



Terms and conditions for the provision and use of Ar electronic communications services

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1 Identification of the provider

This document sets out the terms and conditions for the provision and use of electronic communications services by Ar Telecom– Acessos e Redes de Telecomunicações, S.A., a public limited company with its registered office at Edifício Diogo Cão, Doca de Alcântara Norte, 1350-352 Lisbon, with the unique legal entity number and registration number at the Lisbon CRC 506 303 810, with a share capital of €8,644,939.11 ("Ar"). The Customer may obtain further information regarding the offers contained in this document through Customer Support or at ar.pt.

2 contact details

CUSTOMER SUPPORT AND COMPLAINTS

Opening hours: Weekdays from 9am to 6pm

Telephone: 800 300 400* or 210 304 040**.

Email:ar@ar.pt

* Free call; ** Cost of a call to the national landline network

TECHNICAL SUPPORT

Hours: Permanent (24 hours a day, 7 days a week)

Telephone: 800 303 303* or 210 303 030**

Email:suporte@ar.pt

* Free call; ** Cost of a call to the national landline network

3 Description of services

Ar only offers communications services to the business market and, therefore, the contracting of these services from Ar is always preceded by a commercial proposal, meaning that the rates presented in this document are only maximum reference values.

Unless otherwise indicated in the service purchase form or commercial proposal, Ar will activate the contracted services within a maximum of 60 working days from the date of signing the purchase form, except in the event of any technical or legal impossibility not attributable to Ar, in which case it will inform the Customer within a maximum of 5 (five) days from the date on which the impossibility is detected.

Users' perception of the quality of the services provided may be negatively affected by a number of factors beyond Ar's control, including the characteristics of the terminal equipment used, the number of applications used simultaneously, the characteristics of the servers used, the capacity of the networks connecting these servers to the Internet, and the number of simultaneous users of these servers.



3.1 Voice services

3.1.1 Voice access

Interpersonal voice communications service based on national numbering plan numbers assigned to Ar, which allows the Customer to make and receive national and international calls to and from geographic or non-geographic numbers, including access to emergency numbers.

The Customer may choose Ar's own numbering or transfer numbers from another operator, in which case the rules set out in Article 12 of Regulation No. 58/2005 of 18 August, as amended by Regulation No. 114/2012 of 13 March and Regulation No. 257/2018 of 8 May (Portability Regulation).

Ar offers the following access technologies:

(a) Analogue

Analogue line for access to the fixed telephone network, allowing calls to be made to any network via a voice channel associated with a fixed telephone number. Compatible with voice communications, fax, electronic payment reception (fixed POS), installation of remote security solutions and internet access.

(b) ISDN

ISDN line for access to the fixed telephone network, which allows more than one communication to be made and received simultaneously, whether voice or data. In addition to the greater bandwidth available, ISDN lines offer a range of features not available on analogue lines, thus allowing: (a) Simultaneous access to the internet and voice communications; (b) Direct dialling of extensions for customers with a telephone exchange; (c) Point-to-multipoint configurations, which allow more than one device to be connected to the access.

There are two types of ISDN lines:

- **Basic ISDN line** - Allows two voice communications to be made or received simultaneously.
- **Primary ISDN line** - Allows a high flow of incoming and outgoing traffic, making it an ideal solution for companies that need to connect to large-capacity telephone exchanges.

(c) VoIP

Allows you to make and receive calls over the IP (Internet Protocol) network, including national and international calls to the fixed and mobile public communications network, using an IP telephone or other IP equipment, such as SIP-enabled telephone exchanges. It can be provided using nomadic numbering, in which case the service can be accessed from different geographical locations, or geographical numbering, in which case access is only possible from a single geographical location.

3.1.2 Meet-

A service that provides the customer with a virtual telephone exchange with all the features of a traditional telephone exchange and which transparently integrates customised voice over IP and video over IP solutions into a single platform. Subscription to the service requires subscription to Ar's Voice Access Service.



The basic MeetIP solution offers a wide range of telephone exchange features:

- Caller ID
- Call forwarding based on date/time and origin or prefix
- Compatibility with the vast majority of manufacturers on the market
- Flexible configuration
- Signalling transport over TCP, TLS or UDP
- Integration with WebRTC systems for unified communications
- Extensive encoding for voice and video transmission
- Conferencing, with internal or external access, with or without access PIN
- Music on hold for all extensions or queues
- Voice mailbox by extension and with internal or external access, with or without access PIN.
- User management
- Call forwarding and transfers
- Ability to receive and send faxes in PDF format
- Call recording
- Reports by date, origin, destination and status

3.1.3 Special numbering

Interpersonal voice communications service that allows call forwarding and delivery to geographically dispersed service points, made from any national network, landline or mobile, to a non-geographic number. Without prejudice to new services that may become available, as well as any changes imposed by amendments to the National Numbering Plan, this service offers at least the following special number options:

(a) **800**

With this option, the caller does not pay for calls made, regardless of whether they originate from a mobile or fixed network, within or outside the area code (national calls), with the service customer bearing the entire cost.

(b) **808**

With this option, the caller pays only the cost of a local call in Portugal, regardless of whether the call originates from a mobile or fixed network termination point, with the remainder of the call cost being borne by the service customer.

(c) **707**

In this option, which is only available for calls to national fixed Network Termination Points, the caller bears the entire cost of the call, which is a fixed cost, as a rule, higher than the cost of national calls to fixed Network Termination Points.



(d) **760**

In this option, only available for calls to national fixed network termination points, the caller pays a call charge set by ANACOM regardless of whether the call originates from a mobile or fixed network within or outside the area code (national calls).

3.1.4 Interactive services

Ar offers the following interactive services:

(a) **SMS**

Service for sending bulk text messages to a predefined telephone database.

(b) **Click&talk**

Service that allows visitors to a website to be contacted by the company in a matter of seconds, at no cost to them. The originating call and the point of service are part of the national numbering plan.

(c) **Quickpay**

Service that allows micro payments for online content to be received by making a telephone call to a number in the 76X range.

(d) **VMS**

Service for sending mass voice calls with a predefined message to a database of telephone numbers (national, international, landline or mobile).

3.2 Connected

Connections between a PTR (network termination point) and the Ar data network are made over asymmetric or symmetric circuits, without contention, with guaranteed dedicated bandwidth, scalable up to 100 Gbps, with high availability and performance, and supported on various access technologies.

3.2.1 Internet

Internet access service can be provided at a Network Termination Point belonging to the Customer, or it can be provided at an Ar Network Point, so that it can be shared by several locations interconnected via VPN or Ethernet service.

3.2.1.1 Quality of service

Ar ensures the equitable treatment of all traffic, without discrimination, restrictions or interference and regardless of the sender and receiver of the content accessed or distributed, the applications or services used or provided, or the terminal equipment used, and guarantees the following traffic speeds depending on the access technology, the contracted bandwidth and provided that it is technically feasible:

- (a) **For asymmetric internet access**, the maximum, average and minimum speed of local internet access (in Mbps) is defined in the table below:

	Downstream				Upstream			
	Advertised Speed	Maximum Speed	Normally Available Speed	Minimum Flow	Advertised Flow Rate	Maximum Flow	Normally available flow rate	Minimum debit
30M/6M	30	30	27	24	6	6	5	4
50M/5M	50	50	45	40	5	5	5	3
50M/10M	50	50	45	40	10	10	9	8
100M/10M	100	100	90	80	20	20	18	16
100M/20M	100	100	90	80	25	25	23	20
200m/100m	200	200	180	100	100	100	50	30
250M/25M	250	250	225	200	50	50	45	40
250M/50M	250	250	225	200	50	50	45	40
500m/50m	500	500	450	400	50	50	45	40
500m/100m	500	500	450	400	100	100	90	80
1000M/100M	1000	1000	900	800	100	100	90	80
1000m/200m	100	1000	900	800	200	200	180	160

- (b) **For symmetrical internet access** using fibre optic technology, the maximum, average and minimum local internet access speeds (in Mbps) are consistent with the speeds advertised for the contracted service, provided that the recommendations for connecting local equipment and measuring speed are followed.

	Downstream				Upstream			
	Advertised Speed	Maximum Speed	Normally Available Speed	Minimum Flow	Advertised Flow Rate	Maximum Flow	Normally available flow rate	Minimum flow rate
2 M	2	2	2	2	2	2	2	2
4M	4	4	4	4	4	4	4	4
6M	6	6	6	6	6	6	6	6
8M	8	8	8	8	8	8	8	8
10M	10	10	10	10	10	10	10	10
15M	15	15	15	15	15	15	15	15
20M	20	20	20	20	20	20	20	20
30M	30	30	30	30	30	30	30	30
40M	40	40	40	40	40	40	40	40
50M	50	50	50	50	50	50	50	50
100M	100	100	100	100	100	100	100	100
200M	200	200	200	200	200	200	200	200
300M	300	300	300	300	300	300	300	300
500M	500	500	500	500	500	500	500	500
1000M	1000	1000	1000	1000	1000	1000	1000	1000
10,000M	1000	10,000	10,000	10,000	10,000	10,000	10,000	10,000



3.2.2 Ethernet

Secure and effective data transport service between several geographically distinct Network Termination Points using Ethernet technology. Connections may be point-to-point, point-to-multipoint and/or multipoint-to-multipoint. The service requires a circuit between each NTP and the Ar network.

3.2.3 VPN

Service that implements virtual private networks, enabling secure and effective communication between several geographically distinct Network Termination Points. Its implementation allows the convergence of services on a single network, enabling users to add solutions that increase efficiency, such as voice over IP, virtualisation, or centralised access control. There are no limitations on the type of local access technology used. This means that dedicated lines, radio connections, DSL access, among others, can be integrated into the same private network in a transparent and simple way. This flexibility makes this service the best solution for interconnecting locations, allowing the implementation of scalable network architectures.

The service requires a circuit between each PTR and the Ar.

MeetIP Start 40	MeetIP Base with 1 Ar SIP Trunk with 40 SIP channels, 10 DDI and 12,000 minutes included (national fixed and mobile network) 1 MeetIP with support for 1 SIP trunk with 40 channels, 40 DDIs supported, 40 base extensions, 2 call queues, 5 extension groups, 2 IVRs, 2 conference rooms and 1 Meetphone Business.
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4 Communications service levels

For more information on Communications Service Levels, please visit our website at: <https://www.ar.pt/documentacao/>

5 Standard contract terms

Customers can obtain further information about typical contractual conditions by consulting Ar's General Conditions for the Provision of Electronic Communications Services at: <https://www.ar.pt/documentacao/>

6 Reasonable use policy

The Responsible Use Policy (RUP) defines, in addition to the legal obligations in force and any specific contractual obligations, the rights and duties of Ar customers who use Internet access services, web hosting and other related IT services, with the aim of protecting their interests and those of Ar.

The RUP is non-contractual and its updated version is available on Ar's website at <https://www.ar.pt/documentacao/>



7 technical support service

Ar provides the Customer with a technical support service, available 24/7 and supported by teams with solid technical knowledge who apply recognised international practices and standards. The Customer can report incidents by telephone or email to the contacts provided in section 2 Contacts.

8 Complaints

Without prejudice to recourse to the courts or arbitration tribunals, the Customer may complain to Ar about acts and omissions that violate the legal provisions applicable to the provision of electronic communications services, by sending a letter to Ar's registered office or to the email address ar@ar.pt. The complaint to be submitted by the Customer must be submitted within a maximum period of 30 (thirty) days from the date on which the Customer became aware of the facts. Ar shall inform the Customer of the resolution of the complaint within a maximum period of 20 (twenty) days from the date of receipt.

9 Termination of the contract during the loyalty period

In the event of termination of the contract during the loyalty period, at the initiative of the Customer or for reasons attributable to the Customer, except in cases of just cause, Ar shall be entitled to an amount calculated in accordance with paragraph 9 of the Communications Services Purchase Form.

10 Dispute resolution mechanisms

The provision of electronic communications services is governed by Portuguese law. All disputes arising from contracts entered into with Customers or related to them shall be resolved by the Judicial Court of the District of Lisbon, with express waiver of any other jurisdiction.

11 Tariffs

VAT at the legal rate in force shall be added to the amounts shown in the tables below.

The cost of installing a circuit depends on its geographical location, the type of circuit required and the desired transfer speed, so the cost is determined on a case-by-case basis and presented to the customer in the commercial proposal.



11.1 Voice access

Description	Activation fee activation *	Monthly fee without commitment	Monthly fee for contracts 12 months	Monthly fee for contracts 24 months	Monthly payment contracts 36 months
Fixed IP trunks					
5 x Channels	€50	€204.75	€19.50	€15.00	€12
30 x Channels	€50	€682.50	€65.00	€50.00	45
60 x Channels	€50	€1,092.00	€104.00	€80.00	75
90 x Channels	€50	€1,365.00	€130.00	€100.00	€95
Geographic or nomadic DDIs					
1 x DDI	€25	€3.41	€0.33	€0.25	0.25
Geographic and nomadic numbering rates (charged per second after the 30th second)					
National landline network	n.a	€0.14	€0.01	€0.010	€0.010
National Mobile Network	n.a	€0.34	€0.03	€0.025	€0.025
Landline Spain	n.a	€0.15	€0.01	€0.011	€0.011
Mobile network Spain	n.a	€0.68	€0.07	€0.050	€0.050
European Union	n.a	€1.09	€0.10	€0.080	€0.08
Switzerland, Norway, Andorra, Gibraltar, Monaco, San Marino	n.a	€0.82	€0.08	€0.060	€0.060
Mobile network Europe	n.a	€2.05	€0.20	€0.150	€0.15
Rest of Europe	n.a	€2.05	€0.20	€0.150	€0.15
USA and Canada	n.a	€0.68	€0.07	€0.050	€0.050
Fixed network Brazil	n.a	€0.41	€0.04	€0.030	€0.03
Angola, Mozambique, Cape Verde, South Africa	n.a	€2.73	€0.26	€0.200	€0.20
Rest of America	n.a	€2.73	€0.26	€0.200	€0.20
Rest of the World	n.a	€5.46	€0.52	€0.400	€0.40
Mobile Network Brazil	n.a	€1.64	€0.16	€0.120	€0.12
Satellite	n.a	€81.90	€7.80	€6,000	€6,000

* Applies only to contracts with a duration of less than 24 months



11.2 Meet ip

Description	Activation fee activation fee *	Monthly fee without commitment	Monthly fee for contracts 12 months	Monthly fee for contracts 24 months	Monthly payment contracts 36 months
MeetIP - SIP Trunk	€12.72	€10.60	€10.00	9.50	€9.0
MeetIP - SIP Trunk - Additional channels	€1.32	1.10	€1.00	€1.00	0.90
MeetIP - SIP Trunk Other connections	18.96	15.80	€15.00	€14.30	€14
MeetIP - SIP Trunk Other connections - Additional channels	€1.32	€1.10	€1.00	€1	0.90
MeetIP - Supported direct numbers (ddi)	€0.72	0.60	0.50	€0.50	0.45
MeetIP - Extension	€3.84	3.20	€3.00	€2.90	€2.50
MeetIP - Extension Groups	€1.32	€1.10	€1.00	€1.00	1.00
MeetIP - Service queue	€1.32	€1.10	€1.00	€1	€1.00
MeetIP - IVR	€2.64	€2.20	€2.00	€1.90	€1.90
MeetIP - Conference room	€2.64	€2.20	€2.00	€1.90	€1.90
MeetIP - Call recording	€1.32	€1.10	€1.00	€1.00	€1.00
MeetIP - MeetPhone Office	€2.64	€2.20	€2.00	€1.90	1.90
MeetIP - MeetPhone Go	€2.64	€2.20	€2.00	€1.90	€1.90
MeetIP - MeetPhone Business + Web	€3.84	€3.20	€3.00	€2.90	€2.90
MeetIP - MeetPhone Total (Go + Business + Web)	€3.84	€3.20	€3.00	€2.90	€2.90
MeetIP - Integration with CRM	€3.84	€3.20	€3.00	€2.90	€2.90



11.3 Special numbering

Description	Activation fee *	Monthly fee without commitment	Monthly contracts 12 months	Monthly contracts 24 months	Monthly payment contracts 36 months
Special numbers 800					
800 XXX XXX	50	€14.25	58.50	45.00	30
Calls received from the national landline network (with PA on a landline number)	n.a	€0.41	€0.04	€0.030	€0.030
Calls received from the national mobile network (with PA on a landline number)	n.a	€1.77	€0.17	€0.13	€0.13
Calls received from the national landline network (with PA on a mobile number)	n.a	€0.82	€0.08	€0.060	€0.060
Calls received from the national mobile network (with PA on a mobile number)	n.a	€2.18	€0.21	€0.16	€0.16
Special Numbers 808					
808 XXX XXX	50	€614.25	€58.50	€45,000	30,000
Calls received from the national landline network (with PA on a landline number)	n.a	€0.14	€0.01	€0.010	€0.01
Calls received from the national mobile network (with PA on a landline number)	n.a	€1.30	€0.12	€0.095	€0.095
Calls received from the national landline network (with PA on a mobile number)	n.a	€0.55	€0.05	€0.04	€0.04
Calls received from the national mobile network (with PA on a mobile number)	n.a	€1.71	€0.16	€0.125	€0.125
Special Numbers 707					
707 XXX XXX	50	€614.25	€58.50	45	30.00

11.4 Interactive services

Service	Description and prices
SMS	Campaign set-up: €150; Price/SMS: €0.10/SMS; Valid for national destinations
Click&talk	Campaign set-up: €250; Cost per contact: €0.07/minute The originating call and the service point are part of the national numbering plan Per-second billing after 30 seconds: Valid for national destinations
Quickpay	Set-up: €150; RRP (7603x): €0.60 + VAT; RRP (7613x): €1.00 + VAT Revenue sharing 760: €0.30/call; Revenue sharing 761: €0.40/call
VMS	Campaign set-up: €250; Value/VMS: €0.06/VMS VMS: call duration up to 60 seconds; Valid for national destinations



11.5 Internet

Description	Installation fee *	Activation fee *	Monthly fee without commitment	Monthly fee for contracts 12 months	Monthly fee for contracts 24 months	Monthly payment contracts 36 months
Symmetrical Internet access						
2M	€250	€250	€1,228.50	78	73	€68
4M	€250	€250	€1,265.36	€87	€81	€76
6M	€250	€250	€1,303.32	€96	€90	€84
8M	€250	€250	€1,342.42	105	€98	€92
10M	€250	€250	€1,382.69	111	104	€97
15M	€250	€250	€1,479.48	131	€122	€114
20M	€250	€250	€1,583.04	150	140	€131
30M	€250	€250	€1,693.85	183	€171	€160
40M	€250	€250	€1,812.42	€213	199	€186
50M	€250	€250	€1,939.29	€243	€226	€211
100M	€250	€250	€2,715.01	€390	€363	€338
200M	€250	€250	€3,822.00	€651	€606	€564
300M	€250	€250	€5,159.70	€906	€843	€784
500M	€500	€500	€6,965.60	€1,742	€1,621	€1,508
1000M	€500	€500	€7,662.15	€2,842	€2,644	€2,459
10,000	€1,000	€1,000	€8,428.37	€4,800	€4,464	€4,152
Asymmetric Internet access						
30M/6M	€250	€250	€1,365.00	€130	€100	€100.00
50M/5M	€250	€250	€1,501.50	€143.00	€110.00	€110.00
50M/10M	€250	€250	€1,638.00	€156.00	€120	€120
100M/10M	€250	€250	€2,047.50	€195.00	€150	€150
100M/20M	€250	€250	€2,184.00	€208	€160	€160
200M/100M	€250	€250	€2,500.00	€250	€200	€190
250M/25M	€250	€250	€3,071.25	€292.50	€225	€225
250M/50M	€250	€250	€3,412.50	€325	€250	€250
500M/50M	€500	€500	€4,641.00	€442.00	€340	€340
500M/100M	€500	€500	€5,050.50	€481.00	€370.00	€370.00
1000M/100M	€500	€500	€7,098.00	€676	€520	€520
1000M/200M	€500	€500	€7,644.00	€728.00	€560	€560

* Applies only to contracts with a duration of less than 24 months



11.6 Ethernet

Description	Installation fee *	Activation fee *	Monthly fee without commitment	Monthly fee for contracts 12 months	Monthly fee for contracts 24 months	Monthly payment contracts 36 months
Symmetrical circuits						
2M	€1,000	€1,000	€1,228.50	€117	€90	€62
6M	€1,000	€1,000	€1,303.32	124	€95	€76
10M	€1,000	€1,000	€1,382.69	130	€100	€90
15M	€1,000	€1,000	€1,479.48	144	€134	€125
20M	€1,000	€1,000	€1,583.04	165	€154	€144
30M	€1,000	€1,000	€1,693.85	€201	€188	€175
40M	€1,000	€1,000	€1,812.42	€234	€218	€203
50M	€1,000	€1,000	€1,939.29	€267	€249	€232
100M	€1,000	€1,000	€2,715.01	€429	€399	€372
200M	€1,000	€1,000	€3,822.00	716	€666	€620
300M	€1,000	€1,000	€5,159.70	€997	€927	€863
500M	€2,000	€2,000	€6,965.60	€1,916	€1,783	€1,659
1,000,000	€2,000	€2,000	€7,662.15	€3,126	€2,908	€2,705
10,000	€5,000	€5,000	€8,428.37	€5,280	€4,911	€4,568

* Only applicable to contracts with a duration of less than 24 months.

11.7 VPN

Description	Installation fee *	Activation fee *	Monthly fee without commitment	Monthly fee for contracts 12 months	Monthly fee for contracts 24 months	Monthly payment contracts 36 months
Symmetrical circuits						
2M	€1,000	€1,000	€1,228.50	€117	€90	€85
6M	€1,000	€1,000	€1,303.32	124	€95	€90
10M	€1,000	€1,000	€1,382.69	125	€110	€98
15M	€1,000	€1,000	€1,479.48	130	€118	€108
20M	€1,000	€1,000	€1,583.04	135	€126	€118
30M	€1,000	€1,000	€1,693.85	165	€154	€144
40M	€1,000	€1,000	€1,812.42	192	€179	€167
50M	€1,000	€1,000	€1,939.29	€219	€204	€190
100M	€1,000	€1,000	€2,715.01	€351	€327	€305
200M	€1,000	€1,000	€3,822.00	586	€545	€507
300M	€1,000	€1,000	€5,159.70	€815	€759	€706
500M	€2,000	€2,000	€6,965.60	€1,568	€1,459	€1,357
1,000M	€2,000	€2,000	€7,662.15	€2,558	€2,379	€2,213
10,000	€5,000	€5,000	€8,428.37	€4,320	€4,018	€3,737



* Only applicable to contracts with a duration of less than 24 months