

MANDATORY DISCLOSURES UNDER TELECOMMUNICATIONS LAW

Last amended in July 2018

Information on all the procedures installed by 1NCE to measure and control data traffic in order to avoid full load or overload of network connections and information on the potential effects of such procedures on service quality.

The platforms, network elements and systems for handling data traffic for mobile telephony products are measured and controlled to the extent the respective technology in use allows. In order to guarantee that this works, systems and applications were installed in addition to the respective technology to, for instance, generate information on the load and performance of the network elements concerned or the transmission paths. This information can be used to control and reroute data traffic as required and to expand network and service capacity as required. The primary purpose of these measures is to ensure that the required traffic volumes can be provided and meet the agreed service quality as well as rising demand. The procedures in place are designed to comply with international standards (such as ITIL). A multi-step reporting system has been set up to control performance and service quality.

Information on the nature of measures installed to ensure that 1NCE reacts adequately to security and integrity incidents and to threats and weaknesses in the systems.

1NCE pays great attention to the security of its telecommunication services. We have a number of measures to ensure that the services provided to our customers are safe. These measures are based on our corporate security concept that was designed on the basis of Section 109 German Telecommunications Act (TKG). This concept provides the structural basis for reacting adequately to existing or potential weaknesses and threats. We constantly further develop the control and management mechanisms prescribed by this concept.

The main elements of the security concept are data protection and central security management. The measures prescribed therein include

- controlled access to systems and system components;
- controlled transmission and protection of data and data traffic;
- input and order controls;
- training, instructions and advanced training for our employees.

The security concept also describes measures to prevent unauthorised access to the 1NCE IT systems. Both the concept itself and the management of security measures are constantly upgraded. The strict legal secrecy standards under telecommunications law and the applicable data protection provisions under the aforementioned Telecommunications Act (TKG Section 109) were observed when devising the security concept.