

## CLASSOUND SERVICE RESTRICTIONS AUSTRIA

### 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
Legal or regulatory requirement	Address or identification requirements	For CLASSOUND mobile numbers, the customer will submit to Wildix: name, surname, address and a copy of an ID and proof of address before activating the number and keep the information updated during use. For business customers, the data of the company (name, address, registration number) and a copy of the ID of an authorized representative and address of the company are required.
Legal or regulatory requirement	Sub allocation	Customers cannot re-sell or re-assign numbers to any third parties.
Legal or regulatory requirement	Address or identification requirements	For geographical numbers a proof of telecom services at the location of the end user is required as proof of address before activating the number. This information must be kept updated during use of the service. Telecom services provided by fixed line operators within Austria can be those as per guidance of the ISPA <a href="http://www.ispa.at/ueber-ispa/mitgliederliste/firma/uebersicht.html#sprungsuchemlist">www.ispa.at/ueber-ispa/mitgliederliste/firma/uebersicht.html#sprungsuchemlist</a>

Legal or regulatory requirement	Address or identification requirements	For geographical numbers the location of the end user (place of residence/business) must correspond to the geographic area code of the telephone number(s) being associated to it.
Service limitation	Reachability limitations	CLASSOUND numbers are not reachable from other countries than Austria.
Service limitation	Reachability limitations	CLASSOUND reachability issues have been reported when dialing the 720 range from several carriers outside of Austria therefore international reachability cannot be guaranteed
Service limitation	Compatibility issues	Compatibility issues have been reported for international fax transmissions.
Service limitation	Compatibility issues	SMS is supported only on CLASSOUND Mobile numbers
Service limitation	Mobile numbers	Outbound SMSs are limited to 2000 messages per day for Austria.
Service limitation	Reachability limitations	International reachability cannot be guaranteed for SMS and inbound voice on CLASSOUND Mobile numbers. Please contact our NOC team through the ticketing system to report such issues as we are working on extending international reachability.
Service limitation	CLASSOUND	Emergency Services calling is currently not supported on National numbers
Service limitation	CLASSOUND	National outbound calling currently does not support reachability to Premium rate numbers
National Regulatory Authority (NRA)	Mobile numbers	Customers providing ECS services must be licensed and the numbering assignment should be notified to the NRA.

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