



TERMS OF SUBSCRIPTION TO MOBILE TELEPHONY PREPAID SERVICE FOR PRIVATE USERS, PROVIDED BY IPKO TELECOMMUNICATIONS L.L.C.

Article 1 - Contents of the terms of subscription

1.1 Terms of subscription to mobile telephony prepaid service for private users (hereinafter referred to as: "Terms of Subscription") govern the rights, obligations and conditions for using the mobile telephony service for private postpaid users provided by IPKO Telecommunications L.L.C. (hereinafter referred to as: "IPKO").

1.2 In addition hereto, the manner and conditions for providing the Mobile Telephony service shall be also governed by Law no. 04/L-109 on Electronic Communications, 1.2 In addition hereto, the manner and conditions for providing the mobile telephony service shall be also governed by Law no. 04/L-109 on Electronic Communications, applicable regulations for the provision of electronic telecommunications service, approved by the Regulatory Authority of Electronic and Postal Communications (hereinafter referred to as: "RAEPC"), the Contract for subscription to mobile telephony prepaid service for private users of IPKO, published price list of IPKO, and other documents signed by the User and IPKO which, taken collectively, constitute an agreement between them.

Article 2 - Definitions

The definitions used in the present Special Terms shall have the following meanings:

Agreement means the entire contractual relationship between a user and IPKO for using the Mobile Telephony service, for private prepaid users, composed of the basic contract signed by the User, relevant annexes, the present Terms of Subscription, published pricelist of IPKO, and other accompanying documents.

Date of entry into force means the date/time on which the contract is signed by the User and IPKO.

Activation/Date of initiation of service means the time starting from which the User has access to and may use, the selected service.

Suspension means a situation where the User has temporarily no access to services, unless the services and products selected by the User have been annulled.

Annulment/Termination means a situation when all services whereto the User has had access have been annulled and cannot be used without re-subscribing or reactivating the services, which means entering into a new Agreement.

Service User means a natural person or legal entity subscribed to one or more products and services provided by IPKO and who, directly or indirectly, accepts IPKO Terms of Use.

Network means a space where wired or wireless devices are connected, thus enabling the provision of telecommunication services.

Non-geographic numbers mean phone numbers which do not give indications about the geographical location of the phone number.

SIM card – is a card containing a code which makes it possible to connect to the network and identify the users. SIM card, placed inside a package, provides protection to the User through the PIN code (Personal Identification Number). When the code is unsuccessfully entered three times in row, the account is temporarily blocked. The SIM card may be unblocked by entering the PUK code (Personal Unblocking Key).

Article 3 - Access to the Provided Service

3.1 To access the Prepaid Mobile Telephony Service, for private users, the User is obliged to sign a Contract with IPKO. To conclude the Contract, the User must have with himself a valid ID card or passport so that his personal details are verified.

3.2 In case the User is under 16 years of age, then the Contract must be signed by his/her parent or legal custodian who, when signing the Contract, must submit to IPKO a copy of his/her ID card and a family certificate/court decision (in the case of registration by the legal custodian).

3.3 In order to enable the use of the Mobile Telephony Service for private users, IPKO is obliged to register the users. To enable this registration, the User must bring with himself a valid ID card or passport or, in case of situation under item 3.2 above, the documents mentioned thereunder.

3.4 Following the registration of the User, IPKO shall activate his/her SIM card no later than 24 hours after the Contract is signed between the User and IPKO.

3.5 Any user of age between 16 and 28 may activate at any time HEJ! Pacakge, via opportunities offered by IPKO. Younger users may activate the packages offered by IPKO for certain age-groups, upon the condition of complying with the obligation deriving from Article 3.2 of these Terms of Subscription.

Obligations of IPKO

Article 4 – Service Quality

4.1 IPKO will provide the User with high quality service, in good will, and in line with the technical capacities and under agreed conditions.

4.2 IPKO will regularly monitor and measure the use of network capacity and, in specific segments, will dynamically avoid potential loads. For segments where it is not possible to carry out a dynamic load distribution, IPKO shall apply internal procedures to optimize the sources in such segments. The application of these manners and internal procedures by IPKO will have a positive impact on enhancing the service performance. The minimum level of service quality provided to consumers will depend on the published measurements carried out by RAEPC.

4.3 By notifying the User beforehand, IPKO shall reserve the right to terminate the provision of service for the purpose of network maintenance, upgrading, modernization or optimization. These interruptions will be until the works are carried out.

4.4 IPKO will repair hindrances by making reference to the conditions and service level reported in the measurements made by RAEPC, without excluding the assistance services;

4.5 In line with these Terms of Subscription, IPKO shall bear no responsibility for any interruption or downgrade of the Mobile Telephony, for prepaid private users, or any failure in the network caused by natural disasters, or any other circumstance out of IPKO's control which it cannot foresee and prevent (force majeure). In case of severe failures in networks, IPKO shall undertake all the possible steps to repair such failures as soon as possible, while adhering to the priority list provided by Article 16.1 of Regulation Prot. No. 009/B/16 of the RAEPC.

4.6 In no case shall IPKO bear responsibility for indirect damages or loss of income sustained by the User.

4.7 No warranty or guarantee can be granted concerning the availability, quality, functioning or maintenance of voice traffic or data in cases where the User communicates with individuals who use another telecommunication operator.

Article 5 - Resolution of User complaints, user service and compensation

5.1 In line herewith, IPKO shall provide support to the User 24/7 (every day, seven days a week) via telephone numbers: +383 (0)49 700 700 and +383 (0) 38 700 700. Prices for calls to customer care numbers are free of charge only for on-net calls, and for calls from local operators (PTK, Vala, and Zmobile) the charges determined by these operators shall apply. Additionally, IPKO shall provide support to the User also via free-toll number 080070070 for all users of Kosovo operators.

5.2 Following the notification of failure, in case it cannot be corrected via telephone, IPKO shall, within 5 (five) days, get back to the User with a response for the problem solution.

5.3 The User must submit a compensation claim within 30 days from the date when he/she was made aware of the problem or when the latter appeared.

5.4 In the event of termination of services for at least one (1) day, for every day, IPKO shall compensate the end-user with two days. The compensation may be in the form of reimbursement or extension of validity depending on the type of service or package.

Article 6 - User's obligations

6.1 The User is obliged to use the Mobile Telephony Service for prepaid private users, in full compliance with the respective Agreement.

6.2 The User is prohibited to misuse the service, namely the User is obliged to use the services in line with the Agreement and applicable laws; otherwise IPKO shall be entitled to cooperate with legal authorities having jurisdiction and, depending on the degree of misuse, IPKO shall be entitled to take the following measures:

- i. Warning the User to use the service in line with the Agreement;
- ii. Suspending or automatically annulling the service provided by IPKO without bearing any responsibility for User's compensation and, as a result, requesting compensation for the damage incurred due to misuse from the part of the User.

6.3 In case IPKO annuls the contract with the User due to the aforementioned reasons, the latter is responsible for carrying out all the remaining financial obligations towards IPKO.

6.4 The User is not allowed to use, or allow the use of, services for any prohibited, obscene, unlawful, damaging, unauthorized, defamatory, or deceiving purposes or cause any injury, offense or harassment of any person, or send unwanted commercial messages to any person.

6.5 The User is not allowed to use, or allow the use of, services that would cause dysfunction of the network or service quality being negatively affected, weakening or interruption or intervention in the integrity or security of any communication network or system.

6.6 The User agrees to the instructions or requirements of IPKO and/or authorized authority particularly to the manner of the use of service and investigation of any minor offense.

6.7 The User is prohibited to resell any product or service provided by IPKO unless he/she has a written, separate agreement with IPKO. The use of IPKO products and services is clearly limited for the User, whose name is mentioned in the Contract. Benefits, rights, and obligations agreed to by this agreement by the User cannot be transferred to any third party without a written consent from IPKO.

6.5 The User is obliged to make all the payments and pay all obligations in line with the Agreement.

6.6 The User must immediately notify IPKO of any potential issue related to the services or products he/she is using.

6.7 The User must provide accurate personal details when requested by IPKO. The User must notify IPKO of any change in such details within ten (10) days of the date when the modification

took place.

Article 7 – Activation of SIM Card, change of User/sale/loss of SIM Card and Theft

- 7.1 The User must activate the mobile telephony service not later than one (1) year from purchase/registration of the card. Activation of service shall be made by making the first call from the Sim Card. After the expiry of one-year timelimit, IPKO will block and resell the number of the User.
- 7.2 The User shall be responsible for SIM card, that is the number registered in his name in case of any misunderstanding for as long as it is registered in his name.
- 7.3 The User is obliged to notify IPKO, upon selling/alienating the SIM Card, and after notification, IPKO will register a new user.
- 7.4 In case the SIM card is lost or suspected to have been stolen, the User is obliged to notify IPKO immediately. Having verified the User, IPKO will temporarily suspend the service.

Article 8 - Prices, fees and payment method

- 8.1 To use the service in question, the User is obliged to prepay it, by activating the respective package for the specified period of activation.
- 8.2 IPKO fees, prices for connection and application modalities shall be included in the relevant annexes and/or at www.ipko.com.
- 8.3 IPKO shall invoice the payments in Euro and the User will be able to make the payment in Euro. All prices are in net amount. The prices will reflect the Value Added Tax (VAT) except for authorities exempted therefrom pursuant to the laws applicable in Kosovo. Additional obligations, bank provisions, etc., shall be paid by the User.
- 8.4 The User may check his account balance at any time, dialing * 123 #.

Article 9 - Entry into force, duration, and termination of the agreement concluded between the User and IPKO

- 9.1 Prepaid Mobile Telephony Service Agreement for Private Users shall enter into force upon signing the Contract by the User.
- 9.2 Upon signing the Contract, SIM Card that has a time limit of 60 (sixty) days will be activated, and after every refill its time limit will be extended, namely based on the table presented in the Subscription Contract, which shall be signed by the User. After the expiry of the time limits specified in the table in question, the number will be deactivated and as a result the remaining value in the account of the User will be lost.
- 9.3 The User shall be timely notified of all proposed amendments to the terms of the Agreement not later than thirty (30) days prior to the entry into force of such amendments. The User is entitled to terminate the Agreement in case IPKO increases the charge for the service specified in the Agreement, without any penalty until the last day of the month after receiving the first bill reflecting such changes. The user will be able to reactivate the same number by reactivating the number with the same SIM card he has or on a new SIM card. Reactivation with a new SIM card will cost an additional 2.00 EUR, in addition to the basic value of reactivation in the total value of 3.00 EUR.
- 9.4 The User may terminate the contract upon a written notice and without providing reasons for doing so. The Agreement shall be terminated at the time determined by the User, even if he/she requests an immediate termination. IPKO shall terminate the service as soon as technically possible and shall confirm this to the User in writing.

Article 10 - Suspension and annulment of services

- 10.1 IPKO may suspend, upon prior notice, services of the User in whole or in part in case the User violates the conditions of the Agreement, or in case of committing any fraudulent activity against products and services of IPKO.
- 10.2 IPKO may, without prior notice, annul the Services provided to the User for any grounded reason, including, but not limited to the following:
 - i. if the User fails to fulfill his/her obligations deriving from the Agreement (particularly the Obligations of the User, as stipulated herein), or any law.
 - ii. The User provides IPKO with false, incorrect or information, or does not notify IPKO of any change that takes place, as required under Article 6 herein.
- 10.3 In case of annulment, any value remaining in the User's account shall be withdraw by IPKO.

Article 11 - Protection of data, privacy of IPKO users, cooperation with public order authorities, and emergency services

11.1 Protection of data, privacy of IPKO users IPKO shall, fully adhering to Law no. 06/L-082 on the Protection of Personal Data, process the personal details of the users of its electronic communication services, including the name, surname, personal number, address, line number, mobile number, and e-mail address. The User can be informed on the official website of IPKO www.ipko.com/mbrojija-e-te-dhenave/concerning the procedures for storage and processing of personal data. The User may also send any written request or complaint concerning the use of data via this e-mail ipkoprivacy@ipko.com.

11.2 Cooperation with law enforcement authorities The User shall bear full responsibility for the information or content of details he/she transmits and transfers to third parties using IPKO mobile telephony network. IPKO shall bear no responsibility whatsoever for such content or data which the User receives from third parties via IPKO network. In accordance with the laws applicable in Kosovo, IPKO will cooperate with the public order authorities as regards the requests that these authorities might have concerning the service used by the User.

11.3 Emergency services. 11.3 Emergency services are provided to the User of prepaid mobile telephony service at any time, without limits, regardless of the User's account balance. The emergency service is accessible by dialing 112. For any change concerning the access to emergency services, the consumers shall be informed in advance. The information service for locating a caller for the needs of Emergency Center may be provided only for mobile telephony costumers, containing only the location of the cellule whereform the customer initiated the call.

Article 12 - Transfer of rights and obligations, and limitation of responsibility

- 12.1 The User is not entitled to transfer to third parties the rights and obligations stemming from this Agreement without prior written approval by IPKO.
- 12.2 IPKO shall reserve the right to transfer to the IPKO legal successor the rights and obligations stemming from the present Agreement.
- 12.3 To the extent permitted by the law, IPKO shall bear no responsibility for any injury, loss or damage resulting directly from the use of IPKO services or products, or from the User's inability to use IPKO services. IPKO shall not be responsible for any service or product sold by any unauthorized commercial agent or unauthorized third party.

Article 13 - Force majeure Issues beyond the reasonable control of any of the Parties

13 Neither of the parties is responsible for failing to fulfill the obligations caused by, or resulting from, a force majeure, including unforeseeable, unexpected events that are out of the parties' control, such as severe and extreme weather, floods, landslides, earthquakes, hurricane, lightning, fire, acts of terrorism, war (with or without war being declared), riots, explosions, strikes or labour protests, civil unrest, sabotage, expropriation by the Government, or other acts or events that are out of the reasonable control of the relevant Party. IPKO shall not be held responsible for failing to meet the obligations in case of: i. rejection or delay of a third party in supplying IPKO with telecommunication services and if there is no other alternative service available at a reasonable price; or IPKO is limited by definitions legal in nature or RAEPC in providing a certain service.

Article 14 – Applicable law and resolution of disputes

- 14.1 This agreement shall be governed by, and interpreted in line with, the laws applicable in Kosovo. All the disputable issues will be submitted to IPKO office. A response will be given within 15 days.
- 14.2 In case the Parties do not manage to reach any agreement by means of talks, then the User may initiate a proceeding for the resolution of the dispute, including the submission of a complaint in accordance with the procedures and rules for resolving disputes, as foreseen by Article 84 of Law on Electronic Communications No. 04/L-109.

Article 15 - Final provisions

The Agreement shall entirely substitute all previous agreements concluded between the User and IPKO, and shall constitute an Agreement in entirety, concerning its object, and may not be amended or supplemented by other means except in writing and upon the signature of the authorized representatives of both parties. In case any provision in the Agreement is unlawful or inapplicable, it shall be separated and removed from the Agreement; the remaining provisions shall remain applicable and IPKO will timely substitute them.

IPKO

User:

[ShopPlace] _____
Place

[OrderDate] _____
Date

[CustomerFullName] _____
Place

[OrderDate] _____
Date

Signature

Signature