



July 1st, 2009: Important regulatory changes in Netherlands

Dear customer,

On July 1st, 2009 some important regulatory changes in Netherlands did get effective at short notice:

- All **0900** numbers with a tariff higher than 2.5 Eurocent per minute or per call must be registered at the Regulatory Authority.
- **0906** and **0909** numbers can be registered.
- **Consumers** can file a **complaint** if
 - the call was not charged correctly,
 - the number has an improper caller rate or
 - they have complaints about the service.

The claimant can suspend payment of the concerned amount of his telephone bill until the complaint is solved.

After this suspension the consumer can file a complaint to the "Commission". The "Commission" will decide at last instance.

Telequest will handle the registration on behalf of our customers. We will try to registrate all numbers / customers within one registration act. If the Regulatory Authority denies this solution, we will have to registrate each customer / number separately. In this case we would be forced to pass on the annual costs of actually EUR 75,- per registration act to our customers. We will keep you informed concerning this matter as usual.

If further questions appear don't hesitate to contact us.

With best regards,

Your Telequest Team

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The customer is in spite of handing out this information obligated to gather all necessary information about the legal and regulatory provisions and the Code of Conduct of the particular country himself.*