (BRAV1, BRAV2, BRAV3)	
4.1	Inter Operator Customer Care Contact (BRAV1, BRAV2, BRAV3)	
4.2	Customer Service Numbers (BRAV1, BRAV2, BRAV3)	
4.3	Customer Care Contact Numbers (BRAV1, BRAV2, BRAV3)	
4.4	General Customer Care Information (BRAV1, BRAV2, BRAV3)	
5.1	Contact Points for Handling Test SIM and/or USIM Cards (BRAV1, BRAV2, BRAV3)	
5.2	Security (BRAV1, BRAV2, BRAV3)	
6.1	National Requirements Impacting Subscribers (BRAV1, BRAV2, BRAV3)	
7.1	Information on Fraud Prevention Procedures (BRAV1, BRAV2, BRAV3)	

7.2	Information on NRTRDE Procedures (BRAV1, BRAV2, BRAV3)	
8.1	Billing & Transfer Information (BRAV1, BRAV2, BRAV3)	
9.1	Billing Identifier (BID) Information (optional) (BRAV1, BRAV2, BRAV3)	

Please note: It is possible to repeat all Annexes where the information differs between TADIG codes.

## Annex I.1 Agreement Management Principles (Operator Confidential) (BRAV1, BRAV2, BRAV3)

### I.1.1 Contact Points for Agreement Management (Operator Confidential)

**Postal Address:**

VIVO SA  
Av. Ayrton Senna, 2200 - Bloco2  
2 andar - Barra da Tijuca  
Rio de Janeiro - RJ 22775-003  
Brazil

**Delivery Address:**

VIVO SA  
Av. Ayrton Senna, 2200 - Bloco2  
2 andar - Barra da Tijuca  
Rio de Janeiro - RJ 22775-003  
Brazil

**Contact Person:**

Mariana Vieira Rangel Nunes  
Roaming Manager  
Tel: +55 21 9906 7611  
Mobile: +55 21 9906 7611  
Fax: +55 21 9906 6307  
Email Address: mariana.nunes@vivo.com.br

Suzana Soares Duprat  
Tel: +55 21 99066822  
Email Address: suzana.duprat@vivo.com.br

**Service Hours**

Monday to Friday: 09:00 to 18:00

**General Contact Information**

Website	Email	Fax	Phone from GSM	Phone from PSTN	Short Code
<a href="http://www.vivo.com.br/portal/roaming_internacional_home.php">http://www.vivo.com.br/portal/roaming_internacional_home.php</a>	roaming.admin@vivo.com.br	+55 21 9906 6307	+55 21 9906 7611		

**CAMEL**

Cleiton Pinheiro  
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Email Address: cleiton.pinheiro@vivo.com.br

**Bruno Quintas**

**Tel: 552199066899**

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### 3G

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## **I.1.2 International Roaming Contact List (Operator Confidential)**

**Postal Address:**

VIVO SA  
Av. Ayrton Senna, 2200 - Bloco2  
2 andar - Barra da Tijuca  
Rio de Janeiro - RJ 22775-003  
Brazil

**Delivery Address:**

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**Contact Person:**

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## International Roaming

### **Postal Address:**

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Av. Ayrton Senna, 2200 - Bloco2

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Suzana Soares Duprat

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## Customer Care Aspects

### Customer Care

Fault Reporting / Roaming Complaints

Tel: +55 21 9906-7930

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1st Level Escalation

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Email Address: alexandre.camerini@vivo.com.br

Michelle Ferreira

2nd Level Escalation

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## Marketing Aspects

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**Keila Bonow**

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**Email Address: keila.bonow@vivo.com.br**

Inter PMN Operator Invoices

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Fraud Prevention Aspects

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SIM Card Expert

Herica Alves

Tel: +552199066254

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Tape Delivery and Tape Return

**Postal Address:**

Syniverse Technologies

Access S&E

8125 Highwoods Palm Way

Tampa Florida 33647-1765

United States

**Contact Person:**

Syniverse Technologies

Tel: +1 800 892 2888; +1 813 233 7860

Fax: +1 813 637 5904

Email Address: gsmclearing@syniverse.com

Enquiries and Complaints about Tapes or EDI

**Postal Address:**

Syniverse Technologies

Access S&E

8125 Highwoods Palm Way

Tampa Florida 33647-1765

United States

**Contact Person:**

Syniverse Technologies

Tel: +1 800 892 2888; +1 813 233 7860

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IREG Testing

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**Public Mobile Network Faults**

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Alexandre Camerini

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Michelle Ferreira

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TADIG Team

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**Contact Point for MAP signaling, SS#7, Routing and ISC's**

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## Annex I.2 Services (BRAV1, BRAV2, BRAV3)

### I.2.1 Services Supported (Public Domain)

Services supported as per: 05-28-2008

FEATURE	AUTHENTICATION			RAN		
	SIM	USIM	EAP-SIM	GSM	UTRAN (UMTS)	WLAN
Please indicate that the Service is supported and therefore available by marking the appropriate box with an 'X'. Where 'N/A' is shown, this indicates 'Not Applicable' and therefore information is not required.						
<b>CIRCUIT SWITCHED Services</b>						
Telephony	X	X	N/A	X	X	N/A
Emergency Calls	X	X		X	X	
Short Message Service MT/PP	X	X	N/A	X	X	N/A
Short Message Service MO/PP	X	X	N/A	X	X	N/A
Voice Messaging			N/A			N/A
Alternate speech and facsimile gr. 3			N/A		N/A	N/A
Automatic facsimile gr. 3			N/A		N/A	N/A
Asynchronous Data			N/A			N/A
Synchronous Data			N/A	N/A		N/A
PACKET SWITCHED Services (Note: This includes GPRS)	X	X		X	X	
<b>CAMEL</b>						
CAMEL PHASE 1	X	X		X	X	N/A
CAMEL PHASE 2	X	X		X	X	N/A
CAMEL PHASE 3	X	X		X	X	N/A
CAMEL PHASE 4						N/A
<b>SUPPLEMENTARY SERVICES</b>						
Calling line identification presentation (CLIP)	X	X		X	X	N/A
Calling line identification restriction (CLIR)	X	X		X	X	N/A
Connected line identification presentation (CoLP)	X	X		X	X	N/A
Connected line identification restriction (CoLR)	X	X		X	X	N/A
Calling Name Presentation (CNAP)	X	X		X	X	N/A
Call forwarding unconditional (CFU)	X	X		X	X	
Call forwarding on mobile subscriber busy (CFB)	X	X		X	X	N/A
Call forwarding on no reply (CFNRy)	X	X		X	X	N/A
Call forwarding on mobile subscriber. not reachable (CFNRc)	X	X		X	X	N/A
Call waiting (CW)	X	X		X	X	N/A
Call hold (HOLD)	X	X		X	X	N/A
Multiparty (MPTY)	X	X		X	X	N/A
Closed user group (CUG)						N/A
Completion of Calls to Busy Subscribers	X	X				N/A
Call Deflection	X	X				N/A
Explicit Call Transfer						N/A
Barring of all outgoing calls (BAOC)	X	X		X	X	N/A
Barring of all outgoing international calls (BOIC)	X	X		X	X	N/A
Barring of all outgoing international calls	X	X		X	X	N/A

except (BOIC-ex HC)						
Barring of all incoming calls (BAIC)	X	X		X	X	N/A
Barring of all incoming calls when roaming outs. HPMN Operator (BAIC-Roam)	X	X		X	X	N/A
User to User Signaling (UUS)	X	X		X	X	N/A
USSD /MO	X	X		X	X	N/A
USSD /MT (i.e. network initiated)	X	X		X	X	N/A
EMLPP (Enhanced Multi-Level Procedure and Pre-emption)						N/A
<b>NETWORK FEATURES</b>						
HSCSD Asymmetric			N/A			N/A
HSCSD Symmetric			N/A			N/A
ECSD	X	X	N/A	X	X	N/A
EDGE	X	X	N/A	X	X	N/A
UDI	X	X	N/A	X	X	N/A
HSDPA	X	X	N/A	X	X	N/A
HSUPA			N/A	X	X	N/A
<b>ADDITIONAL NETWORK FEATURES</b>						
Multicall	X	X		X	X	N/A
LCS						N/A

AVAILABLE TECHNOLOGIES	FREQUENCY										
	450	700	710	850	900	1700	1800	1900	2100	2400	5000
GSM				X				X			
UTRAN (UMTS)									X		
WLAN											

Short Code Services	
VPMN indicates what Short Codes are supported.	
Maximum number of short codes per HPMN Operator:	
Limitations to short code implementation:	No
Short codes starting with * or # supported:	Yes
Short codes starting with 0 supported:	Yes
Short codes with variable long codes(e.g. part of MSISDN) supported:	Yes

Local Services of the VPMN	Short Code	Long Code	Service Type
VPMN indicates what local services are supported			

### I.2.2 Services Requested (Public Domain)

Services requested as per: 05-06-2008

FEATURE	AUTHENTICATION			RAN		
	SIM	USIM	EAP-SIM	GSM	UTRAN (UMTS)	WLAN
This is a list of the Services requested for the roaming subscribers of HPMN. Indicate that the Service is requested by marking the appropriate box with an 'X'. Where 'N/A' is shown, this indicates 'Not Applicable' and therefore information is not required.						
CIRCUIT SWITCHED SERVICES REQUESTED	X	X		X	X	
PACKET SWITCHED SERVICES REQUESTED	X	X		X	X	
<b>CAMEL Phases Requested</b>						
CAMEL PHASE 1	X			X		N/A
CAMEL PHASE 2	X			X		N/A
CAMEL PHASE 3						N/A
CAMEL PHASE 4						N/A

Requested Short Codes	Short Code	Long Code	Short Code Type
Customer Care Consumer	*8486	551130568628	Customer Care Consumer
Voice Mail	*555	551199991234	Voicemail

Requested Local Services	Short Code	Long Code	Service Type
Local Services which the HPMN Operator would like to have implemented for its customer in the VPMN Operator			

**Annex I.3 Billing and Accounting (Operator Confidential) (BRAV1, BRAV2, BRAV3)**

**I.3.1 International Roaming Inter Operator Tariffs**

**General IOT Definition**

Currency Used US Dollar (USD)

VPMN Markup

**Regulation Information**

Currency Used

Does EU Circuit Switched Regulated roaming IOT apply to all roaming partners? No

Does EU Circuit Switched Regulated roaming IOT apply to some roaming partners? No

**IOT's represented within this Annex**

<b>IOT Type</b>	<b>IOT Name</b>
Standard	Standard IOT For Circuit Switched Traffic for Circuit Switched Traffic Services
Standard	Standard IOT For Circuit Switched Traffic for Circuit Switched Traffic(TS.00)
Standard	Standard IOT for GPRS, WLAN, And/Or 3GSM PS Traffic (Operator Confidential)

**Tax Listings:**

**Time Bands (National & International):**

Complete call will be charged according to the time band of the start of the call

Standard 00:00:00 to 23:59:59 Includes all Weekdays (National & International) Includes: All Special Days

**National holidays and non working days of the VPMN Country**

- January 1st, 2011
- March 7th, 2011
- March 8th, 2011
- April 21st, 2011
- April 22nd, 2011
- May 23rd, 2011
- September 7th, 2011
- October 12th,2011
- November 2nd, 2011
- November 15th, 2011
- December 24th, 2011
- December 25th, 2011
- December 31st, 2011
- January 1st, 2012

**CAMEL Invocation Fee**

Charging of Camel Invocation Fee No

**I.3.1.1 Standard IOT For Circuit Switched Traffic for Circuit Switched Traffic Services**

	Standard
IOT Updated On	01-29-2010
IOT Applicable as from	04-01-2010
Currency Used	US Dollar (USD)

**Application Of Taxes**

Tax Included in stated tariffs: No

**Charging Intervals** (in seconds)

Initial National Charging Interval	60
Subsequent National Charging Interval	60
Initial International Charging Interval	60
Subsequent International Charging Interval	60
Charging of Incoming calls	Yes

**Tariffs and Services**

Charging of emergency services No

Charging of Toll Free Numbers No

Other charging information  
Calls to 550800 are not charged.  
Calls to 550300 and 550500 are charged.



**Tariff Overview Table for Circuit Switched Traffic Services**

	Time Band	Call Type Levels			Charging Interval	Duration Based Tariffs		Event or Fix Based Tariff (per call)	
		1	2	3		Excl. Taxes	Incl. Taxes	Excl. Taxes	Incl. Taxes
<b>Services</b>									
Short Message MO/PP (TS.22)	Standard							.26	
Short Message MT/PP (TS.21)					Free of charge				

**I.3.1.1 Standard IOT For Circuit Switched Traffic for Circuit Switched Traffic(TS.00)**

	Standard
IOT Updated On	01-29-2010
IOT Applicable as from	04-01-2010
Currency Used	US Dollar (USD)

**Application Of Taxes**

Tax Included in stated tariffs: No

**Charging Intervals** (in seconds)

Initial National Charging Interval	60
Subsequent National Charging Interval	60
Initial International Charging Interval	60
Subsequent International Charging Interval	60
Charging of Incoming calls	Yes

**Tariffs and Services**

Charging of emergency services No

Charging of Toll Free Numbers No

Other charging information  
Calls to 550800 are not charged.  
Calls to 550300 and 550500 are charged.

**Tariff Overview Table for Circuit Switched Traffic (TS.00)**

	Time Band	Call Type Levels			Charging Interval	Rounded	Duration Based Tariffs		Event or Fix Based Tariff (per call)	
		1	2	3			Excl. Taxes	Incl. Taxes	Excl. Taxes	Incl. Taxes
<b>Incoming Calls</b>	Standard				60 sec	60 sec	.25/min			
<b>Outgoing Calls</b>										
<b>Within VPMN network</b>										
<b>within VPMN network</b>	Standard				60 sec	60 sec	.71/min			
<b>ato other mobile networks</b>	Standard				60 sec	60 sec	.71/min			
<b>National Zones</b>										
<b>National Call</b>	Standard				60 sec	60 sec	.71/min			
<b>International Calls</b>										
<b>Africa</b>	Standard				60 sec	60 sec	2.83/min			
<b>Antarctica (6720)</b>	Standard				60 sec	60 sec	2.6/min			
<b>Asia and Oceania</b>	Standard				60 sec	60 sec	2.22/min			
<b>Central and South America</b>	Standard				60 sec	60 sec	1.46/min			
<b>Europe</b>	Standard				60 sec	60 sec	1.54/min			
<b>North America</b>	Standard				60 sec	60 sec	1.46/min			
<b>Satellite</b>	Standard				60 sec	60 sec	5.81/min			

<b>International Zones</b>	
<b>Zones</b>	<b>Countries</b>
Africa	Algeria (213), Angola (244), Benin (229), Botswana (267), Burkina Faso (226), Burundi (257), Cameroon (237), Cape Verde (238), Central African Republic (236), Chad (235), Comoros (269), Congo (242), Congo - The Democratic Republic (243), Cote D'Ivoire (225), Djibouti (253), Egypt (20), Equatorial Guinea (240), Eritrea (291), Ethiopia (251), Gabon (241), Gambia (220), Ghana (233), Guinea (224), Guinea-Bissau (245), Kenya (254), Lesotho (266), Liberia (231), Libyan Arab Jamahiriya (218), Madagascar (261), Malawi (265), Mali (223), Mauritania (222), Mauritius (230), Morocco (212), Mozambique (258), Namibia (264), Niger (227), Nigeria (234), Sao Tome and Principe (239), Senegal (221), Seychelles (248), Sierra Leone (232), Somalia (252), South Africa (27), Sudan (249), Swaziland (268), Tanzania - United Republic (255), Togo (228), Tunisia (216), Uganda (256), Western Sahara (212), Zambia (260), Zimbabwe (263)
Antarctica	Antarctica (6720)
Asia and Oceania	Afghanistan (93), Armenia (374), Australia (61), Australian External Territories (672), Azerbaijan (994), Bahrain (973), Bangladesh (880), Bhutan (975), Brunei Darussalam (673), Cambodia (855), China (86), Cook Islands (682), Fiji (679), Georgia (995), Hong Kong (852), India (91), Indonesia (62), Iran (Islamic Republic of) (98), Iraq (964), Israel (972), Japan (81), Jordan (962), Kazakhstan (7), Kiribati (686), Korea - Democratic People's Republic (850), Korea - Republic (82), Kuwait (965), Kyrgyzstan (996), Lao People's Democratic Republic (856), Lebanon (961), Macau (853), Malaysia (60), Maldives (960), Marshall Islands (692), Micronesia - Federated States (691), Mongolia (976), Nauru (674), Nepal (977), New Zealand (64), Niue (683), Oman (968), Pakistan (92), Palau (680), Papua New Guinea (675), Philippines (63), Qatar (974), Samoa (685), Saudi Arabia (966), Singapore (65), Solomon Islands (677), Sri Lanka (94), Syrian Arab Republic (963), Taiwan - Province of China (886), Tajikistan (992), Thailand (66), Tonga (676), Turkey (90), Turkmenistan (993), Tuvalu (688), United Arab Emirates (971), Uzbekistan (998), Vanuatu (678), Vietnam (84), Yemen (967), French Polynesia (689)
Central and South America	Argentina (54), Belize (501), Bolivia (591), Chile (56), Colombia (57), Costa Rica (506), Ecuador (593), El Salvador (503), Falkland Islands (Malvinas) (500), French Guiana (594), Guatemala (502), Guyana (592), Honduras (504), Nicaragua (505), Panama (507), Paraguay (595), Peru (51), South Georgia and the South Sandwich Islands (500), Suriname (597), Trinidad and Tobago (1868), Uruguay (598), Venezuela (58), Netherlands Antilles (599)
Europe	Albania (355), Andorra (376), Austria (43), Belarus (375), Belgium (32), Bosnia and Herzegovina (387), Bulgaria (359), Croatia (local name: Hrvatska) (385), Cyprus (357), Czech Republic (420), Denmark (45), Estonia (372), Finland (358), France (33), Germany (49), Greece (30), Holy See (Vatican City State) (39), Hungary (36), Iceland (354), Ireland (353), Italy (39), Latvia (371), Liechtenstein (423), Luxembourg (352), Macedonia (389), Malta (356), Moldova - Republic (373), Monaco (377), Netherlands (31), Norway (47), Poland (48), Portugal (351), Romania (40), Russian Federation (7), San Marino (378), Serbia (381), Slovakia (Slovak Republic) (421), Slovenia (386), Spain (34), Sweden (46), Switzerland (41), Ukraine (380), United Kingdom (44)
North America	Alaska (1907), American Samoa (1684), Anguilla (1264), Antigua and Barbuda (1268), Aruba (297), Bahamas (1242), Barbados (1246), Bermuda (1441), Canada (1), Cayman Island (1345), Cuba (53), Dominica (1767), Dominican Republic (1809), Greenland (299), Guam (1671), Haiti (509), Hawaii (1808), Jamaica (1876), Mexico (52), Puerto Rico (1787), Saint Kitts and Nevis (1869), Saint Lucia (1758), Saint Maarten (Dutch) (599), Saint Maarten (FR) (590), Saint Pierre and Miquelon (508), Saint Vincent and the Grenadines (1784), United States (1), United States Minor Outlying Islands (1), Virgin Islands (British) (1284), Virgin Islands (U.S.) (1340)

Satellite	<p>Sat-Asia Cellular Satellite (88220), Sat-British Telecommunications (88210), Sat-Cable and Wireless (88222), Sat-Deutsche Telekom (88228), Sat-Ellipso (8812), Sat-Ellipso - Concordia (8813), Sat-Elsacom (39310), Sat-Global Networks SITA (On air) (88298), Sat-Global Networks Switzerland (882340), Sat-Globalstar (8818) (8818), Sat-Globalstar (8819) (8819), Sat-ICO Global Communications (8810) (8810), Sat-ICO Global Communications (8811) (8811), Sat-Inmarsat A Maritime (AOR-E)- Atlantic Ocean -East (8715), Sat-Inmarsat A Maritime (AOR-W)- Atlantic Ocean (8741), Sat-Inmarsat A Maritime (AOR-W)- Atlantic Ocean - West (8748), Sat-Inmarsat A Maritime (IOR)- Indian Ocean (8731), Sat-Inmarsat A Maritime (POR)- Pacific Ocean (8721), Sat-Inmarsat A Maritime (SNA)- Single No. Access (8705), Sat-Inmarsat A Maritime DATA (IOR) - Indian Ocean (8738), Sat-Inmarsat A Maritime DATA (POR) - Pacific Ocean (8728), Sat-Inmarsat Aero (AOR-E)- Atlantic Ocean -East (8711), Sat-Inmarsat Aero (AOR-W)- Atlantic Ocean - West (8745), Sat-Inmarsat Aero (IOR)- Indian Ocean (8735), Sat-Inmarsat Aero (POR)- Pacific Ocean (8725), Sat-Inmarsat Aero (SNA)- Single No. Access (8701), Sat-Inmarsat B HSD (AOR-W)- Atlantic Ocean - West (87439), Sat-Inmarsat B HSD (AOR-E)- Atlantic Ocean - East (87139), Sat-Inmarsat B HSD (IOR)- Indian Ocean (87339), Sat-Inmarsat B HSD (POR)- Pacific Ocean (87239), Sat-Inmarsat B HSD (SNA)- Single No. Access (87039), Sat-Inmarsat B Land (AOR-E)- Atlantic Ocean - East (87130), Sat-Inmarsat B Land (AOR-W)- Atlantic Ocean - West (87430), Sat-Inmarsat B Land (IOR)- Indian Ocean (87330), Sat-Inmarsat B Land (POR)- Pacific Ocean (87230), Sat-Inmarsat B Land (SNA)- Single No. Access (87030), Sat-Inmarsat B Maritime (AOR-E)- Atlantic Ocean -East (87138), Sat-Inmarsat B Maritime (AOR-W)- Atlantic Ocean - West (87438), Sat-Inmarsat B Maritime (IOR)- Indian Ocean (87338), Sat-Inmarsat B Maritime (POR)- Pacific Ocean (87238), Sat-Inmarsat B Maritime (SNA)- Single No. Access (87038), Sat-Inmarsat HSD (AOR-E)- Atlantic Ocean - East (87161), Sat-Inmarsat HSD (AOR-E)- Atlantic Ocean -East (87168), Sat-Inmarsat HSD (AOR-W)- Atlantic Ocean - West (87461), Sat-Inmarsat HSD (IOR)- Indian Ocean (87361), Sat-Inmarsat HSD (POR)- Pacific Ocean (87261), Sat-Inmarsat HSD (POR)- Pacific Ocean (POR) (87268), Sat-Inmarsat HSD (SNA)- Single No. Access (87061), Sat-Inmarsat M HSD (AOR-W) - Atlantic Ocean - West (87468), Sat-Inmarsat M HSD (IOR) - Indian Ocean (87368), Sat-Inmarsat M HSD (SNA) - Single No. Access (87068), Sat-Inmarsat M Land (IOR)- Indian Ocean (87360), Sat-Inmarsat M Land (AOR-E)- Atlantic Ocean - East (87160), Sat-Inmarsat M Land (AOR-W)- Atlantic Ocean - West (87460), Sat-Inmarsat M Land (POR)- Pacific Ocean (87260), Sat-Inmarsat M Land (SNA)- Single No. Access (87060), Sat-Inmarsat M Maritime (AOR-E)- Atlantic Ocean -East (87169), Sat-Inmarsat M Maritime (AOR-W)- Atlantic Ocean - West (87469), Sat-Inmarsat M Maritime (IOR)- Indian Ocean (87369), Sat-Inmarsat M Maritime (POR)- Pacific Ocean (87269), Sat-Inmarsat M Maritime (SNA)- Single No. Access (87069), Sat-Inmarsat Mini M (AOR-E)- Atlantic Ocean - East (87176), Sat-Inmarsat Mini M (AOR-W)- Atlantic Ocean - West (87476), Sat-Inmarsat Mini M (IOR)- Indian Ocean (87376), Sat-Inmarsat Mini M (POR)- Pacific Ocean (87276), Sat-Inmarsat Mini M (SNA)- Single No. Access (87076), Sat-Iridium Satellite (8816) (8816), Sat-Iridium Satellite (8817) (8817), Sat-MCP (882320), Sat-Oration Technologies (88233), Sat-Singapore Telecom (88230), Sat-Singapore Telecommunications (8888), Sat-Sita-Equant Joint Venture (88223), Sat-Telekom Malaysia (88231), Sat-Telespazio (EMSAT) (88213), Sat-Telia AB (88224), Sat-Telstra (88215), Sat-Thuraya (88216)</p>
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**I.3.1.2 Standard IOT for GPRS, WLAN, And/Or 3GSM PS Traffic (Operator Confidential)**

**Standard IOT FOR GPRS/3GSM PS Traffic**

	Standard
IOT Updated On	01-29-2010
IOT Applicable as from	04-01-2010
Currency Used	US Dollar (USD)

**GPRS/3GSM PS Tariffs**

1 Gbyte (GB) = 1024 Mbytes (MB) and 1 Mbyte (MB) = 1024 Kbytes (KB) and 1 Kbyte (KB) = 1024 bytes

<b>IOT for GPRS</b>	
<b>Network Name: Any</b>	
	<b>Standard</b>
Rating Type	Progressive
Tariff	.012/KB t*
Volume / Duration	>10 KB
Unitisation	10 KB
Rounded	10 KB
Initial Unitisation	10 KB
Daily Usage Charge	-
PDP Setup Charge	-
Call Type Level 1	-
Call Type Level 2	-
Call Type Level 3	-
Serving Location	-

\* u = upload tariff; d = download tariff; t = total volume or duration.

Volume based tariff

**Standard IOT FOR WLAN Traffic**

Standard

IOT Updated On

01-29-2010

IOT Applicable as from

04-01-2010

Currency Used

US Dollar (USD)

**WLAN Tariffs**

1 Gbyte (GB) = 1024 Mbytes (MB) and 1 Mbyte (MB) = 1024 Kbytes (KB) and 1 Kbyte (KB) = 1024 bytes

No data available in AA.14

### **I.3.2 Mailing List for TAP and Bulk SMS Data Transfer (Operator Confidential)**

#### Transferred Account Procedure When EDI is Used

**Postal Address:**

Syniverse Technologies  
Access S&E  
8125 Highwoods Palm Way  
Tampa Florida 33647-1765  
United States

VIVO SA  
Av. Ayrton Senna, 2200 - Bloco2  
2 andar - Barra da Tijuca  
Rio de Janeiro - RJ 22775-003  
Brazil

**Contact Person:**

Syniverse Technologies  
Tel: +1 800 892 2888; +1 813 233 7860  
Fax: +1 813 637 5904  
Email Address: gsmclearing@syniverse.com

TADIG Team  
Tel: +552199066676  
Email Address: Roaming-TADIG@vivo.com.br

#### Transferred Account Procedure when the fallback procedure is used

**Postal Address:**

Syniverse Technologies  
Access S&E  
8125 Highwoods Palm Way  
Tampa Florida 33647-1765  
United States

VIVO SA  
Av. Ayrton Senna, 2200 - Bloco2  
2 andar - Barra da Tijuca  
Rio de Janeiro - RJ 22775-003  
Brazil

**Contact Person:**

Syniverse Technologies  
Tel: +1 800 892 2888; +1 813 233 7860  
Fax: +1 813 637 5904  
Email Address: gsmclearing@syniverse.com

TADIG Team  
Tel: +552199066676  
Email Address: Roaming-TADIG@vivo.com.br



**Bulk SMS Data Transfer**

**Postal Address:**

Syniverse Technologies  
Access S&E  
8125 Highwoods Palm Way  
Tampa Florida 33647-1765  
United States

**VIVO SA**

Av. Ayrton Senna, 2200 - Bloco2  
2 andar - Barra da Tijuca  
Rio de Janeiro - RJ 22775-003  
Brazil

**Contact Person:**

Syniverse Technologies  
Tel: +1 800 892 2888; +1 813 233 7860  
Fax: +1 813 637 5904  
Email Address: gsmclearing@syniverse.com

**TADIG Team**

Tel: +552199066676  
Email Address: Roaming-TADIG@vivo.com.br

### **I.3.3 Mailing List for Inter PMN Operator Invoice (Operator Confidential)**

Inter PMN Operator Invoices shall be sent to:

**Postal Address:**

Comfone AG  
Nussbaumstrasse 25  
P.O. Box  
CH-3000 BERN 22  
BERN  
Switzerland

**Contact Person:**

COMFONE AG  
Tel: +41 31 341 13 02; +41 31 341 13 04; +41 31 341 13 06; +41 31 341 13 08; +41 31 341 11 76  
Fax: +41 31 341 10 13  
Email Address: Incoming.invoices@comfone.com ; financial.clearing@comfone.com

**Ana Carolina Silva**

**Tel: 552199067755**

**Email Address: ana.carolina@vivo.com.br**

-- all requests/information to: financial.clearing@comfone.com

-- all invoices to be send to: incoming.invoices@comfone.com

### **I.3.4 Application of Taxes (Operator Confidential)**

#### **Application Of Taxes**

Local Registration Number: CNPJ 02.449.992/0001-64

Description of taxes and recovery: Tax applicable: NO  
Tax recovery possible: No

#### **Tax Listings:**

Refer to I.3.1 General IOT Definition section for more information.

Mariana Medeiros

Tel: +552199066770

Email Address: mariana.medeiros@vivo.com.br

Note: The details provided above regarding recovery of Tax or other tax are given for information only. It is the responsibility of the HPMN Operator to confirm directly with the tax authority in the VPMN Operator's Country that all the requirements for recovery of Tax or other tax are satisfied.

### **I.3.5 Payment Information**

Payment information for payment of Inter PMN Operator Invoices

In the event of any inconsistency between the provisions of Payment information contained below and the provisions of the invoice or alternative source, the data should be validated directly with the contact point for Agreement Management included within I.1.

The information contained herein shall only be considered to be valid if the AA.14 document has been downloaded directly from the Infocentre. Operators should be aware that AA.14's received by e-mail may not be genuine.

#### **Bank Account Information**

Credit Suisse

P.O. Box 900

CH-8070 ZUERICH

ZUERICH

SWITZERLAND

Bank Code	CRESCHZZ80A
Bank Account Type	Roaming Traffic
Bank Account Name	Comfone AG
Main Bank Account	0835-993085-92-25(Other)
Alternate Bank Account	CH95 0483 5099 3085 9202 5(IBAN)
US Dollar(USD)	

## **Annex I.4 Customer Care (BRAV1, BRAV2, BRAV3)**

### **I.4.1 Inter Operator Customer Care Contact (Operator Confidential)**

**Postal Address:**

VIVO SA

Av. Ayrton Senna, 2200 - Bloco2

2 andar - Barra da Tijuca

Rio de Janeiro - RJ 22775-003

Brazil

**Contact Person:**

Customer Care

Tel: +55 21 9906-7930

Email Address: strd-roaming@vivo.com.br

Alexandre Camerini

1st Level Escalation

Tel: +552199067300; +55 21 9806 4001

Email Address: alexandre.camerini@vivo.com.br

Michelle Ferreira

2nd Level Escalation

Tel: +55 21 9906 7970; + 55 21 9855 5577

Email Address: michelle.ferreira@vivo.com.br

**Service Hours**

Sunday to Saturday: 00:00 to 24:00

**Network Faults:**

**Postal Address:**

VIVO SA

Av. Ayrton Senna, 2200 - Bloco2

2 andar - Barra da Tijuca

Rio de Janeiro - RJ 22775-003

Brazil

**Contact Person:**

Customer Care

Tel: +55 21 9906-7930

Email Address: strd-roaming@vivo.com.br

Alexandre Camerini

1st Level Escalation

Tel: +552199067300; +55 21 9806 4001

Email Address: alexandre.camerini@vivo.com.br

Michelle Ferreira  
2nd Level Escalation  
Tel: +55 21 9906 7970; + 55 21 9855 5577  
Email Address: michelle.ferreira@vivo.com.br

**Service Hours**

Sunday to Saturday: 00:00 to 24:00, Comments: Service hours: 24 hour a day, 7 days per week

Inter Operator GPRS, WLAN and/or 3G PS Contacts(s):

**Postal Address:**

VIVO SA  
Av. Ayrton Senna, 2200 - Bloco2  
2 andar - Barra da Tijuca  
Rio de Janeiro - RJ 22775-003  
Brazil

**Contact Person:**

Customer Care  
Tel: +55 21 9906-7930  
Email Address: strd-roaming@vivo.com.br

**Service Hours**

Sunday to Saturday: 00:00 to 24:00, Holidays: Yes, Comments: Service hours: 24 hour a day, 7 days per week

SMS Interworking:

**Postal Address:**

VIVO SA  
Av. Ayrton Senna, 2200 - Bloco2  
2 andar - Barra da Tijuca  
Rio de Janeiro - RJ 22775-003  
Brazil

**Contact Person:**

Customer Care  
Tel: +55 21 9906-7930  
Email Address: strd-roaming@vivo.com.br

**Service Hours**

Sunday to Saturday: 00:00 to 24:00

Other optional contact points:

Other optional contact  
Further cooperation on expert level  
Email Address: roaming.admin@vivo.com.br

**I.4.2 Customer Service Numbers (Public Domain)**

Emergency Calls	<b>199</b>
<b>Other emergency numbers (non-GSM)</b>	
Fire	<b>193</b>
Police	<b>190</b>
Ambulance	<b>192</b>

The charges are indicated in Annex I.3.1.

**I.4.3 Customer Care Contact Numbers (Public Domain)**

Visitor Customer Care (Inbound)

**Service Hours**

Sunday to Saturday: 00:00 to 24:00

**General Contact Information**

<b>Website</b>	<b>Email</b>	<b>Fax</b>	<b>Phone from GSM</b>	<b>Phone from PSTN</b>	<b>Short Code</b>
			+55 11 30568628	+55 11 30568628	
			+55 11 30568628	+55 11 30568628	



#### I.4.4 General Customer Care Information (Public Domain)

##### I.4.4.1 Website(Public Domain)

URL	Content	Language	Can Link
www.vivo.com.br		(PT)	No
www.vivo.com.br		(EN)	No
www.vivo.com.br		(ES)	No

##### I.4.4.2 Handset Display

VIVO

724 10

724 11

724 06

BRA06

BRA10

BRA11

##### I.4.4.3 SMS Interworking (Operator Confidential)

- Sending of SMS to other PMN Operator's subscribers:

Not Allowed

- Reception of SMS from other PMN Operator's SMSCs:

Not Allowed

## **Annex I.5 Technical Aspects (Operator Confidential) (BRAV1, BRAV2, BRAV3)**

### **I.5.1 Contact Points for Handling Test SIM and/or USIM Cards (Operator Confidential)**

**Postal Address:**

VIVO SA

Av. Ayrton Senna, 2200 - Bloco2

2 andar - Barra da Tijuca

Rio de Janeiro - RJ 22775-003

Brazil

**Delivery Address:**

VIVO SA

Av. Ayrton Senna, 2200 - Bloco2

2 andar - Barra da Tijuca

Rio de Janeiro - RJ 22775-003

Brazil

**Contact Person:**

Herica Alves

Tel: +552199066254

Email Address: herica.alves@vivo.com.br

**I.5.2 Security (Operator Confidential)**

Technology/Function	GSM	UTRAN	WLAN
<b>Authentication</b>			
Enabled and fully compliant with PRD SG.15			
Enabled and not fully compliant with PRD SG.15			
COMP-128-1			
COMP-128-2			
COMP-128-3			
Milenage			
G-Milenage			
<b>Ciphering</b>			
Enabled and fully compliant with PRD SG.15			
Enabled and not fully compliant with PRD SG.15			
A5/1			
A5/2			
A5/3			
GEA/1			
GEA/2			
GEA/3			
Kasumi			
<b>IMEI Check</b>			
Enabled and fully compliant with PRD SG.15			
Enabled and not fully compliant with PRD SG.15			
<b>Temporary Mobile Subscriber Identity (TMSI)</b>			
Enabled			
<b>Packet Temporary Mobile Subscriber Identity (PTMSI)</b>			
Enabled			

## **Annex I.6 Data Privacy (Operator Confidential) (BRAV1, BRAV2, BRAV3)**

### **I.6.1 National Requirements Impacting Subscribers**

Sending of SMS messages on home short codes, local services and commercial services is not allowed.

The Data Protection Policy in Brazil is regulated by the article 5th, XII of the Brazilian Constitution and by Law 9.609 of 19th February 1998 as well as to eventual specific requirements enacted by the regulatory authorities according to Brazilian Law.

## Annex I.7 Fraud Prevention Procedures (Operator Confidential) (BRAV1, BRAV2, BRAV3)

### I.7.1 Information on Fraud Prevention Procedures (Operator Confidential)

Threshold Currency Code SDR

#### Definition of criterion(s) of suspected fraud

For All Traffic 75

#### Definition Note

Those subscribers who make 75 SDR (or more) worth of calls in a 24 hour period.

#### Send Method for High Usage Report

Send Method Secure Email  
Fraud Send Email hur@vivo.com.br  
Fraud Send Fax +55 21 99062292

#### Receive Method for High Usage Report

Receive Method Secure Email  
Fraud Receive Email hur@vivo.com.br; fraude.roam@vivo.com.br  
Fraud Receive Fax +55 21 99062292

#### Postal Address:

VIVO SA  
Av. Ayrton Senna, 2200 - Bloco2  
2 andar - Barra da Tijuca  
Rio de Janeiro - RJ 22775-003  
Brazil

#### Contact Person:

Junia Fabricia Di Helena Rossato  
Tel: +55 21 99066750  
Email Address: junia.rossato@vivo.com.br

Dulcilene Pietraroia  
Tel: +55 21 99066321  
Email Address: dulcilene.pietraroia@vivo.com.br

#### Service Hours

Sunday to Saturday: 00:00 to 24:00

**I.7.2 Information on NRTRDE Procedures (Operator Confidential)**

## Annex I.8 Billing Annexes (BRAV1, BRAV2, BRAV3)

### I.8.1 Billing and Transfer Information

PMN Operator's Name	VIVO		
Public Mobile Network Name	VIVO		
Country Abbreviation	BRA		
MCC/MNC	Mobile Country Code	Mobile Network Code	TAP Source Codes
	724	10	BRAV1
	724	06	BRAV2
	724	11	BRAV3
Country Code (ITU E. 164)	55		
TAP version(s) able to send	3.11		
TAP version(s) able to receive	3.11		
Preferred TAP Currency to send	SDR		
Preferred TAP Currency to receive	SDR		
Preferred TAP Transfer frequency to send	Daily		
Preferred TAP Transfer frequency to receive	Daily		
Receipt of SMS MT TAP records required	Yes		
Receipt of SMS MT NRTRDE records required	No		
Preferred Settlement Currency on Invoices	USD		
Receipt of Paper Invoices Required	Yes		
Different Invoices required for each TADIG Code	No		
Electronic Invoicing able to send	No		
Electronic Invoicing able to receive	No		
Financial Clearing Agent	COMFONE AG		
TADIG Code for Data Clearing Agent	USATS		
Data Clearing Agent	Syniverse		
TADIG Code for NRTRDE Agent	USATS		
NRTRDE Agent	Syniverse		
Definition of Criteria for Suspected Fraud	75 SDRs		
International Direct Dialing Access Code	55		
Old Data (non-MTC) acceptable days without contact	30		
Old Data (MTC) acceptable days without contact	30		
Old Data (non-MTC) maximum acceptable days with contact	30		
Old Data (MTC) maximum acceptable days with contact	30		
UTC Information in list format	-03:00		
NRTRDE Implementation Date	01-05-2009		
RAEX Implementation Date	07-01-2008		

Data Clearing House

**Postal Address:**

Syniverse Technologies  
Access S&E  
8125 Highwoods Palm Way  
Tampa Florida 33647-1765  
United States

**Delivery Address:**

Syniverse Technologies  
Access S&E  
8125 Highwoods Palm Way  
Tampa Florida 33647-1765  
United States

**Contact Person:**

Syniverse Technologies  
Tel: +1 800 892 2888; +1 813 233 7860  
Fax: +1 813 637 5904  
Email Address: [gsmclearing@syniverse.com](mailto:gsmclearing@syniverse.com)

Financial Clearing House

**Postal Address:**

**Comfone AG**  
**Nussbaumstrasse 25**  
**P.O. Box**  
**CH-3000 BERN 22**  
**BERN**  
**Switzerland**

**Contact Person:**

**Sandra Berger**  
**Tel: +41 31 341 11 76**  
**Email Address: [sandra.berger@comfone.com](mailto:sandra.berger@comfone.com)**

**Comfone**

**Tel: +41 31 341 11 66**  
**Fax: 41 31 341 10 13**  
**Email Address: [Incoming.invoices@comfone.com](mailto:Incoming.invoices@comfone.com); [financial.clearing@comfone.com](mailto:financial.clearing@comfone.com)**



**Annex I.9 BID Annexes (BRAV1, BRAV2, BRAV3)**

**I.9.1 Billing Identifier (BID) Information (Optional)**