

CLASSOUND SERVICE RESTRICTIONS GERMANY

Disclaimer

This document provides guidance on potential legal and regulatory restrictions for each country in which WILDIX EE OÜ provides its services. It also contains the contact details of the National Regulatory Authority (NRA). WILDIX EE OÜ does not guarantee that the information contained herein is complete, accurate or up to date. The information below may be adjusted and it is therefore highly recommended to consult this page on a regular basis. The information is not intended as a substitute for legal or regulatory advice. Any customer is solely responsible for the operation of his own business, for complying with any applicable legal and regulatory provisions, and for applying and obtaining the required license(s). WILDIX EE OÜ recommends that its customers seek advice on any legal and regulatory obligations and restrictions before using WILDIX EE OÜ's services. As a general rule, WILDIX EE OÜ's services cannot be used to trigger call-back services and collect calls.

Type	Category	Description
Purchase	Address or identification requirements	For Toll-Free number type activation, an address of the end user outside of Germany (place of residence/business) is required. The customer must provide proof of the address information together with a copy of the ID or Business registration for validation before activating the number. The customer will keep the information updated during use.
Purchase	Other restrictions	For Toll-Free numbers where end users are within Germany please use the following email classound@wildix.com to acquire and activate a Toll Free number
Purchase	Address or identification requirements	Shared cost (prefix 800) number type is for end users within Germany, an address of the end user (place of residence/business) in Germany is required. The customer will submit to CLASSOUND the required address before activating the number and keep the information updated during use.
Legal or regulatory requirement	Address or identification requirements	For Geographic numbers, a local address is required in the city corresponding to the geographical zone of requested number. The customer will submit to CLASSOUND the required address before activating the number and keep the information updated during use. The address will be substantiated by an objective document showing a link between user and address.

Legal or regulatory requirement	Address or identification requirements	For National numbers, the address of the end user (place of residence/business) in Germany is required. The customer will submit to CLASSOUND the required address before activating the number and keep the information updated during use. The address will be substantiated by an objective document showing a link between user and address.
Legal or regulatory requirement	Sub allocation	Only one stage sub-allocation of Toll-Free numbers is allowed
Legal or regulatory requirement	Other restrictions	For Geographic and National numbers, the practice of waiting loops without announcing to the calling party if the waiting time is free of charges or not is prohibited as per article §66g of the German Telecommunications Act. When the waiting time is subject to a charge, the amount of the charge and the estimated waiting time shall be announced to the calling party.
Legal or regulatory requirement	Address or identification requirements	As of 22nd May 2019 new activation of all number types will require date of birth for end user excluding business end users.
Legal or regulatory requirement	Address or identification requirements	For German numbers CLASSOUND is unable to accept utility bills as proof of address. The proofs are to be from official sources to be used to substantiate the end user has legal presence at the location within Germany. Documents issued by a local authority (government agency) such as proof of residence from the municipality or a proof of business registration from the trade registry are more than acceptable.
Service limitation	Compatibility issues	Compatibility issues have been reported for international fax transmissions.
Service limitation	Compatibility issues	Fax is only supported for all numbers purchased after 1 April 2011.
Service limitation	Compatibility issues	SMS is not supported.

Service limitation	Number portability	Number portability is only for numbers associated to a subscriber line. Extensions can be ported only if the these numbers along with the main line number are included within the same request.
Service limitation	Reachability limitations	Toll-Free numbers are not reachable from other countries than Germany.
Service limitation	OUT	OUT Emergency cannot be enabled on National, Toll-Free or Mobile numbers
Service limitation	OUT	OUT National not supported on Mobile numbers
Service limitation	OUT	Fax to emergency services is not available
Service limitation	OUT	OUT National currently does not support outbound calling to Premium rate numbers and temporally to 118xyz short codes

Disclaimer: This file is confidential and intended for customer use only.