



TERMS OF SUBSCRIPTION TO MAX TELECOMMUNICATION BUNDLE SERVICES FOR POSTPAID PRIVATE USERS PROVIDED BY IPKO TELECOMMUNICATIONS L.L.C.

Article 1 - Contents of subscription terms

1.1 Terms of subscription to IPKO Bundle Services, namely Internet and Digital Televisions Services for Postpaid Private Users provided by IPKO Telecommunications L.L.C. (hereinafter referred to as: "IPKO").

1.2 In addition to these Terms, the manner and conditions for providing IPKO's Bundle Services, namely Internet and Digital TV Services for Postpaid Private Users, 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 IPKO's Bundle Services Subscription Contract, namely Internet and Digital TV Services for Postpaid Private Users, offer, relevant annexes, IPKO's published pricelist, and other documents signed by the User and IPKO, which, taken collectively, constitute an agreement between them.**

Article 2 - Definitions

Agreement means the entire contractual relationship between a user and IPKO for using the service in question, composed of the basic contract signed by the User, relevant annexes, the present Conditions for Subscription, published pricelist of IPKO, and other accompanying documents.

Contract is a document signed by the parties which contains all the essential elements for which parties have agreed.

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

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

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.

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

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

Devices are instruments needed to undertake or perform the service. They allow performance of tasks through mechanical priorities, or provide an opportunity that would otherwise not be possible to be naturally provided to the Service User.

Modem means a device that enables connection of computers to IPKO network and from there runs Internet connections.

Set-up Box is a device that inserts the Smart card and which is connected to the TV and to the external source of the signal, which converts the digital signal into content, which is then presented to the TV.

Smart Card is a card that is inserted into the digital receiver and without which the packages with TV channels cannot be opened.

Voice Modem is a device to which the User's telephone set is connected, without which access to IPKO's fixed telephony service cannot be achieved.

Non-geographical numbers are telephone numbers, reserved by RAEPC for IPKO's needs, which do not provide indications for the geographical location of the telephone number.

Combined services "" is the product offered which contains digital television services, internet and fixed telephony with monthly billing, for private users.

The **TVIM** service is a value-added service provided to the digital television service user that allows access to the mobile phone, tablet or laptop app to watch certain IPKO's channels on the same devices.

Minimum speed (guaranteed speed) means the lowest speed provided by the Internet Service Provider to the subscriber in accordance with the contract.

Maximum speed means the speed that the subscriber expects to receive at least a certain pane of time (e.g. at least once a day).

Advertised Speed means the speed that an Internet Service Provider uses in commercial communications, including advertisements and marketing related to promotion of Internet access offers. In case the speeds are included in a marketing offer of the Internet Service Provider, the advertised speed must be specified in the published information and in the contract for each offer.

Usual speed available means the speed which a subscriber can reach most of the time when accessing the services.

Article 3 - Access to the Provided Service

3.1 To access the internet service for postpaid private users, the User must sign a contract with IPKO. To conclude the Contract, the User must have with himself a valid ID card for identification of personal details.

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 After signing the Contract, IPKO is obliged to provide internet services to the User, not later than thirty (5) days from the date of signing the Contract, during which time, the necessary installations for the provision of telecommunication services will be made.

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 Minimum speed, usual speed available and the maximum upload and download speed depending on the capacity/package that the user is using, will vary as follows:

Download Speed			Upload Speed		
Max	Min (20%)	Usual (20%)	Max	Min (20%)	Usual (20%)
300 Mbps	50 Mbps	50 Mbps	50 Mbps	10 Mbps	10 Mbps
200 Mbps	20 Mbps	20 Mbps	20 Mbps	4 Mbps	4 Mbps
150 Mbps	20 Mbps	20 Mbps	20 Mbps	4 Mbps	4 Mbps

4.4 Receipt of the speeds described above depends on many factors, namely how many devices are connected to IPKO's terminal equipment, location of user, applications installed in the devices of the user and their configuration, loaded traffic in one location, etc. Consequently, the speeds described above will be provided up to the equipment of IPKO, and IPKO can not control the devices of the user which the latter uses to receive the service.

4.5 For Internet service, peak hours are starting from 20:00 and last until 00:00.

4.6 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.

4.7 IPKO will undertake reasonable traffic management measures in order to prevent blocking or network security; such measures shall be proportionate and will last for as long as is necessary/required.

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

4.9 In line with these Terms, IPKO shall bear no responsibility for any interruption or weakening of the Internet and Digital TV Service for postpaid private users having a contract, or for any failure in the network resulting from any natural disaster or other circumstance out of IPKO control which the latter 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.

4.10 In no case shall IPKO be liable for indirect damages, or loss of income, caused to the User.

4.11 IPKO is responsible for provision of services in accordance with these Terms, at the location set forth under the Contract signed between IPKO and the User. In case of change of the location, IPKO is responsible to transfer the services only to the areas covered by IPKO services, while if the respective area lacks of such coverage, IPKO shall not hold any responsibility for transferring the respective services. In any case, the User shall be obliged to compensate IPKO with the monthly payment of the current month and the monthly payment of the service for the remaining period in accordance with the terms of the Contract and the provisions set forth under Article 9 of these Terms.

4.12 No assurance or guarantee can be provided regarding the availability, quality, operation, or maintenance of voice traffic or data in cases where the User communicates with individuals who use another telecommunications operator.

Article 5 - Resolution of complaints of Users, Due Care and resolution of dispute

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) 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. The user may also submit any request or complaint in writing to the official email address info@ipko.com, or at IPKO Shops.

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.

5.5 Complaints or objections against an invoice shall be submitted by the User to IPKO not later than 15 (fifteen) days after their receipt, while other complaints shall be submitted not later than 30 (thirty) days after the action or removal of the action by the service provider.

5.6 In case the Parties do not manage to resolve the problem of the User in accordance with the procedures described in this Article, 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 8.4 of Law on Electronic Communications No. 04/L-109.

Article 6 - User's obligations

6.1 The User is obliged to use services of Internet for postpaid private users with postpaid contract, in full compliance with the contract in question. 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.

6.2 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 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.

6.4 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 - IPKO's Equipment and Network Facilities:

7.1 Equipment for Provision of Internet Service

7.1.1 The modem is property of IPKO and it is provided for use to the User for the duration of the agreement.

7.1.2 The user is responsible for the security of his/her computer, hardware and software or other devices in use, including his/her data. IPKO does not maintain the User's computer and LAN and holds no liability for damage or loss of these data as a result of using the service.

7.2 Equipment for provision of HD Digital Television service:

7.2.1 Digital receiver and Smart Card are property of IPKO and they are provided for use to the User for the duration of the agreement. Upon

7.2.2 In addition to the first Digital Receiver and Smart Card, the User will be entitled to be provided with the Digital Receiver II and the Smart Card II, depending on the service with which the equipment is available. For the MAX Family service € 22.00 the user can be provided with the Digital Receiver II Start, for the MAX Sport service € 23.00 the user can be provided with the Digital Receiver II Start while for the MAX Premium service € 27.50 the user can be provided with the Digital II Family Receiver HD.

7.3 Equipment for provision of FIX Telephony service:

7.3.1 To use the service of fixed telephony, the User will be equipped with a Voice Modem which enables the User access to the service.

7.3.2 Voice Modem is property of IPKO and it is granted for use to the User for the duration of the agreement.

7.4 Maintenance of the equipment by the User:

7.4.1 The User is obliged to use and maintain the modem in accordance with the instructions of producer, as well as those provided by IPKO. IPKO assumes no responsibility for failure of the modem as a result of negligence or ignorance of the User..

7.4.2. If the User does not comply with the rules for the use of the modem and as a result of his/her actions the modem becomes unusable, then the User must pay for the use of a new modem, the price of which is set forth in the price list of IPKO.

7.4.3 The User is responsible for any and all mains of the power supply connected to equipment that provides the service. The User shall not hold IPKO responsible for any and all defects and/or damages resulting from electric power to which the device/modem providing the service is connected.

7.4.4 Grounding and protective measures against lightning and overvoltage of electrical household appliances and installations of the User (except digital receiver and modem), are part of installations and household appliances of the User, and for these, IPKO Telecommunications LLC assumes no liability at all where such equipment and installations were not executed/set and connected according to the regional norms and standards. All possible damage to equipment or installations of the User, which can be caused or are caused by the non - correctness of these protective measures or failure to respect the regional norms and standards, will not be compensated by IPKO Telecommunications LLC and all warranties will be void. For the safety of the User and the User appliances, it is recommended that the User grounds in a single point all video and audio equipment and installations connected to the cable network of IPKO Telecommunications LLC.

7.4.5 List of preventive activities proposed by IPKO to its User is as follows:

- 7.4.5.1 In the event of lightning storms, the User should disconnect the equipment from the electrical outlet;
- 7.4.5.2 The User must ensure that the entire home electrical network has grounding system with standard of <50ohm;
- 7.4.5.3 The User is advised to use/install outlets with surge protection in order to protect the household from lightning and high electrical voltage;
- 7.4.5.4 The User is advised to use the voltage corrector and UPS (uninterrupted power supply) to protect the household from unstable voltage and power cuts;
- 7.4.5.5 **Guidelines for proper connection of IPKO equipment:** 1: Switch off TV; 2: Connect RF cable (radio frequency connector) to IPKO STB; 3: Connect the TV cables (HDMI – High Definition Multimedia Interface or RCA phono connector); 4: Plug STB (digital receiver) in power; 5: Switch on TV and STB;
- 7.4.5.6 **Instructions for proper disconnecting of IPKO equipment:** 1: Switch off the TV and STB(Digital receiver); 2: Disconnect STB from the outlet; 3: Disconnect IPKO RF cable (radio frequency connector) from the STB(Digital receiver); 4: Disconnect HDMI cable (HDMI – High Definition Multimedia Interface).
- 7.4.6 TVIM service is limited in the IPKO network due to broadcasting rights of the content of the channels offered by this service.
- 7.4.7 In case of theft of the equipments, the User is obligated to submit the report of theft from the Kosovo Police, in order to obtain the new equipment. In the event that the user cannot provide this report, then he/she must pay for the use of a new devices.
- 7.4.8 By providing a notice in advance, IPKO has the right to change equipment/modem used by the User, with the aim of maintenance, upgrade, modernization, or optimization of the network. The equipment shall remain property of IPKO.
- 7.4.9 All equipment used by the User must comply with the standards and technical specifications approved by RAEPC and implemented by IPKO.
- 7.4.10 All devices of IPKO functions only when the same are connected to electricity, therefore no service can be provided without electricity.
- 7.4.11 The User shall sign a replacement form for any replacement of the equipment he has under his possession, in the basis of which the new equipment provided for usage to the User shall be identified.

Article 8 - Prices, fees and payment method

- 8.1 IPKO fees, prices for connection and application modalities shall be included in the relevant annexes and/or at www.ipko.com.
- 8.2 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. IPKO shall publish in advance the content and duration of the packages.
- 8.3 Internet services consist of internet services where minimum speed, usual speed available and maximum upload speed and maximum download speed depend on capacity/package that the User is using, and depending on the capacity/package will also vary the service price. The subscription is promotional, therefore the initial minimum duration is 12 months.
- 8.4 Payment Terms - The Users will receive the bill on monthly basis for the services used, namely on the 1st of each month. The User is obliged to pay for the services used not later than on 10th of the current month. If the User does not perform the payment until this date, then the services shall be terminated on the 16th of the current month, while the contractual relationship shall be terminated on the 26th of the current month. Upon termination of the Agreement, the User shall be obliged to compensate IPKO with the monthly payment of the current month and the monthly payment of the service for the remaining period in accordance with the terms of the Contract.
- 8.5 The User can use the maximum limit of 50.00EUR for fix telephony services. The amount used from this limit shall be added to the monthly invoice.
- 8.6 The User may pay the bills online www.shop.ipko.com, at IPKO Shops, authorized dealers or through bank. If the User does not comply with the deadline for payment of the invoice(s), IPKO reserves the right to suspend the service in question. (Article 8.4) If the service is suspended, the User is obliged to pay the price of re-establishing the suspended connection, based on the pricelist determined in the contract, offers, and leaflets of IPKO.
- 8.7 In case the User fails to pay the bill, IPKO shall apply one of the following measures: SMS notification; e-mail notification; phone call from IPKO; suspension (blocking incoming or outgoing calls); deactivation of the service; referring the case to a private law enforcement agent/Court for compensation of the debt to IPKO. In such case, IPKO shall apply penalty rates due to late payments pursuant to the applicable laws in Kosovo. Notification of the User by IPKO will be made based on the User details specified in this Contract. Based on Article 6.7, if the User details have changed, the User is obliged to notify IPKO on time, otherwise IPKO shall hold no responsibility if the information for non-payment has not been received by the User.
- 8.8 In case the User still has remaining days from the active package and wants to activate a different package (different from the current active package), the User will lose the remaining days and shall have the desired package activated.
- 8.9 IPKO fees, prices for connection and application modalities shall be included in the relevant annexes and in the official website of IPKO www.ipko.com.

Article 9 - Entry into force, duration, and termination of the Agreement between the Users and IPKO

- 9.1 The Bundle Service Agreement shall enter into force on the date it is signed and shall be applicable for an indefinite period of time. The User shall enjoy all benefits described in this Contract from the moment of signing. Upon signing this Contract, the User shall enter the initial obligatory period of the Contract, which shall be 12 months, as described under item 11a of the main Contract. This period is obligatory because of promotional prices and benefits that the User shall benefit by this Contract, therefore the User agrees to not terminate this Contract nor change the service to a cheaper package. The User agrees that in case of termination of the Contract by him/her before the beginning or during the initial obligatory period of the Contract (9 months) or in case of a request to change the package to a cheaper price package, the User is obliged to compensate IPKO with the monthly payment of the service for the remaining period, in accordance with these Terms.
- 9.2 In case the Users have a valid contract whereby they benefit the last two months of the valid contract free of charge, this Contract shall enter into force on the date it is signed and shall remain in force for an indefinite period of time. Because IPKO and the User are in a valid agreement at the time of signing this Contract, the User shall immediately enjoy all benefits described in this Contract for the remaining months of the prior contract, and shall not lose the benefits of the prior contract. After the expiry of this time limit, the User shall enter the initial obligatory period of this Contract, which shall be 12 months, as described under item 11a above.
- 9.3 After the obligatory 12-month period, the contract shall continue to remain in force for a non-definite time period, unless the User terminates the contract. In case of termination, the User is obliged to notify IPKO by the 20th of the respective month, because after the 20th of the month, the invoice shall be generated for the following month and it must be paid before the termination becomes effective. The same shall also apply in case of changing the package to a cheaper one; the User shall make a request before the 20th, otherwise he/she shall be obliged to pay for the current month because of generation of the invoice.
- 9.4 Bundle Services MAX consist of Internet and fixed telephony, and Digital TV service, in high definition (HD) format or standard definition SD format, and the service price differs depending on the format. Subscription is promotional, therefore the minimum duration is 12 months and the User is obliged to pay for all the months of contract duration.
- 9.5 In any event of termination of this Contract, whether by the User or IPKO, the User shall be obliged to pay all outstanding debts to IPKO- within the time limits set by IPKO, on the contrary, IPKO will initiate legal proceedings for damage compensation caused to IPKO by the actions of the User.
- 9.6 IPKO shall reserve the right to terminate the service in case of breach of these Subscription Terms by the User. In case of serious breaches, IPKO shall reserve the right to undertake legal action against the User in accordance with applicable laws.
- 9.7 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. If the User does not agree to the amended terms of the Agreement, he/she is entitled to terminate the Contract without any penalty.
- 9.8 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.
- 9.9 The User may terminate the contract upon a written notice and without providing reasons for doing so in official working days within the business hours 08:00-16:00. The request shall be treated official working days within the business hours 08:00-16:00 as well. The Agreement shall be terminated in accordance with the main Terms for provision of service, described in the Contract signed by the User. IPKO shall terminate the service as soon as technically possible and shall confirm this to the User in writin whiereas the User is responsible to fulfill all the outstanding obligations towards IPKO.
- 9.10. Upon termination of the Agreement, the Subscriber is obliged to return the IPKO equipment in use no later than 5 days (by the 5th of each month). In case the User does not return the device, he is obliged to compensate IPKO for the value of the device in use at that moment based on the price list published on IPKO website at the moment of termination.

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 fails to perform in due time the obligations of any amount owed to IPKO under agreement on the date specified in the bill, 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 fraudulent 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 withdrawn by IPKO.

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

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 may be informed about the proceedings for protection and processing of personal data at IPKO official website: www.ipko.com/mbrojtijs-e-te-dhenave/. 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 the IPKO internet 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.** IPKO's fixed telephony only works when the phone is plugged in, so no calls can be made during a power outage in the event of an emergency call. In cases where the phone is connected to electricity, emergency services are provided to the Fixed Phone Service User without any restrictions regarding the status of the User's account. Emergency service is provided for emergency number 112. For any change in access to emergency services, customers will be notified in advance. Information services on the caller's location for the needs of the Emergency Center cannot be provided only to fixed telephony consumer.

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 Broadcasting rights for channels and events provided by IPKO on its platform are contracted for certain periods of time. During the negotiation of such rights, IPKO always aims to contract the latter for as long as possible, however, taking into consideration the dynamic character of such rights, it is impossible for IPKO to guarantee that the content of its platform will be unchanged during the contractual period with the User.

12.4 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

13.1 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
- ii. IPKO is limited by definitions legal in nature or RAEPC in providing a certain service.

Article 14 - Declaring a state of emergency and / or health emergency

14.1 In each case, the declaration of a state of emergency and / or health emergency in the country, IPKO will take all measures for effective coordination to manage the situation in accordance with all recommendations from the responsible national institutes and all decisions of the decision-making body. .

14.2 IPKO shall not be liable for failure to fulfill the obligations resulting from the limitations set by the Decisions of the decision-making body in situations of emergency, health emergency, disasters and / or other situations declared in emergency situations, of which affect the restriction of the use of IPKO's resources

Article 15 - Applicable law

This agreement shall be governed by, and interpreted in line with, the laws applicable in Kosovo.

Article 16 - 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

Subscriber

[SalesPlace] _____
Place

[Date] _____
Date

[NameSurname] _____
Place

[Date] _____
Date

Signature

Signature