

RAEX Op Data Document



VPMN: BRACL
Sender: BRACL
Submission date: 2022-01-07

Contents

Document header	2
VPMN TADIG codes	2
Commercial aspects	3
General roaming contacts	3
Inter operator contacts	3
Customer care	4
Customer Service Numbers	5
Contact numbers	5
General Info	6
SMS Interworking	6
Financial	8
Invoice Bank FC	8
Payment Information	8
Tax issues	9
Technical and operational	10
TAP and RAP information	10
SIM card	11
Agents	11
Fraud	12
Other contacts	13
Services	14
Data privacy	15
Special days	16

Document header

VPMN:	BRACL
HPMN:	BRACL
Sender:	BRACL
Recipient:	BRACL
File type:	OpData
Submission date and time:	2022-01-07T14:08:14+01:00
Type of change:	Contacts Update
OpData identifier:	001-2022
RAEX OpData Schema Version:	10.0
RAEX TADIG GEN Schema Version:	2.4

VPMN TADIG codes

List of VPMN TADIG codes (covered by the same agreement) to which the RAEX OpData applies:

<u>TADIG code</u>
BRACL

Commercial aspects

General roaming contacts

Roaming postal address

ATTN: MKT Roaming
CLARO.S.A.
Rua Henri Dunant, 780 Torre A, 12º andar - Santo Amaro, São Paulo/SP
04709-110
Brazil

Contract delivery address

ATTN: MKT Roaming
CLARO.S.A.
Rua Henri Dunant, 780 Torre A, 12º andar - Santo Amaro, São Paulo/SP
04709-110
Brazil

Registration address

CLARO.S.A.
Rua Henri Dunant, 780 Torres A e B - Santo Amaro, São Paulo/SP
04709-110
Brazil

AA.14 contact

General Email

rafael.gaudio@claro.com.br

Contact Person(s)

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

IR.21 contact

General Email

gpc.movel@claro.com.br

Contact Person(s)

OMR Manager Leticia Domingues
Phone: +552121214825
Email: leticia.domingues@claro.com.br

General communications

General Email

internationalroaming@claro.com.br

Contact Person(s)

Roaming Specialist Gustavo Cintra Alarcon
Phone: +551143131537
Email: gustavo.alarcon@claro.com.br

Inter operator contacts

Contact Person(s) for GSM

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

Contact Person(s) for CAMEL

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

Contact Person(s) for GPRS

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

Contact Person(s) for WLAN

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

Contact Person(s) for MMS Interworking

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

Contact Person(s) for 3G

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

Contact Person(s) for LTE

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

Contact Person(s) for other technologies

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

International roaming contact

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

General Postal Address

ATTN: MKT ROAMING
CLARO.S.A.
Rua Henri Dunant, 780 Torre A, 12º andar - Santo Amaro, São Paulo/SP
04709-110
Brazil

Customer care address for inter operator data

Commercial Contact Person(s) for technologies

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.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

Roaming Specialist Fabio Araujo Goncalves
Phone: +551143131542
Email: fabio.goncalves@claro.com.br

Contact Person(s) Marketing Aspects

Roaming Specialist Fabio Araujo Goncalves
Phone: +551143131542
Email: fabio.goncalves@claro.com.br

Inter Operator Customer Care Contact Address

ATTN: MKT Roaming
CLARO.S.A.
Avenida Presidente Vargas, 1012, 6 andar - Rio de Janeiro
20071910
Brazil

Inter operator customer care contact

Inter operator customer care

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

Service hours

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

Customer Service Numbers

Emergency services

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

Directory services

National directory service 102

Other customer service numbers

Customer Care	08000360707
Customer Care Consumer	5511991995555

Contact numbers

Customer care numbers for visitors

Mobile No. for RP customers	08000360707
Fixed No. for RP customers	08000360707
International No. for RP customers	08000360707
Fax No. for RP customers	08000360707

Service Hours for RP customers

Mon, Tue, Wed, Thu, Fri, Sat, Sun (00:00:00 - 23:59:00)

Subscriber customer care numbers

Mobile No. for my customers	5511991995555
Fixed No. for my customers	5511991995555
International No. for my customers	5511991995555
Email for my customers	atendimento.roaming@claroatendimento.com.br

Service Hours for my customers

Mon, Tue, Wed, Thu, Fri, Sat, Sun (00:00:00 - 23:59:00)

General Info

PMN operator name	CLARO BRASIL
PMN name in free text	BRACL
ISO 3166-2 country code	BRA
E.164 country code	55
International access codes	55
UTC Offsets	-03:00

Websites

Website

URL	www.claro.com.br
Content	General information
Language	por
Permission to link	No

SMS Interworking

SMS interworking contacts

Inter operator contact

Roaming Specialist Gustavo Cintra Alarcon
Phone: +551143131537
Email: gustavo.alarcon@claro.com.br

Bulk SMS contact

Roaming Specialist Gustavo Cintra Alarcon
Phone: +551143131537
Email: gustavo.alarcon@claro.com.br

SMS interworking contact

Roaming Specialist Gustavo Cintra Alarcon
Phone: +551143131537
Email: gustavo.alarcon@claro.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: Gustavo Cintra Alarcon
Claro S.A.
Rua Henri Dunant, 780 Torre A, 12º andar - Santo Amaro, São Paulo/SP
04709-110
Brazil

Address to be put on invoice

ATTN: Gustavo Cintra Alarcon
Claro S.A.
Rua Henri Dunant, 780 Torre A, 12º andar - Santo Amaro, São Paulo/SP
04709-110
Brazil

SMS interworking address

ATTN: Gustavo Cintra Alarcon
Claro S.A.
Rua Henri Dunant, 780 Torre A, 12º andar - Santo Amaro, São Paulo/SP
04709-110
Brazil

SMS interworking details

Sending SMS to other PMN	Yes
Receipt of SMS from other PMN	Allowed
SMS home routing	No

Financial

Invoice Bank FC

Financial clearing contacts

Inter-operator Contact for Payable Invoice Queries

Financial Service Specialist Albin Arley Peña Jiménez
 Phone: +50641047030
 Mobile: +50641047030
 Email: albin.pena@syniverse.com

Contact Person(s) Settlement

Financial Service Specialist Albin Arley Peña Jiménez
 Phone: +50641047030
 Mobile: +50641047030
 Email: albin.pena@syniverse.com

Alternative Contact Person(s) or Entity

Inter Operator Relationship Analyst Carla Salgado de Oliveira
 Phone: +551143134855
 Email: carla.salgado@claro.com.br

Payment Notification Report Contact at Operator premises

Financial Service Specialist Albin Arley Peña Jiménez
 Phone: +50641047030
 Mobile: +50641047030
 Email: albin.pena@syniverse.com

Inter-Operator Financial Escalation Point

Inter Operator Relationship Analyst Carla Salgado de Oliveira
 Phone: +551143134855
 Email: carla.salgado@claro.com.br

Invoice information

Preferred settlement currency	USD
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	USD
Bank account type	Bank Account Information (USD) (Other)

Bank account information

Bank name	Citibank, N.A.
Bank address	London
Bank code (SWIFT)	CITIGB2L
Bank account name	SYNIVERSE TECHNOLOGIES REF CLARO SA
Main bank account no.	GB77CITI18500812682354 IBAN
Alternate bank account no.	

Payment information

Payment Currency	USD
Bank account type	Roaming (Other)

Bank account information

Bank name	Citibank, N.A.
Bank address	London
Bank code (SWIFT)	CITIGB2L
Bank account name	SYNIVERSE TECHNOLOGIES REF CLARO SA
Main bank account no.	GB77CITI18500812682354 IBAN
Alternate bank account no.	

Tax issues

Tax is applicable No

Tax application contact(s)

Inter Operator Relationship Analyst Carla Salgado de Oliveira

Phone: +551143134855

Email: carla.salgado@claro.com.br

Legal registration

Tax registration number	40.432.544/0001-47
Local registration number	CNPJ/MF nº 40.432.544/0001-47
Local registration information	Rua Henri Dunant, 780 Torres A e B, Santo Amaro, São Paulo/SP

Technical and operational

TAP and RAP information

Contact Person(s) TADIG Testing

TADIG Specialist Debora Paiva
Phone: +551121112788
Email: debora.andrade@claro.com.br

IT Coordinator Ralf Magnum Pascual Muller
Phone: +551121112608
Email: ralf.muller@claro.com.br

IT Manager Alexsandro Alex Wollinger
Phone: +551121112019
Email: alexsandro.wollinger@claro.com.br

TAP Contact at Operator's Premises

Customer Support Syniverse Technologies
Phone: +18132337860
Email: customersupport@syniverse.com

TAP Dispute Contact at Operator's Premises

Customer Support Syniverse Technologies
Phone: +18132337860
Email: customersupport@syniverse.com

TAP Escalation Contact at Operator's Premises

Customer Support Syniverse Technologies
Phone: +18132337860
Email: customersupport@syniverse.com

RAP Contact at Operator's Premises

Customer Support Syniverse Technologies
Phone: +18132337860
Email: customersupport@syniverse.com

RAP Dispute Contact at Operator's Premises

Customer Support Syniverse Technologies
Phone: +18132337860
Email: customersupport@syniverse.com

RAP Escalation Contact at Operator's Premises

Customer Support Syniverse Technologies
Phone: +18132337860
Email: customersupport@syniverse.com

TAP/RAP Escalation Contact Point for Operator not using a Data Clearing Agent

Wholesale Roaming Manager Rafael Gaudio
Phone: +552121219689
Email: rafael.gaudio@claro.com.br

TAP files parameters

TAP version(s) able to send	3.12
Preferred TAP Currency to send	XDR
Preferred TAP Transfer frequency to send	1 per day
TAP version(s) able to receive	3.11, 3.12
Preferred TAP Currency to receive	XDR
Preferred TAP Transfer frequency to receive	1 per day

Receipt of CDRs

Receipt of SMS MT in TAP	Yes
Receipt of SMS MT in NRTRDE	Yes

Handling of undercharges and old data

Days accepted without contact 30

SIM card

SIM expert contact

Wholesale Roaming Manager Rafael Gaudio

Phone: +552121219689

Email: rafael.gaudio@claro.com.br

Test SIM handling contact

Wholesale Roaming Manager Rafael Gaudio

Phone: +552121219689

Email: rafael.gaudio@claro.com.br

SIM card delivery address

ATTN: Rafael Gaudio

Claro S.A.

Avenida Presidente Vargas, 1012 - 6 andar

20071910

Brazil

Postal address for managing test SIM and USIM cards

ATTN: Rafael Gaudio

Claro S.A.

Avenida Presidente Vargas, 1012 - 6 andar - Rio de Janeiro

20071910

Brazil

Delivery address for test SIM and USIM cards

ATTN: Rafael Gaudio

Claro S.A.

Avenida Presidente Vargas, 1012 - 6 andar - Rio de Janeiro

20071910

Brazil

Agents

DCH

Current DCH

Current Agent Name Syniverse Technologies

Current Agent TADIG Code BRACL

FCH

Current FCH

Current Agent Name Syniverse Technologies

Current Agent TADIG Code BRACL

NRTRDE

Current NRTRDE

Current Agent Name Syniverse Technologies

Current Agent TADIG Code BRACL

Fraud

Fraud Prevention Aspects Contact

Team Fraud Supervisors
Phone: +552121212050
Email: fraude@claro.com.br

Inter operator fraud contact

Fraud Specialist Sandro Clemente
Phone: +552121217864
Email: sandro.clemente@claro.com.br

Fraud Coordinator Célio Araujo
Phone: +552121212867
Email: celio.araujo@claro.com.br

Antifraud Manager Mauricio dos Santos Vilela
Phone: +5521994440871
Email: mauricio.vilela@claro.com.br

Escalation when not using an NRTRDE agent

Antifraud Manager Mauricio dos Santos Vilela
Phone: +5521994440871
Email: mauricio.vilela@claro.com.br

NRTRDE contact

Customer Support Syniverse Technologies
Phone: +18132337860
Email: customersupport@syniverse.com

Service hours for fraud contacts

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

Threshold definition

Define criteria of suspected Fraud 150
Criteria currency XDR

Sending high usage reports

Sending HUR emails roaming.control@claro.com.br
Fallback FAX method for sending HUR 5511994156610

Receiving high usage reports

Receiving HUR email fraude@claro.com.br , celio.araujo@claro.com.br,sandro.clemente@claro.com.br
Fallback FAX method for receiving HUR 5511994156610

TADIG codes for NRTRDE and supported versions

TADIG codes for NRTRDE BRACL
Supported version for sending 2.1
Supported version for receiving 2.1

Other contacts

Retail Roaming Manager

Retail Roaming Manager Claudia Jorge Goncalves

Phone: +551143131568

Email: claudia.goncalves@claro.com.br

Wholesale Roaming Manager

Wholesale Roaming Manager Rafael Gaudio

Phone: +552121219689

Email: rafael.gaudio@claro.com.br

Services

Supplementary services

Service name	SIM	USIM	GSM	UTRAN
Calling line identification presentation	yes	yes	yes	yes
Calling line identification restriction	yes	yes	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	yes	yes	yes	yes
Call forwarding on mobile subscriber busy	yes	yes	yes	yes
Call forwarding on no reply	yes	yes	yes	yes
Call forwarding on mobile subscriber not reachable	yes	yes	yes	yes
Call waiting	yes	yes	yes	yes
Call hold	yes	yes	yes	yes
Multi party	yes	yes	yes	yes
Closed user group	no	no	no	no
Completion of call busy subscribers	yes	yes	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	yes	yes	yes	yes
Barring of all outgoing int calls	yes	yes	yes	yes
Barring of all outgoing int calls except	yes	yes	yes	yes
Barring of all incoming calls	yes	yes	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	yes	yes	yes	yes
USSD MT	yes	yes	yes	yes
EMLPP	no	no	no	no

Data privacy

The current Data Protection for Claro is regulated by the article 5th, XII of the Brazilian Constitution and by Law n 9.609 of 19th February 1998 (Lei de Software) which is regulated by the decree n 2.556 of 20th April 1998 as well as to eventual specific requirements enacted by the regulatory authorities according to Brazilian Law.

Special days

Special day name: New Year's Day

Type: recurring

Recurring date: -01-01

Special day name: Saint Friday

Type: recurring

Recurring date: -03-22

Special day name: Tiradentes

Type: recurring

Recurring date: -04-21

Special day name: Labour Day

Type: recurring

Recurring date: -05-01

Special day name: Corpus Christi

Type: recurring

Recurring date: -06-16

Special day name: Independence Day

Type: recurring

Recurring date: -09-07

Special day name: Nossa Senhora Aparecida

Type: recurring

Recurring date: -10-12

Special day name: All Saints Day

Type: recurring

Recurring date: -11-02

Special day name: Republic Proclamation

Type: recurring

Recurring date: -11-15

Special day name: Christmas

Type: recurring

Recurring date: -12-25

Special day name: Reveillon

Type: recurring

Recurring date: -12-31

Special day name: Carnival

Type: non-recurring

Non-recurring dates: 2022-02-28, 2022-03-02