

RAEX Op Data Document



VPMN: BRACS
Sender: BRACS
Submission date: 2019-01-11

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Document header

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VPMN TADIG codes

BRACS, BRARN, BRASP

Commercial aspects

General roaming contacts

Roaming postal address

ATTN: Wholesale - Roaming Operations
TIM Brasil
Fonseca Teles, 18, 3th floor, building B, São Cristóvão, Rio de Janeiro
20940200
Brasil

Contract delivery address

ATTN: Wholesale - Roaming Operations
TIM Brasil
Fonseca Teles, 18, 3th floor, building B, São Cristóvão, Rio de Janeiro
20940200
Brazil

Registration address

TIM Brasil
Fonseca Teles, 18, São Cristóvão, Rio de Janeiro
20940200
Brazil

AA.14 contact

General Email

roaming@timbrasil.com.br

Contact Person(s)

Roaming TIM
Phone: 5521981131102
Email: roaming@timbrasil.com.br

IR.21 contact

General Email

ireg@timbrasil.com.br

Contact Person(s)

IREG TIM
Phone: 552141129214
Email: ireg-tadig@timbrasil.com.br

General communications

General Email

roaming@timbrasil.com.br

Contact Person(s)

Roaming TIM
Phone: 5521981131102
Email: roaming@timbrasil.com.br

Inter operator contacts

Contact Person(s) for GSM

Isabella Machado Peixoto
Phone: 5521981134249
Email: ipeixoto@timbrasil.com.br

Contact Person(s) for CAMEL

Isabella Machado Peixoto
Phone: 5521981134249
Email: ipeixoto@timbrasil.com.br

Contact Person(s) for GPRS

Isabella Machado Peixoto
Phone: 5521981134249
Email: ipeixoto@timbrasil.com.br

Contact Person(s) for WLAN

Isabella Machado Peixoto
Phone: 5521981134249
Email: ipeixoto@timbrasil.com.br

Contact Person(s) for MMS Interworking

Isabella Machado Peixoto
Phone: 5521981134249
Email: ipeixoto@timbrasil.com.br

Contact Person(s) for 3G

Isabella Machado Peixoto
Phone: 5521981134249
Email: ipeixoto@timbrasil.com.br

Contact Person(s) for LTE

Isabella Machado Peixoto
Phone: 5521981134249
Email: ipeixoto@timbrasil.com.br

Contact Person(s) for other technologies

Isabella Machado Peixoto
Phone: 5521981134249
Email: ipeixoto@timbrasil.com.br

International roaming contact

Isabella Machado Peixoto
Phone: 5521981134249
Email: ipeixoto@timbrasil.com.br

General Postal Address

ATTN: Wholesale - Roaming Operations
TIM Brasil
Fonseca Teles, 18, 3th floor, building B, Sao Cristovao, Rio de Janeiro
20940200
Brazil

General Contact Details

Phone 5521981131102

Customer care address for inter operator data

Commercial Contact Person(s) for technologies

Jorge Wolff Sanches de Oliveira
Phone: 5521981136379
Email: jsdoliveira@timbrasil.com.br

Service hours

Mon, Tue, Wed, Thu, Fri (09:00:00 - 18:00:00)

Customer care

Contacts for customer care and marketing aspects

Contact Person(s) Customer Care Aspects

Jorge Wolff Sanches de Oliveira
Phone: 5521981136379
Email: jsdoliveira@timbrasil.com.br

Contact Person(s) Marketing Aspects

Ana Paula Coelho
Phone: 5521981130345
Email: apcoelho@timbrasil.com.br

Inter operator customer care contact

Inter operator customer care

Jorge Wolff Sanches de Oliveira
Phone: 5521981136379
Email: jsdoliveira@timbrasil.com.br

Service hours

Mon, Tue, Wed, Thu, Fri (09:00:00 - 18:00:00)

Customer Service Numbers

Emergency services

Emergency calls	112
Emergency No. Fire	193
Emergency No. Police	190
Emergency No. Ambulance	192

Directory services

National directory service 102

Contact numbers

Subscriber customer care numbers

Fixed No. for my customers 551128476144

General Info

PMN operator name	TIM Brasil
PMN name in free text	TIM Brasil
ISO 3166-2 country code	BRA
E.164 country code	55
International access codes	00
UTC Offsets	-03:00, -02:00

Websites

Website

URL	http://www.tim.com.br/
Language	por
Permission to link	Yes

Handset display information

Handset display information

Display TIM

SMS Interworking

SMS interworking contacts

Inter operator contact

Roaming TIM
Phone: 5521981131102
Email: roaming@timbrasil.com.br

Bulk SMS contact

Roaming TIM
Phone: 5521981131102
Email: roaming@timbrasil.com.br

SMS interworking contact

Alessandro Sarlas Ribeiro
Phone: 5521981136216
Email: alsribeiro@timbrasil.com.br

Service hours for SMS interworking contact

Mon, Tue, Wed, Thu, Fri (09:00:00 - 18:00:00)

Postal address for receipt of SMS IW invoice where no FCA listed

ATTN: Wholesale - Roaming Operations
TIM Brasil
Fonseca Teles, 18, 3th floor, building B, São Cristóvão, Rio de Janeiro
20940200
Brazil

Address to be put on invoice

ATTN: Wholesale - Roaming Operations
TIM Brasil
Fonseca Teles, 18, 3th floor, building B, São Cristóvão, Rio de Janeiro
20940200
Brazil

SMS interworking address

ATTN: Wholesale - Roaming Operations
TIM Brasil
Fonseca Teles, 18, 3th floor, building B, São Cristóvão, Rio de Janeiro
20940200
Brazil

SMS interworking details

Sending SMS to other PMN	Yes
Receipt of SMS from other PMN	AllowedWithAgreement
SMS home routing	Yes

Financial

Invoice Bank FC

Financial clearing contacts

Inter-operator Contact for Payable Invoice Queries

Comfone Financial Clearing Comfone
 Phone: 41313411144
 Email: financial.clearing@comfone.com

Contact Person(s) Settlement

Comfone Invoices Clearing Comfone
 Phone: 41313411144
 Email: incoming.invoices@comfone.com

Payment Notification Report Contact at Operator premises

Comfone Financial Clearing Comfone
 Phone: 41313411144
 Email: financial.clearing@comfone.com

Inter-Operator Financial Escalation Point

Finance TIM
 Phone: 5521981131673
 Email: roaming.finance@timbrasil.com.br

Invoice information

Paper invoice required	No
Sending Paper Invoice	No
Different invoices/TADIG code	No

Electronic Invoicing Data exchange

Able to send	No
Able to receive	No

Payment Information

Payment information

Payment Currency	EUR
Bank account type	Credit Suisse - EUR (Other)

Bank account information

Bank name	Credit Suisse
Bank address	8070 Zürich
Bank code (SWIFT)	CRES CH ZZ 80A
Bank account name	Comfone AG
Main bank account no.	CH15 0483 5099 3085 9201 0 IBAN
Alternate bank account no.	993085-92-10 Other

Payment information

Payment Currency	USD
Bank account type	Credit Suisse - USD (Other)

Bank account information

Bank name	Credit Suisse
Bank address	8070 Zürich
Bank code (SWIFT)	CRES CH ZZ 80A
Bank account name	Comfone AG
Main bank account no.	CH95 0483 5099 3085 9202 5 IBAN
Alternate bank account no.	993085-92-25 Other

Tax issues

Tax is applicable Yes

Tax application contact(s)

Jonel Ferreira Lorengo
Phone: 5521981131673
Email: jflourenco@timbrasil.com.br

Legal registration

Tax registration number 04.206.050/0001-80

Technical and operational

TAP and RAP information

Contact Person(s) TADIG Testing

TADIG TIM
Phone: 552141094288
Email: ireg-tadig@timbrasil.com.br

TAP Contact at Operator's Premises

Roaming TIM
Phone: 5521981131102
Email: roaming@timbrasil.com.br

TAP Dispute Contact at Operator's Premises

Comfone Clearing Clearing Comfone
Phone: 41313411144
Email: data.clearing@comfone.com

TAP Escalation Contact at Operator's Premises

Comfone Clearing Clearing Comfone
Phone: 41313411144
Email: data.clearing@comfone.com

RAP Contact at Operator's Premises

Comfone Clearing Clearing Comfone
Phone: 41313411144
Email: data.clearing@comfone.com

RAP Dispute Contact at Operator's Premises

Comfone Clearing Clearing Comfone
Phone: 41313411144
Email: data.clearing@comfone.com

RAP Escalation Contact at Operator's Premises

Comfone Clearing Clearing Comfone
Phone: 41313411144
Email: data.clearing@comfone.com

Escalation Contact for Operator not using a Data Clearing Agent

Alessandro Sarlas Ribeiro
Phone: 5521981136216
Email: alsribeiro@timbrasil.com.br

TAP files parameters

TAP version(s) able to send	3.12
Preferred TAP Currency to send	SDR
Preferred TAP Transfer frequency to send	DAILY
TAP version(s) able to receive	3.12
Preferred TAP Currency to receive	SDR
Preferred TAP Transfer frequency to receive	DAILY

Receipt of CDRs

Receipt of SMS MT in TAP	Yes
Receipt of SMS MT in NRTRDE	Yes
Receipt of GPRS TAP records required where both total charge and total volume are zero	No

Handling of undercharges and old data

HPMN reserves the right to reject undercharges	Yes
Days accepted without contact	0

Network definition

Mobile country code	724
Mobile network code	04
HPMN TADIG codes	BRACS
VPMN TADIG codes	BRACS

Network definition

Mobile country code	724
Mobile network code	03
HPMN TADIG codes	BRASP
VPMN TADIG codes	BRASP

Network definition

Mobile country code	724
Mobile network code	02
HPMN TADIG codes	BRARN
VPMN TADIG codes	BRARN

SIM card**SIM expert contact**

IREG TIM
Phone: 552141129214
Email: ireg-tadig@timbrasil.com.br

Test SIM handling contact

IREG TIM
Phone: 552141129214
Email: ireg-tadig@timbrasil.com.br

SIM card delivery address

ATTN: Marcus Vinicius De Almeida Ferreira
TIM Brasil
Av. João Cabral de Mello Neto, nº 850 -Torre Sul - 5º andar -Barra da Tijuca
22775-057
Brazil

Postal address for managing test SIM and USIM cards

ATTN: Marcus Vinicius De Almeida Ferreira
TIM Brasil
Av. João Cabral de Mello Neto, nº 850 -Torre Sul - 5º andar -Barra da Tijuca
22775-057
Brazil

Delivery address for test SIM and USIM cards

ATTN: Marcus Vinicius De Almeida Ferreira
TIM Brasil
Av. João Cabral de Mello Neto, nº 850 –Torre Sul - 5º andar –Barra da Tijuca
22775-057
Brazil

Agents

DCH

Current DCH

Current Agent Name	Comfone
Current Agent TADIG Code	CHECF

FCH

Current FCH

Current Agent Name	Comfone
Current Agent TADIG Code	CHECF

NRTRDE

Current NRTRDE

Current Agent Name	Mach - Syniverse
Current Agent TADIG Code	LUXMA

Fraud

Fraud Prevention Aspects Contact

Wagner Paiva Junior
Phone: 5521981131977
Email: wjunior@timbrasil.com.br

Inter operator fraud contact

Roberta Paiva
Phone: 5521981134096
Email: rapaiva@timbrasil.com.br

Escalation when not using an NRTRDE agent

Roberta Paiva
Phone: 5521981134096
Email: rapaiva@timbrasil.com.br

NRTRDE contact

Roberta Paiva
Phone: 5521981134096
Email: rapaiva@timbrasil.com.br

Threshold definition

Define criteria of suspected Fraud 100
Criteria currency SDR

Sending high usage reports

Sending HUR emails fpiprd@syniverse.com
Fallback FAX method for sending HUR 41313411144

Receiving high usage reports

Receiving HUR email hur_gsm@timbrasil.com.br
Fallback FAX method for receiving HUR 554141066345

Inter operator fraud address

TIM Brasil
Av. João Cabral de Mello Neto, nº 850 -Torre Sul - 6º andar -Barra da Tijuca
22775-057
Brazil

TADIG codes for NRTRDE and supported versions

TADIG codes for NRTRDE BRACS, BRASP, BRARN
Supported version for sending TD35
Supported version for receiving TD35

Other contacts

Roaming Manager

Sylvia Campos Junqueira
Phone: 5521981131972
Email: sjunqueira@timbrasil.com.br

Roaming Specialist (Operational Escalations and Services)

Marcio Aragao
Phone: 5521981131102
Email: maragao@timbrasil.com.br

Roaming Settlement

Finance TIM
Phone: 5521981131673
Email: roaming.finance@timbrasil.com.br

Roaming Specialist (Partnering/Cooperation)

Juliana Silva
Phone: 5521981136190
Email: jbcdsilva@timbrasil.com.br

Supplementary services

Service name	SIM	USIM	GSM	UTRAN
Calling line identification presentation	no	no	yes	yes
Calling line identification restriction	no	no	yes	yes
Connected line identification presentation	no	no	no	no
Connected line identification restriction	no	no	no	no
All name identification	no	no	no	no
Calling name presentation	no	no	no	no
Call forwarding unconditional	no	no	yes	yes
Call forwarding on mobile subscriber busy	no	no	yes	yes
Call forwarding on no reply	no	no	yes	yes
Call forwarding on mobile subscriber not reachable	no	no	yes	yes
Call waiting	no	no	yes	yes
Call hold	no	no	yes	yes
Multi party	no	no	yes	yes
Closed user group	no	no	no	no
Completion of call busy subscribers	no	no	yes	yes
Multicall	no	no	no	no
Call deflection	no	no	no	no
Explicit call transfer	no	no	no	no
Barring of all outgoing calls	no	no	yes	yes
Barring of all outgoing int calls	no	no	yes	yes
Barring of all outgoing int calls except	no	no	no	no
Barring of all incoming calls	no	no	yes	yes
Barring of all incoming calls when roaming outside HPMN operator	no	no	no	no
ODB of outgoing calls	no	no	no	no
ODB of outgoing int calls	no	no	no	no
ODB of outgoing int calls ex to HPMN country	no	no	no	no
ODB of outgoing calls when roaming outside HPMN country	no	no	no	no
ODB of outgoing interzonal calls	no	no	no	no
ODB of outgoing interzonal calls ex to HPMN country	no	no	no	no
ODB of outgoing int calls ex to HPMN country and barring outgoing interzonal calls	no	no	no	no
ODB of incoming calls	no	no	no	no
ODB of incoming calls when roaming outside HPMN country	no	no	no	no
ODB of incoming calls when roaming outside zone of HPMN country	no	no	no	no
ODB of roaming outside HPMN operator	no	no	no	no
ODB of roaming outside HPMN country	no	no	no	no
ODB of outgoing prem rate calls info	no	no	no	no
ODB of outgoing prem rate calls ent	no	no	no	no
ODB of outgoing prem rate calls info when roaming outside HPMN country	no	no	no	no
ODB of outgoing prem rate calls ent when roaming outside HPMN country	no	no	no	no
User to user signalling	no	no	no	no
USSD MO	no	no	no	no
USSD MT	no	no	no	no
EMLPP	no	no	no	no

Data privacy

With relation to data privacy, TIM CELULAR S.A. is subject to the following law Constituicao Federal, art. 5, X e XII Lei 9.472/97 (Lei Geral de Telecomunicacoes) art.3, V e IX e art.72, 1 e 2, Resolucao n 477/07 (Regulamento do SMP Anatel) art. 6, IV e IX Lei 9296/96 (Lei da Interceptacao) Lei 12.737/12 (Lei de Crimes Informaticos)

Special days

Special day name: 8 - Christmas
Type: recurring
Recurring date: -12-25

Special day name: 1 - New Year's Day
Type: recurring
Recurring date: -01-01

Special day name: 3 - Labor Day
Type: recurring
Recurring date: -05-01

Special day name: 2 - Tiradentes Day
Type: recurring
Recurring date: -04-21

Special day name: 4 - Independence Day
Type: recurring
Recurring date: -09-07

Special day name: 5 - Our Lay Aparecida
Type: recurring
Recurring date: -10-12

Special day name: 6 - All Souls Day
Type: recurring
Recurring date: -11-02

Special day name: 7 - Republic Proclamation Day
Type: recurring
Recurring date: -11-15

Special day name: Carnival
Type: non-recurring
Non-recurring dates: 2017-02-28, 2018-02-13

Special day name: Good friday
Type: non-recurring
Non-recurring dates: 2017-04-14

Special day name: Easter
Type: non-recurring
Non-recurring dates: 2017-04-16

Special day name: Corpus Christi
Type: non-recurring
Non-recurring dates: 2017-06-15