

Customer _____ FAQ

International Messaging Services – A2P

Frequently Asked Questions

Technical Questions

How can a customer connect to Arelion A2P platform?

- We offer several options that can be used: SMPP 3.3, 3.4 and 5.0, SS7, SSL and HTTP.

How can a customer get extra secure connectivity?

- Arelion has always customer security in focus. We support interconnection over secure VPN or SSL.

What are your support obligations?

- Arelion offer a proactive performance monitoring and 24/7/365 customer support.

Do you support number portability?

- Yes. Number portability can very often give rise to termination issues. Arelion avoids these issues by querying official databases to identify ported numbers to ensure accurate termination to the correct MNO. Our number portability database refreshes daily to minimize the risk of termination failure to ported numbers.

Can you describe Arelion's A2P services in short?

- A2P SMS – one and two-way messaging services for notifications, alarms, 2FA and critical alerts are a continuously growing market in almost all business segments. Our messaging platform is tailor-made for SMS business requirements. With a single connection to our centralized SMS hub, Arelion provides A2P delivery across multiple Mobile Network Operators (MNO). Additionally, Arelion operates and manages the official Telia Company's A2P Hub for SMS termination.

Why is Arelion best to reach Telia Group mobile operators?

- Arelion (former Telia Carrier) is the official international service provider for Telia Company, being part of the Telia Group till 1st June 2021. Arelion provides a centralized A2P messaging hub for all Telia Company home and partner markets. The strategic partnership between the companies positions the hub as the primary aggregation point for international messaging termination to all Telia Company affiliate networks, giving a seamless customer experience from start to finish.

How does Arelion choose its A2P routing?

- Conditional routing gives us full control of every single SMS, with routing based on sender ID, CLI, content, destination, and quality. Through our best-in-class testing and analytical systems to detect illegal termination and with the application of SMS firewalls to bolster security, we are working to raise the bar in message service quality to better suit the

requirements of the enterprise market. Additionally, our status as an SS7 carrier provides superior visibility and protection to MNOs. Arelion is fully dedicated to provide 100% direct routing to the Mobile Network Operators to guarantee high conversion rate to the SMS traffic.

Commercial Questions

What is Arelion's reach list?

- Apart of the countries where Telia Company holds its operations, Arelion is always trying to expand its reach. Please, contact your account manager to get the latest updated coverage list.

Does Arelion charge per delivered or submitted message?

- We do charging per submitted message.

What are Arelion's payment terms?

- Our payment term is 30 days.

What is Arelion's price change notice time?

- The price change notice time is 7 days

Which legal entity do Arelion prefer signing with?

- Arelion uses Telia Carrier AB, but we can sign with most customer legal entities.

What documents does a new customer need to sign?

- A new customer needs to sign Master Service Agreement (MSA Messaging) and a Service Order Form (SOF).

Do you charge a fixed fee for being able to terminate messages to your footprint?

- No, we charge per submitted message.

Which VAS services related to Messaging do you provide?

- We provide following VAS services: Virtual mobile numbers, A2P Monetization for Mobile Network Operators, High Speed Messaging and Obfuscation. Arelion is constantly working to improve its service portfolio. Please, contact your account manager to get the latest news about it.

How does Arelion handle GDPR?

- Arelion is fully compliant with GDPR and EU policies.