

BIJLAGE: TLN-WRO-GA-G-M-PAAD

Letters of Authority (LoA)
for the TV Service based on the Reference
Offer Basic TV and Broadband Service based
on the Reference Offer Broadband Services

1. Introduction

This document constitutes an integral part of the Telenet Reference Offer for Basic TV and Telenet Reference Offer Broadband Services and should be fully complied with by the Beneficiary at all times. Non compliance, incomplete or deviating application of this document by the Beneficiary, or his authorized agent, results in the suspension and ultimately termination of the Contract between Telenet and the Beneficiary.

At any time this document is susceptible to change by Telenet, Regulator's decision or by decision of a relevant judicial authority. Changes to this document will, depending on the circumstances for change, be appropriately notified to the Beneficiary and published on the Telenet website.

Telenet has appealed the CRC Decisions of the VRM, BIPT and CSA of 1 July 2011 concerning the market analysis of the broadcasting market in Belgium and it consequently reserves all its rights in relation to this document.

The content of this Annex is conditional upon the success of the testing executed by Telenet concerning the technical and operational aspects which are put forward in the relevant Reference Offers.

The moment at which the relevant Service will become available will depend on the clarity of the final approved relevant Reference Offers and the implementation timings necessary for Telenet to make the relevant Service operational.

In accordance with the CRC Decisions Belgacom is automatically excluded to use and resell other elements of the relevant Reference Offer which relates to the resell of the analogue broadcasting signals of the TV Service.

2. Scope

1. An End User wishing to make use of the TV Service or Broadband Service will contact the Beneficiary which he has chosen for that purpose. The Beneficiary concerned will request Telenet to activate the TV Service or Broadband Service with respect to that Beneficiary of the End User. Telenet will not accept a request for activation directly coming from the End User. The End User can only select one Beneficiary.
2. Before transmitting to Telenet a request to activate the TV Service or Broadband Service for an End User, the Beneficiary should obtain from the End User concerned a signed Letter of Authority (LoA) of which the text content is included in this annex. This is necessary in order to comply with the CRC Decision of 1 July 2011, and in particular Article 135 of the law of 13 June 2005. In this letter the End User certifies that he is or wishes to become a subscriber of Telenet and he authorizes Telenet to activate the TV Service or Broadband Service towards the Beneficiary concerned.
3. Whenever this is reasonably justified on the basis of the relevant circumstances and in case

of written customer complaints, Telenet has the possibility to request the Beneficiary to produce the written proof of a Letter of Authority signed by the End User.

4. In that case, the Beneficiary has to send a copy of the signed Letter of Authority by e-mail within three (3) Working Days after Telenet's request.
5. In case the original signed document is requested by Telenet, the Beneficiary has to send it within ten (10) Working Days after Telenet's request.
6. If the Beneficiary is not able to meet Telenet's request within the mentioned time frames, Telenet reserves the right to take any regulatory and/or judicial action against the Beneficiary and will charge the Beneficiary 750 € compensation in analogy of Article 135 of the law of 13 June 2005. The Beneficiary will reimburse the End User for all charges billed 4 months before the introduction of the complaint.
7. The possibility for Telenet to request a Letter of Authority or a copy of that document from an Beneficiary related to a particular End User is limited to a period of six (6) months starting from the date of activation of the TV Service or Broadband Service related to that Beneficiary.
8. The validity period of the Letter of Authority is limited to a period of two (2) months as from the date of its signature which implies that the Beneficiary is not allowed to introduce a request for activation of the TV Service or Broadband Service after the validity period of the Letter of Authority on which the request is based. In addition, the Letter of Authority is not longer valid after a deactivation asked by the End User or after a deactivation caused by the occurrence of one of the reasons mentioned below. In case the Beneficiary would reintroduce a new request after such deactivation, the Beneficiary should be in possession of a new Letter of Authority signed by the User.
10. As soon as the TV Service or the Broadband Service is effectively activated, Telenet will inform the Beneficiary that the requested TV Service or Broadband Service is in service.
11. All exchange of information between Telenet and the Beneficiary related to the TV Service or the Broadband Service activation takes place through the Web Application.
12. The TV Service or the Broadband Service can be ceased for one of the following reasons:
 - a. the End User requests the Beneficiary to deactivate the TV Service or the Broadband Service;
 - b. Telenet receives a request for TV Service or Broadband Service activation from an Beneficiary 2 which is different than Beneficiary 1 to which a TV Service or Broadband Service is currently activated;
 - c. the End User subscription with Telenet is cancelled by Beneficiary or has been declared void for whatever reason;
 - d. the End User moves to a category for which TV Service or the Broadband Service is not available as a result of a regulatory decision, for instance a non-residential service;
 - e. the provision of the TV Service or Broadband Service to the Beneficiary concerned has been terminated for whatever reason;

13. After the deactivation has taken place, Telenet will notify the Beneficiary about the deactivation of the TV Service or the Broadband Service at the latest on the Working Day following the deactivation.
14. It is the obligation of the Beneficiary to inform in advance the End Users about the circumstances which engender a deactivation of the TV Service or Broadband Service.
15. The Beneficiary and Telenet must fully comply with the relevant provisions of the Law of 6 April 2010 on the market practices and the information and protection of the consumer.
16. The Beneficiary must inform its End Users clearly about which contact point of the Beneficiary should be contacted in the event of problems with the TV Service and Broadband Service. The Beneficiary receiving a fault report from an End User will not criticize or make derogatory remarks about Telenet.
17. When Telenet is contacted by the Beneficiary's End Users regarding a problem with their service, Telenet will ask that End User to contact directly the Beneficiary concerned. Telenet will not criticize or make derogatory remarks about that Beneficiary when it receives the query.

Letters of Authority (Dutch)**Toelating voor het activeren van de TV Dienst doorverkoopsmogelijkheid door <Beneficiary>**

naam voornaam:
straat nummer
postcode gemeente

Klantnummer

De titularis van het hierboven vermelde klantnummer, vraagt dat een televisieabbonnement, samen met de bijkomende diensten, aangeboden en gefactureerd wordt door <Beneficiary> en geeft daartoe aan <Beneficiary> het mandaat om hiervoor de nodige stappen uit te voeren.

De facturatie van het abonnement door <Beneficiary> wordt opgeheven en doorgegeven aan Telenet in geval van maatregelen ter bescherming van de continuïteit van de dienst voor de eindgebruiker.

Handtekening:

Datum:

Toelating voor het activeren van de Breedbanddienst doorverkoopsmogelijkheid door <Beneficiary>

naam voornaam:
straat nummer
postcode gemeente

Klantnummer

De titularis van het hierboven vermelde klantnummer, vraagt dat een breedbandabbonnement, samen met de bijkomende diensten, aangeboden en gefactureerd wordt door <Beneficiary> en geeft daartoe aan <Beneficiary> het mandaat om hiervoor de nodige stappen uit te voeren.

De facturatie van het abonnement door <Beneficiary> wordt opgeheven en doorgegeven aan Telenet in geval van maatregelen ter bescherming van de continuïteit van de dienst voor de eindgebruiker.

Handtekening:

Datum:

Letter of Authority (French)**Autorisation pour activer la revente l'abonnement Telenet télévision par <Beneficiary>**

nom prénom
rue numéro
code postal commune

Numéro de client

Le titulaire du numéro de client ci-dessus demande que son abonnement télévision de base ainsi que les service supplémentaires soit facturé par <Beneficiary> et mandate <Beneficiary> pour effectuer les démarches nécessaires.

La facturation de l'abonnement par <Beneficiary> cessera et sera transférer vers Telenet en cas de mesure de protection pour protéger la continuité du service pour l'utilisateur final.

Signature:

Date :

Autorisation pour activer la revente l'abonnement large bande par <Beneficiary>

nom prénom
rue numéro
code postal commune

Numéro de client

Le titulaire du numéro de client ci-dessus demande que son abonnement large bande ainsi que les service supplémentaires soit facturé par <Beneficiary> et mandate <Beneficiary> pour effectuer les démarches nécessaires.

La facturation de l'abonnement par <Beneficiary> cessera et sera transférer vers Telenet en cas de mesure de protection pour protéger la continuité du service pour l'utilisateur final.

Signature:

Date :