

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

VALID REQUEST FRAMEWORK

for one or more Services based on the Reference Offer Basic TV, the Annex Interactive Services and the Reference Offer Broadband Services.

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 entity/Beneficiary at all times.

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 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.

Valid Request

Telenet will only accept to consider entity's request conform the Telenet Reference Offer Basic TV, the Annex Interactive Services and/or the Reference Offer Broadband Services, and start negotiations in order to conclude a Contract and/or Agreement if the following conditions are met by the entity concerned:

- a) the entity or his authorized agent provides Telenet with official documents to identify himself as an Operator in relation to the relevant regulation;
- b) the entity or his authorized agent has fully provided prior written proof to Telenet of having acquired or conducting negotiations and/or cleared all necessary Intellectual Property Rights, including the relevant copyright and neighbouring rights;
- c) the entity has provided Telenet the written proof of deposit of a Bank Guarantee corresponding to the Telenet General Terms and Conditions;
- d) the entity has provided Telenet with a contact person for the execution of the relevant Service;

- e) the entity confirms that it is in general terms allowed to provide the request Service;
- f) the entity unconditionally confirms that it will fully fulfill all aspects of the relevant Reference Offer and/or Annex, including all associated Annexes;
- g) the entity provides estimation of the expected volumes during the first year of operation. This information will have to be provided in conformity with the conditions set out in Annex TLN-WRO-GA-G-O-PAAE;
- h) the entity provides proof of the Quality measurements as described in the Annex TLN-WRO-TA-T-T-PAAG
- i) the entity has fulfilled its obligations arising from another contract for a Telenet service and for which he has not filed a claim in accordance with the procedure specified in the terms and conditions for the service in question;

Without prejudice to the above, Telenet may refuse to negotiate with an entity or immediately reject to (continue to) provide one or more Services in the following cases:

- j) in an emergency situation (i.e., exceptional cases of *force majeure*), for the purpose of ensuring the safe operation of the Telenet Network;
- k) following the entity's failure to observe obligations arising from the General Terms and Conditions for the use of one or more Services;
- l) for the purpose of maintaining network integrity or the interoperability of the services or for any other technical reasons that must be specified;
- m) the non-fulfillment of the financial obligations as set out in Annex TLN-WRO-GA-G-M-PAAF
- n) a breach of Contract and/or Agreement by the Beneficiary.

In the event of a refusal, Telenet shall notify the entity of its decision and the grounds for the decision by registered mail.