

Appendix 1 The User's Particulars

Version	11.0
Issue date	28.04.2023
Replaces version	9.1 for INA and 10.0 for ONP
Modifications	Merge of INA and ONP contacts, precisions, Team-Mailbox recommendations, data protection officer contact
Valid from	01.07.2023

The User must provide TELDAS with the following information (to be sent per e-mail to info(at)teldas.ch):

Company Name:

Address

Billing address (if different)

Preferred date of service start:

as soon as possible

per _____

User Type:

Passive (read-only service, can download routing and billing information including XDR files). Teldas will allocate an NPRN.

Standard User (can port in numbers, take into service INA numbers and manage tariffs):

NPRN(s) allocated by the Regulator:

INA Specificities (to be filled in only for Users having signed the INA contract):

- Charging Determination Point Identification (CDP Id) to identify the originating network which sends traffic to INA numbers:

CDP-n (to identify national calls generated in CH including mobile roamers in CH)

CDP-i (to identify international calls from abroad including CH roamers outside CH)

CDP-p (to identify national calls from mobile prepay)

I don't need a CDP-Id as I will not send own traffic to INA numbers

- WS_Billing_Via (e.g. 10741 Swisscom):

This information permits to specify a Third-Party TSP providing a billing service. All XDR files uploaded by the User will then be available for the Third Party "WS_BILLING_TSP".

- XDR Exchange for Offline-A tariffs: yes no

This information is used to determine if the INA-TSP should generate XDR files for calls to INA numbers with offline-a tariffs. By default, the flag is set to yes. Only if the User is going to use the tariff information on the INet-Server to make the billing itself should the XDR exchange be changed to no.

Contact person(s):

The User is required to provide the following contacts, which will be available for all Users under the Teldas Extranet under <https://extranet.teldas.ch/contacts>. Should there be a need for adjustments to the contacts communicated to Teldas at a later date, you can notify our helpdesk of these changes or carry out the adjustments directly on the Teldas Extranet using the Edition function.

1) For general contractual issues

- First Name & Surname
- Fix telephone number
- Mobile telephone number
- E-Mail address

2) For billing issues (if different from 1)

- First Name & Surname
- Fix telephone number
- Mobile telephone number
- E-Mail address

3) For contacting the Helpdesk (Supervisors)

(The Helpdesk only accepts calls from registered Supervisors)

Contact Person 1

- First Name & Surname
- Fix telephone number
- Mobile telephone number
- E-Mail address

Contact Person 2

- First Name & Surname
- Fix telephone number
- Mobile telephone number
- E-Mail address

4) For SLA related items and penalty charging among Users (if different from 1)

- First Name & Surname
- Fix telephone number
- Mobile telephone number
- E-Mail address

5) For abusive calls

Main Contact among Users to handle information exchange in the context of the legal obligation to find out about abusive communications upon customer complaints (team mailbox recommended):

- Team name
- Fix Telephone number
- Mobile Telephone number
- E-Mail address

Escalation Contact among Users:

- First Name & Surname
- Fix Telephone number
- Mobile Telephone number
- E-Mail address

6) Data protection officer contact (if available):

- First Name & Surname
- Fix Telephone number
- Mobile Telephone number
- E-Mail address

The contact person for data protection issues at Teldas is Ms. Anne-Catherine Christen, Managing Director, Telefon +41 78 665 1901, E-Mail [anne-catherine.christen\(at\)teldas.ch](mailto:anne-catherine.christen@teldas.ch)

Following contacts are only needed for Users having signed the ONP contract:

7) For main operational issues among Users (team Mailbox recommended):

- Team-Name
- Fix Telephone number
- Mobile Telephone number
- E-Mail address

8) PoA Contact (to receive PoA from Recipient) (team Mailbox recommended):

- E-Mail address

9) For Routing issues among Users (team Mailbox recommended):

- E-Mail address

10) For emergency restoration and general DDI issues among Users (applicable only in case the TSP is doing DDI portings) (if different from 1):

- First Name & Surname
 - Fix Telephone number
 - Mobile Telephone number
 - E-Mail address
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