SUOMEN NUMEROT NUMPAC OY PRICE LIST

Contents

1. General

Numpac provides telephone number porting services for telecommunications companies that offer communication or network services.

Numpac offers two different subscription types for the number porting Master System, M2M and WEB, as well as an M2M subscription for call routing and the Operator ENUM service.

1.1 Telecommunications companies

Telecommunications companies that offer communication services can acquire subscription access rights from Numpac to port numbers.

The Numpac service agreement includes number porting services, call routing services, help desk services, an information service for ported numbers and a clearing service.

Telecommunications companies that offer network services can acquire subscription access rights from Numpac to receive SC and SD messages for call routing, as well as reference and number range data.

1.2 Service centre operators

"Service centre operator" refers to a telecommunications company that acquires subscription access rights from Numpac to use the Numpac services listed on the service agreement and to offer number porting services for other telecommunications companies.

The service centre operator offering number porting services must always operate the subscription.

Telecommunications companies using the services of a service centre operator do not have the right to put in place an independent interface to Numpac or its service systems.

2. Subscription types and Numpac services

2.1 M2M subscription

The M2M subscription allows a telecommunications company to have a machine code connection between their customer service system and the Numpac Master System. The telecommunications company manages number porting requests from their own customer service system without needing to enter and receive number porting requests using a separate Master System connection.
The call routing M2M connection is used to distribute real-time call routing data to telecommunications companies.

A telecommunications company with an M2M subscription has the right to offer number porting services to other telecommunications companies, i.e. to act as a service centre operator. Other telecommunications companies may be added to the M2M subscription within subscription-specific limits. The service centre operator will be charged the listed fee for each new telecommunications company added.

The M2M subscription also allows Numpac's services to be used through a Web user interface. The number of telecommunications companies that may use the Web interface is limited. The maximum number of telecommunications companies is six. The telecommunications companies using the Web interface of the M2M subscription must belong to the same group or established alliance of companies with the subscription owner.

The number of administrators is limited. The Web interface included in the M2M subscription has no separate administrators; the number of administrators is determined by section 2.5.3 of this price list.

2.2 WEB subscription

The WEB subscription allows a telecommunications company to enter and receive number porting requests online through a Web user interface. To enter and read number porting data, the telecommunications company uses a web browser to access the Master System.

A telecommunications company with a WEB subscription has the right to offer number porting services to other telecommunications companies, i.e. to act as a service centre operator. Other telecommunications companies may be added to the WEB subscription within subscription-specific limits. The service centre operator will be charged the listed fee for each new telecommunications company added.

The WEB subscription connection fee includes a single implementation of a connection for one telecommunications company. Other telecommunications companies may be added to the WEB subscription's connection using the technical interface of the main connection.

In a WEB subscription, only one telecommunications company has the right to manage the subscription.

2.3 Call routing subscription

The telecommunications company network service M2M connection is used to distribute real-time call routing data to telecommunications companies over circuit-switched communication networks.

In a call routing M2M subscription, data is provisioned for telecommunications companies regarding the porting of a number from one telecommunications company to another. Telecommunications companies can use this data to route calls.

2.4 Operator ENUM service

The Operator ENUM service provides real-time call and other telecommunications service routing data for packet-switched IP networks. The service includes the same data as the call routing service described in section 2.3, but translated into a format understood by IP networks.

2.5 Other

2.5.1 Information service

Numpac offers a general comprehensive ported number information service to end users free of charge. (www.siirretytnumerot.fi)

2.5.2 Help desk

Numpac offers help desk services to its customers. During business hours, the MNP help desk monitors the porting of numbers and handles service requests related to the porting of numbers. The help desk is responsible for rectifying number porting errors. Only the administrators appointed by the customer have the right to use the MNP help desk services. The subscription types include a limited number of help desk contacts (calls or emails). The reporting of errors is not considered a contact. Numpac will invoice the customer separately for the use of the help desk services if the customer exceeds the monthly contact quota of their subscription type or if the help desk is contacted by a person other than an administrator appointed by the customer.

2.5.3 Administrator count

Telecommunications companies may appoint eight administrators for each of their M2M and WEB subscriptions.

2.5.4 Clearing service

The assigning telecommunications company has the right to collect from the receiving telecommunications company the expenses resulting from the porting of a number or a block of numbers. When a company becomes a Numpac customer, they must announce how much they will charge for assigning a number or a block of numbers. Numpac will carry out the clearing for assigned numbers on behalf of its customers. Numpac does not charge a separate clearing fee from its customers. Numpac generates the clearing invoice data based on the porting transactions between customers and carries out the invoicing. Numpac prints the clearing invoices, sends them by email to the customers and keeps copies of the invoices in the Numsi portal for three months.

2.5.5 Changing subscription type

The customer may change their subscription type by negotiating it separately with Numpac. If the customer is changing from WEB to M2M, the listed subscription change fee will be charged.

The prices of the new subscription type will enter into effect once the following "transition requirements" have been met. "Transition requirements" refers to the moment when all of the following conditions have been met:

a) The customer and Numpac have agreed to change the subscription type.

b) The customer has prepared and customised their products, interfaces and operational processes, as well as made all other technical changes necessary to achieve sufficient technical capability for using the new subscription type that they have chosen.

c) The Numpac, Accenture Oy and customer representative or representatives have audited the telephone number porting process under the new subscription type and have verified that the customer is fully ready to port numbers using the new subscription type.

3. Price list

This price list is valid from 1.4.2025. Numpac charges the following subscription-specific connection fees, annual fees, monthly fees, number porting fees and help desk fees from their customers: [see next page]

Table 1: Fees and prices for different subscription types.

Prices in EUR, excl. VAT	M2M	Web	Call routing
Annual fee (see section 4.1)	5,000	1,500	
Monthly fee (see section 4.2)	400	200	400
Number porting fee (see section 4.3)	Base porting fee	Base porting fee	
Help desk fee (see section 4.4)	67	67	67
Service request fee/starting 30 min	67	67	67
Fee for changing an old telecommunications company's service centre operator[1] (see section 4.6)		840	
Subscription change fee (see section 4.5)	from WEB to M2M: 3,607		
New telecommunications company for a service centre operator[2] (see section 4.6)		3,607	
Call routing and reference data connection fee (see section 4.6)			15,837
Telecommunications company number porting subscription connection fee[3] (see section 4.1)	19,795	9,244	
Operator ENUM connection fee	5,500		
Operator ENUM monthly fee	6,000		
Operator ENUM OpenStack monthly fee	578		
Operator ENUM Additional Publishing server monthly fee	60		
Service Operator/VNO connection setup fee for existing Operator ENUM Customer	1,000		
Monthly fee per operator code for Service Operator/VNO	250		

[1] Charged from the service centre operator.
[2] Charged from the service centre operator.
[3] Charged when joining Numsi Master.

Operator ENUM changes to Tier 2 server information	540		

The customer and Numpac may make separate arrangements for services that Numpac delivers separately, which Numpac will charge for by time as follows:

Table 2: Service prices.

Prices in EUR, excluding VAT	Unit price
Consulting (project management, specification)	€1,584/day
Consulting (technical)/other personal work	€1,188/day
Training	€1,029/day
Operator ENUM service requests	€140/starting hour

In consulting and other personal work, "day" refers to a normal working day between 9 a.m. and 5 p.m., including a lunch break and other standard breaks. The length of a training day is six hours. The following multipliers also apply: workday overtime: 1.5; Saturday overtime: 1.75; and Sunday overtime: 2.0.

Numpac charges for travel, accommodation, travel time, per diem, photocopying, postage, equipment and other expenses based on actual costs.

4. Pricing principles

4.1 Annual fees and connection fees

Telecommunications companies are charged a service connection fee when they sign their agreement with Numpac.

The annual fee is charged in advance for one, two or three calendar years according to the price list.

Numpac will only return a paid annual fee if the service agreement is terminated due to Numpac's cancellation. In this case, Numpac will return the calculated portion remaining of the payment that concerns the full calendar years following the year when the agreement was terminated.

Numpac will charge from the customer a connection fee for the building, auditing and testing of the connection. A 25 per cent discount on the connection fee may be granted if the telecommunications company has an existing connection.

The connection fee will be charged in instalments: 50 per cent upon the signing of the agreement and 50 per cent upon the deployment of the connection.

4.2 Monthly fee

The subscription's monthly fee includes the number porting services (number porting and help desk), the distribution of routing data to telecommunications companies that offer network services for call routing, the maintenance of the information service mandated by Traficom and the clearing service for telecommunications companies.

The customer is obligated to pay the full monthly fee from the start of the month when the customer starts using the connection.

The subscription-specific monthly fees are determined according to the total number of the operator codes of the telecommunications companies using each connection.

Numpac charges the monthly fees of each service centre operator according to the number of telecommunications companies using the subscriber's connection (total number times the listed fee). The monthly fees of the telecommunications companies that have made agreements with a service centre operator will be charged from the service centre operator.

4.3 Number porting fee

The number porting fee is charged for each ported number and the invoice is sent monthly in arrears based on the realised portings. The number porting fee is charged from the telecommunications company receiving the number.

The number porting fee is equal to the fee per ported number or ported block of numbers. In both M2M and WEB subscriptions, the porting fee is charged from the telecommunications company.

4.4 Help desk fee

The help desk fee is charged for any calls or other contacts made to the help desk that exceed the monthly contact quota specified for the subscription type in the service description. The price in Table 1 is per call or contact for every starting cycle of 30 minutes.[4]

4.5 Subscription change fee

The changing of a subscription from WEB to M2M is priced separately. In addition, the connection fee for the telecommunications operator's number transfer interface will be charged in full for the new M2M subscription.
Paid annual fees will not be returned.

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[4] Example: For a 45-minute call to the help desk, Numpac will charge the customer EUR 120, if the customer has exceeded their call quota for that month.

4.6 Service centre operator fees

>Service centre operators must pay the listed operator code-specific fee for each telecommunications company under the service centre operator[5].

>The service centre operator annual fee includes all the telecommunications companies in the group or established alliance through a single technical M2M or Web interface.

>The customers of service centre operators have the right to change their service centre operator by arranging the change with their service centre operator. In this case, the service centre operator will be charged the listed fee for changing service centre operators[6].

4.7 Operator ENUM fees

>Telecommunications companies are charged a connection fee upon joining the Operator ENUM service. The connection fee includes the necessary configuration work in the ENUM system, the opening of data connections between the Operator ENUM system and the telecommunications company, and two production licences and one testing licence for the publishing system. The use of the service is subject to the monthly fee listed herein, charged from the telecommunications company.

>If the telecommunications company wishes to use the OpenStack virtual environment instead of the default VMWare environment for their publishing system, this is subject to the additional fee listed in Table 1.

>Separately ordered changes to telecommunications company information in the Operator ENUM service are subject to the service fees listed in Table 1 and Table 2.

>It is also possible for Operator ENUM customers to provide the service from their own ENUM-servers to external service operators and MVNO:s. This will require changes to Numpac's Operator ENUM service in order to re-direct queries.

>Adding Service Operators to the Service will be charged from existing Operator ENUM customer according to Table 1. There is a monthly fee per added operator code for service operators according to Table 1.

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[5] See "New telecommunications company for a service centre operator" in the price list.
[6] See "Fee for changing an old telecommunications company's service centre operator" in the price list.