



TERMS OF SUBSCRIPTION IN THE FIXED TELECOMMUNICATION POSTPAID SERVICES FOR PRIVATE USERS, OFFERED BY IPKO TELECOMMUNICATIONS LLC (hereinafter referred to as "terms of subscription")

Article 1 – Content of the Agreement between IPKO and User

1.1. These Terms of Subscription, the Subscription Contract signed between the User and IPKO, the relevant Add-ons, the list of prices specified in the main contract, as well as the Summary of the Contract constitute the Agreement in its entirety between IPKO and the Subscriber for the subscription to fixed telecommunication services offered by IPKO Telecommunications LLC (hereinafter referred to as "IPKO").

1.2 This Agreement, the manner and conditions for the provision of telecommunications services with monthly billing for private users offered by IPKO, shall be governed by the Law on Electronic Communications No. 04/L-109, by the applicable regulations for the provision of electronic communications services in Kosovo approved by the Regulatory Authority of Electronic Communications and Postal Services in Kosovo (hereinafter referred to as "ARKEP"); by the Regulation on the Distribution of Providers of Audio and Audiovisual Media Services, approved by the Independent Media Commission (hereinafter referred to as "IMC"), as well as other applicable laws for the services offered by IPKO. 1.3 The Agreement shall be signed at IPKO's business premises. In certain cases, the Parties may also sign it outside IPKO's business premises or remotely, as further defined in the following section. The method of concluding the agreement also implies the same method of termination.

Article 2 - Definitions

"The Agreement" means the entire contractual relationship between the User and IPKO for the use of the selected/contracted fixed service(s), consisting of the relevant Add-ons, the list of prices specified in the main contract, , and other accompanying documents.

"The Subscription Contract" is the document signed by the parties and contains the main obligatory obligations agreed upon by the parties.

"Distance Contract" is any contract concluded between IPKO and the User, according to an organized scheme of sales or services at a distance, without the simultaneous physical presence of the parties, using exclusively one or more means of long-distance communication until the moment of conclusion of the contract, including such moment through: telesales, applications, email, web internet page, or any other means of sustainable communication: SMS, application, or online account.

"Off-premises Contract" is any contract concluded between IPKO and the User with simultaneous physical presence in a place that is not IPKO's business premises or through a means of long-distance communication, immediately after the User has been personally and individually addressed in a place that is not IPKO's business premises, in the simultaneous physical presence of IPKO and the User. In the case of concluding the Contract at a distance or off-premises, using electronic means or electronic signatures, this process will be carried out in accordance with the applicable legislation in force.

"Effective Date" is the date/time at which the Contract is signed.

"Activation/Service Release Date" is the time from which the User has access to and can use the selected service and/or product.

"Suspension" is the state in which the User temporarily has no access to services, while the service has not yet been canceled.

"Cancellation/Termination" is the state in which all services to which the User has had access are canceled and cannot be used without re-subscription.

"Service User" is the legal entity subscribed to one or more products and services offered by IPKO, and who directly accepts IPKO's Terms of Use.

"Postpaid User" is the User who has chosen the monthly billing method for the services they receive. Monthly billing users are invoiced a fixed monthly fee by IPKO in accordance with the tariff plan price list, as well as other services offered by IPKO and purchased by the User during the month.

"Fixed Network" is the connected infrastructure of devices and lines built for the transmission of information, such as voice and data, from one point to another, enabling the provision of fixed telecommunication services.

"Fixed Services" are telecommunication services offered by IPKO through the fixed landline network and include internet services, digital television services (hereinafter also referred to as "DTV"), and fixed-line telephone services.

"Devices" are instruments necessary for receiving the contracted service(s) with the Subscription Contract. "Modem" - a device that enables the connection of computers to IPKO's network and directs the connection to the internet from there.

"Receiver" or "Digital Receiver" is the device that enables the reception of digital television signals.

"Smart Card" is a card inserted into the digital receiver without which TV channel packages cannot be accessed.

"Module" is a device that replaces the digital receiver and the smart card as a single device by receiving the digital signal which is then displayed on the TV.

"LAN (Local Area Network)" is an internal network that connects computers and other devices in a small physical area, such as an office, building, or other close environment.

"Installation Fee" is the price that IPKO will apply for the installation of the service upon the conclusion of the Contract for the

installation of services and devices at the User's residential address.

"IPKO TV Service" is an innovative service offered by IPKO through OTT technology, which provides the ability to watch television channels via the internet-connected network. This platform is available for smart televisions, smartphones, tablets, and/or other new technological forms.

"Minimum Speed (Guaranteed Speed)" is the lowest speed that an internet access provider must always offer to the user in accordance with the contract when specialized services are not available.

"Maximum Speed" is the speed that a User can receive at least some of the time (e.g., at least once a day).

"Advertised Speed" is the data transfer speed declared by an internet access service provider in commercial communications, including advertising and marketing related to the promotion of internet access offers. If speeds are included in a marketing offer by the internet access provider, the advertised speed must be specified in the published information and in the contract for each offer. The advertised speed must not exceed the maximum speed specified in the contract.

"Usual Speed Available" is the speed that a User should achieve for the majority of the time during accessing services.

"Peak Hours" are the maximum statistical load times on the fixed network, which last from 8:00 PM to 12:00 AM.

"Audiovisual content provider" A provider licensed to provide audiovisual media services and to secure the retransmission rights of various content to third parties/distribution operators.

Article 3 - Prices, Tariffs, and Payment Methods

3.1 Package prices, installation fees, are described in the Subscription Contract, the relevant appendices signed by the User and/or on IPKO's official website www.ipko.com.

3.2 The User, for the services used, will receive the bill on a monthly basis, specifically on the 1st of each month. By signing the Subscription Contract and these Terms, the User agrees to receive the bill via email, to the email specified in the Subscription Contract. The bills are also available to the User in physical form at official sales points.

3.3 The User is obliged to make payment for the services used no later than the 10th day of the current month. If the User fails to make the payment by this date, then the offered services will be suspended by the 16th of the current month, while the contractual relationship will be terminated entirely by the 26th of the respective month. Upon termination of the Agreement, the User is obligated to compensate IPKO with the monthly payment for the current month as well as any outstanding obligations/payments for the service in accordance with the terms of the Subscription Contract and the provisions specified in section 4 of these Terms.

3.4 IPKO will invoice payments in euros and the User will be able to fulfill obligations in euros. Prices will reflect Value Added Tax (VAT), except for exempt authorities based on laws in force in Kosovo. Additional obligations, such as bank provisioning, and the like, will remain the User's responsibility.

3.5 The User can pay bills online at www.shop.ipko.com, at IPKO stores, at authorized distributors, or through the bank. If the User fails to meet the bill payment deadline, IPKO reserves the right to suspend the respective service. In case of service suspension, the User is obliged to pay the re-installation fee for the suspended connection for fixed services, based on the prices specified in the main contract.

3.6 In case of non-payment of the bill by the User, IPKO will apply one of the following measures: Notification via SMS; Notification via Email; Call from IPKO; Suspension (blocking of outgoing and incoming calls); Service interruption; Sending the matter for debt compensation to the Private Executor. In such a case, IPKO will apply penalties for late payments in accordance with the applicable laws in Kosovo. Notification of the User by IPKO will be based on the User's data in this contract. If the User's data has changed, the User is obliged to notify IPKO in a timely manner, otherwise, IPKO bears no responsibility if information regarding non-payment is not received by the User

Article 4 - Duration, Renewal, Conditions for Termination of Agreement

4.1 The Agreement for monthly billed telecommunication services for private users comes into force on the day of its signing and will remain in force for a specified period of time. The User will enjoy all benefits described in the terms of the Contract from the moment of Contract signing. At the moment of Contract signing, the User will enter the initial mandatory period of the Contract, which will be 6 or 12 or 24 months, depending on what is determined in the Subscription Contract. This period is mandatory due to discounted prices and benefits that the User receives, therefore the User agrees not to terminate this Contract or change the service to a cheaper package.

4.2. The User agrees that in case of termination of the Contract by him, before the start or during the mandatory period of the 9-month Contract in the case where the User has signed the Contract for the period of 12 months, or during the mandatory period of the 12-month Contract in the case when The User has signed the Contract for the period of 24 months, or the request to change the package with a cheaper price, the User is obliged to compensate IPKO with the monthly payment of the service for the remaining period of months during the mandatory contractual period, according to the price defined in the Main Contract, the installation fee defined in the Subscription Contract, the remaining value of the monthly installments for the selected device/television (TV), defined in the Main Contract, the remaining value of the monthly installments for the mobile device/telephone of selected, defined in the Main Contract - in accordance with the depreciation table for mobile phone packages, as well as the value of the equipment in use (modem, Wi-Fi device and supporting equipment), the value of which is defined in the Subscription Contract, in case the same is not returned no later than 5 (five) days from the day of termination of the Agreement and/or no later than the 5th of the following month.

4.3 Termination of Agreement by the User as a Result of Changes in Conditions by IPKO or Poor Service Functionality

4.3.1 IPKO will inform the User in advance of all proposed changes to the terms of the Agreement, no later than thirty (30) days before the entry into force of these changes. In the event of non-agreement to the change in the terms of the Agreement, the User has the right to terminate the Contract, without being penalized for the remaining months. The right to terminate the contract can be exercised within two (2) months after such notification.

4.3.2 In case of poor functionality of the internet service, the User must submit a complaint to IPKO for poor service functionality, and if IPKO, within fifteen (15) days, does not eliminate the discrepancy between the actual performance and the specified quality

level in the Agreement, the User has the right to lodge a complaint with ARKEP. If ARKEP, after professional assessments on the final equipment, confirms the existence of the discrepancy, then the end user has the right to terminate the contract without penalty for the remaining months.

4.3.3 The User agrees that IPKO, for the Digital Television service, cannot be held responsible for any interruptions, losses, or poor quality of the service due to reasons beyond IPKO's control but dictated by third parties. In such cases, the User acknowledges that IPKO does not guarantee that the channel list will remain unchanged during the contract validity period. Certain channels may be subject to renegotiation or removal from the platform, as specified in the channel list.

4.3.4. The removal of channels by decision of the IMC, when their content is contrary to constitutional order and national security, does not constitute grounds for termination of the contract by the User.

4.3.5 In the event that the User terminates the Agreement during the initial mandatory period, as a result of the circumstances described in the two previous paragraphs, namely due to the poor functioning of the Internet service, or the unilateral change of the terms of the Contract by IPKO, and any of these two circumstances is confirmed by the regulatory bodies in Kosovo, with a separate decision, the same will not be charged for the remaining months of the mandatory period, but will be responsible to compensate IPKO with the value of the difference between the standard price of the Package as well as the discounted (promotional) price for the used months of the service, the installation fee, as well as the remaining value of the monthly installments for the selected device/television (TV), the remaining value of the monthly installments for the mobile device /selected phone - in accordance with the amortization table for mobile phone packages, all these values defined in the Subscription Contract. The same obligation will also apply in case of termination of the Agreement by the User, in case the latter changes the location of residence and IPKO does not provide infrastructure in the new location.

4.4. Termination of the Agreement by IPKO

4.4.1 IPKO may limit the use of some or all of the User's services, with the exception of calls to emergency numbers, or may terminate the contract if deemed urgent and necessary, in the event that:

a) The user uses the network/services for illegal activity b) The user interferes with the functionality of the network; c) The user tries to break the network security systems; d) The user and/or his device does not stop causing technical or other problems; e) The user threatens the technical-technological unity of the telecommunication network by connecting inappropriate communication equipment and f) the user endangers the interconnection of telecommunication networks, equipment and services;

4.5. IPKO will inform the User about the possibility of termination or continuation thereof, 30 (thirty) days before the expiration of the initial mandatory term. If the User (after receiving the aforementioned notification) does not request termination or renewal of the specified term of the Contract, this agreement becomes an Agreement with an indefinite term. Whereas, at the request of the User for termination, IPKO is obligated to terminate the contract after the expiration of the mandatory term.

4.5.1 In case of termination, the User is obliged to notify IPKO by the 25th of the respective month because after the 25th of the month, a bill will be generated for the following month, and the same must be paid before the termination becomes effective. The same applies in case of changing the package to a cheaper one, the User must make the request by the 25th, and otherwise, he/she is obliged to pay the current month due to the generation of the bill.

4.6 In any case of termination of this Agreement, either by the User or by IPKO, the User is obliged to pay all financial obligations to IPKO within the specified deadlines in the invoices issued by IPKO; otherwise, the latter will initiate legal proceedings for debt collection.

4.7. In cases where the user receives a discount coupon from promotional campaigns for certain products and utilizes it within the deadline communicated by IPKO, in case of earlier termination of the contract, they are obliged to compensate IPKO with the full value of the coupon based on which they received the discount.

4.8. IPKO reserves the right to suspend the service in case of User's breach of these Subscription Terms and/or the Subscription Contract. In case of serious breaches, IPKO retains the right to take legal action against the User, in accordance with the laws in force.

4.9. The User will be informed in advance of all proposed changes to the terms of the Agreement, no later than thirty (30) days before the entry into force of these changes. In case of non-agreement to the change in the terms of the Agreement, the User has the right to terminate the Contract without being penalized. 4.8 The User may terminate the contract, with written notice and without specifying the reasons for this, on official business days, during official working hours 08:00-16:00. The request will also be processed on business days, during working hours 08:00-16:00. The Agreement will be terminated according to the main terms of service provision, as described in the Subscription Contract. IPKO will terminate the service as soon as technically possible and will confirm this in writing to the User, who is obliged to fulfill all obligations to IPKO.

Offer and Use of the Service

Article 5 - Access to the Offered Service and Service Quality

5.1. For the purpose of signing the Subscription Contract and accompanying documents, for the purpose of subscribing to the telecommunication services offered by IPKO for private Users, the User must have a valid identification document with them for the verification of personal data. If an authorized person appears on behalf of the User, they must have the Authorization with them as well as a valid identification document.

5.2. Access to the service, among other things, is facilitated by the devices that enable the provision of this service, which, depending on the contracted service, consist of one or all of the following devices: modem, digital receiver, module, and smart card. These devices are and remain the property of IPKO, while Users are provided with them during the duration of the agreement. In case of termination of the agreement, the User is obliged to return all devices in their possession, no later than five (5) days, otherwise, they are obliged to compensate for their value, as specified in the Subscription Contract.

5.3. Existing users of IPKO's internet or fixed telephone services are obliged to be offered the Cable Digital Television service no later than 1 business day from the moment the User signs the Contract for the use of Cable Digital Television. New users who are not

subscribed to the Internet or Fixed Telephone service at the time of signing the Contract for the Digital Television service will be provided with the service after the necessary installation is completed, no later than five (5) business days from the day of signing this Agreement.

5.4. The minimum speed, the standard available speed, as well as the maximum upload and download speed depending on the capacity/package the User has in use, will vary as follows:

5.5.1 The table below presents the internet speed for monthly billed packages with internet-only and/or combined services:

Package Naming	Download Speed (Up to)			Upload Speed (Up to)		
	Max	Min (40%)	Usual (70%)	Max	Min (40%)	Usual (70%)
Prima Ultra/Prima Ultra Promo/ Prima Premium, Prima Extra, Prima Select	300 Mbps	120 Mbps	210 Mbps	50 Mbps	20 Mbps	35 Mbps
Prima Super	250 Mbps	100 Mbps	175 Mbps	50 Mbps	20 Mbps	35 Mbps
Prima Basic, TOP XL	200 Mbps	80 Mbps	140Mbps	50 Mbps	20 Mbps	35 Mbps
3 PLUS	150 Mbps	60 Mbps	105Mbps	30Mbps	12Mbps	21Mbps
TOP L	100 Mbps	40 Mbps	70 Mbps	40 Mbps	16 Mbps	28 Mbps
TOP M	60 Mbps	24 Mbps	42 Mbps	12 Mbps	4.8 Mbps	8.4 Mbps

5.5. Acceptance of the speeds described above depends on several factors, namely how many devices are connected to IPKO's end device, the user's location, the applications loaded on the user's device, their configuration, traffic congestion at a location, etc. Consequently, the speeds described above will be provided up to IPKO's device (modem), and IPKO cannot control the user's devices used to access the service.

5.6. By notifying the User in advance, IPKO reserves the right to interrupt the provision of the service for reasons of maintenance, advancement, modernization, or optimization of the network. These interruptions may last as long as necessary for the completion of the work.

5.7. IPKO will undertake reasonable traffic management measures to prevent network blocking or security, such measures will be proportional and will last as long as necessary.

5.8. IPKO will repair the obstacles in accordance with the Regulation on Contracts, Transparency, publication of information and other protective measures for end users of electronic communications services approved by ARKEP and referring to the conditions and level of services reported by the measurements of made by ARKEP, not excluding assistance services.

5.8.1. The duration for repairing defects

The minimum time (expressed in hours) calculated from the moment the defect is reported by the users until 80% of the defects are repaired.	≤ 12h
The minimum time (expressed in hours) calculated from the moment the defect is reported by the users until 80% of the defects in the operator's devices, except the user line, are repaired.	≤12h
The minimum time (expressed in hours) calculated from the moment the defect is reported by the users until 95% of the defects are repaired.	≤24h
The minimum time (expressed in hours) calculated from the moment the defect is reported by the users until 95% of the defects in the operator's equipment, excluding the user's line, are repaired.	≤48h

5.9. IPKO undertakes to retransmit the channel in the original quality provided by the Content Provider, guaranteeing that the quality of the transmission remains unchanged during transmission to the users' devices. IPKO will not interfere with or reduce in any way the quality of the channel's content during the retransmission process.

5.10. In accordance with these General Subscription Terms, IPKO shall not be liable for any interruption or degradation of fixed services, or for any defects in the network caused by natural disasters or circumstances beyond IPKO's control, which cannot be predicted and prevented (force majeure). In the event of major network defects, IPKO will take all possible steps to repair these defects as quickly as possible, respecting the prioritized list under Article 16.1 of Regulation No. Prot. 009/B/16 of ARKEP.

5.11. At no time shall IPKO be liable for loss of revenue; loss of profits; loss of goodwill; loss of opportunity; loss of reputation; or any direct or indirect or consequential damage, except in cases of intentional misconduct or gross negligence on the part of IPKO.

5.12. By signing the Contract, the User acknowledges that: (i) IPKO shall not be liable for the transmission and legality of the communication content provided by third parties on the IPKO network; (ii) IPKO has no control and shall not be liable for any loss or damage resulting from the use of and/or websites or content accessed through the Service.

5.13. The User acknowledges that IPKO shall not be liable for any costs or damages arising from the use of the internet, or other systems and networks, including data loss caused by delays, non-delivery, incorrect transfers, interruptions, loss or poor quality due to

other technical-technological reasons. IPKO, individually or when necessary in cooperation with the User, implements technical and organizational measures to ensure the security of networks and/or services offered. These measures must ensure an appropriate level of protection and security against foreseeable risks. IPKO informs the User about a particular risk, how the risk can be reduced by the User, and the possible costs to be covered by the User if the occurring risk is beyond the measures that IPKO can take.

5.14. IPKO's digital television service is protected by the Law on Copyright and Related Rights in force as well as other relevant laws in force in Kosovo. Reproduction, republication, storage, retransmission, or redistribution of any of the programs broadcast on IPKO's Digital Cable Television is strictly prohibited. The service in question is for personal use only and not for commercial use.

Article 6 - Use of the Service

6.1. The User is obliged to use the services, in full compliance with the laws in force and the Agreement as a whole. The User shall not use the Service for: (i) unlawful purposes, to post, upload, or transmit messages, information, or photographs that are inappropriate or contain pornographic, threatening, racist, offensive, defamatory content; to harass, threaten, or violate the rights of others; distribute viruses, or engage in any other behavior with the aim of preventing other users from freely using the Service; (ii) allowing access for minors to pornographic programs or other inappropriate programs and/or websites; (iii) infringe the intellectual property rights of any other person, including copyright; violate privacy and personal data; (iv) damage the IPKO brand and its reputation. Furthermore, the User is not allowed to use or allow the use of the Services for any prohibited, unethical, unlawful, harmful, unauthorized, discrediting, or deceptive purposes or to cause any injury, offense, or harassment to any person or to send unwanted commercial messages to any person.

6.2. The User is responsible for any misuse of the Service as above, even if the service is used by a third party.

6.3. For any misuse or non-use that is not in accordance with the Agreement and the laws in force, IPKO has the right to take the following measures: i. Warn the User to use the service in accordance with the Agreement; ii. Automatically suspend or cancel the service provided by IPKO, without any liability for compensation to the User and as a result seek compensation for damages incurred by misuse, committed by the User. iii. Cooperate with competent law enforcement authorities to pursue legal violations.

6.4. The User is not allowed to use or allow the use of the Services that would cause the irregular functioning of the network or the quality of the Services, impairment or interruption or interference with the integrity or security of any telecommunications network or system.

6.5. The User is not allowed to resell any product or service provided by IPKO except in cases where there is a written agreement with IPKO. The use of IPKO's products and services is expressly limited for the User whose name is listed in the Subscription Contract. The benefits, rights, and obligations accepted by this agreement from the User may not be transferred to a third party without written approval from IPKO.

6.6. The User must immediately notify IPKO of any issues with the services or products being used.

6.7. The User must provide accurate personal notes when requested by IPKO. For any changes to this information, the User must notify IPKO within ten (10) days of the date of change.

6.8. Suspension and cancellation of services

6.8.1. IPKO may, with prior notice, suspend the User's Services in whole or in part if the User fails to perform obligations towards IPKO in any amount under this Agreement on the specified date specified in the invoice, or in case of fraudulent activity against IPKO's products and services.

6.8.2. IPKO may, without prior notice, cancel the User's Services for any reason, including but not limited to: i. when the User fails to fulfill obligations arising from the Agreement (and especially the User's Obligations specified in this document) or any law. ii. The User provides IPKO with falsified, inaccurate, or deceptive information or fails to inform IPKO of any similar changes.

6.8.3. In case of cancellation, any remaining value in the User's account will be withdrawn by IPKO

Article 7 - IPKO's Devices and Network Facilities:

7.1 Access to the service, among other things, is made possible by devices that enable the provision of this service, which, depending on the contracted service, consist of one or all of the following devices: modem, voice modem for fixed-line telephone (voice modem), digital receiver, module, and smart card. All devices are the property of IPKO, and the User is provided with them for the duration of the Agreement. In the event of the Agreement being terminated, the User is obliged to return them no later than 5 days from the date of termination.

7.2 The User is obliged to use and maintain the devices according to the manufacturer's instructions, as well as those given by IPKO. IPKO is not responsible for the malfunction of devices as a result of the User's carelessness or ignorance. In case the User does not adhere to the rules and guidelines/manuals for the use of the devices and as a result of their actions, the devices become unusable, then the User must pay for the use of new devices, the price of which is specified in the main contract. 7.3 Regarding internet service, the User is responsible for the security of his/her computer, other devices in use, including his/her data. IPKO does not maintain the User's computer and LAN and bears no responsibility for the damage or loss of this data as a result of using the service.

7.4 By prior notice to the User, IPKO has the right to change the devices that are in the User's use, for maintenance, advancement, modernization, or optimization of the network. The devices remain the property of IPKO.

7.5 The User is responsible for the electrical power network connected to the devices provided by the service. The User will not hold IPKO responsible for any and all defects and/or damages resulting from the electrical power with which the service device is connected.

7.6 Grounding and protective measures against lightning and electrical overvoltage of user's household appliances and installations (except for the digital receiver and modem) are part of the user's installations and appliances, and for these, IPKO bears no responsibility in all cases when these devices and installations are not executed/placed and connected according to regional norms and standards. Any potential damage to user's appliances or installations, which may be or are caused by the incorrectness of these protective measures or non-compliance with regional standards and norms, will not be compensated by IPKO.

7.7 For the safety of the User and the user's household appliances, it is recommended that the latter make a common grounding point

for all video and audio devices and installations connected to IPKO's network, and during thunderstorms, the User should unplug the devices from the electrical outlets, and/or use/install surge-protected outlets to protect against lightning and high electrical voltage; as well as to use voltage correctors and UPS (uninterruptible power supply) to protect against unstable voltage and power interruptions.

a) Instructions for connecting IPKO devices:

Digital Receiver: Step 1: Turn off the TV; Step 2: Connect the RF cable (radio frequency connector) to the IPKO STB; Step 3: Connect the TV cables (HDMI - High Definition Multimedia Interface or RCA phono connector); Step 4: Plug in the STB (Digital Receiver) to power; Step 5: Turn on the TV and STB.

Modem: Step 1: Turn off the TV; Step 2: Insert the Modem into the TV in the correct manner into the appropriate port for the modem; Step 3: Turn on the TV and verify if the menu option is visible.

b) Instructions for disconnecting IPKO devices:

i. Digital Receiver: Step 1: Turn off the TV and STB (Digital Receiver); Step 2: Unplug the STB cable from the power; Step 3: Remove the IPKO RF cable (radio frequency connector) from the STB (Digital Receiver); Step 4: Remove the HDMI cable (High Definition Multimedia Interface).

ii. Modem: Step 1: Turn off the TV; Step 2: Remove the modem from the TV port.

7.8 IPKO's devices only function when they are plugged into the electrical power, therefore, the provision of IPKO's fixed services cannot be made during a power outage.

7.9 For any change of devices in the User's use, the User and IPKO will sign the form for device replacement, based on which the new devices in the User's use will be recorded.

Article 8 - Data Protection, User Privacy, Cooperation with Law Enforcement

8.1 Data Protection, User Privacy: IPKO, in full compliance with the Law on Personal Data Protection, processes the personal data of its service users, including name, surname, personal identification number, address, landline telephone number, mobile number, and email address. Users can learn about the procedures for storing and processing personal data on IPKO's official website at <https://www.ipko.com/privacy-policy-ipko-telecommunications-llc/>. Users can also submit any requests or complaints in writing regarding the use of data to the email address dpo@ipko.com.

8.2 Cooperation with Law Enforcement: Users are fully responsible for the information or content they transmit to third parties through IPKO's internet network. IPKO does not hold any responsibility for this content, nor for the data do that users accept from third parties through IPKO's network. In accordance with the laws of Kosovo, IPKO will cooperate with law enforcement agencies regarding requests related to the service used by the user.

Article 9 - Dispute Resolution

9.1 IPKO will provide user support via telephone seven (7) days a week, twenty-four (24) hours a day, at the numbers +383 (0)49 700 700 and +383 (0) 38 700 700. Users can also submit any requests or complaints in writing to the official email address info@ipko.com or at IPKO's stores.

9.2 Complaints or objections regarding an invoice must be submitted by the user to IPKO no later than fifteen (15) days after their receipt, while other complaints must be submitted no later than thirty (30) days after the service provider's action or inaction.

9.3 In case of service interruption for at least twelve (12) hours, IPKO will compensate the user with twenty-four (24) hours of service for each 12-hour period lost. Compensation may be in the form of reimbursement or by extending the validity period depending on the type of service or package.

9.4 If the Parties fail to resolve the user's problem according to the procedures described in this clause, then the user may initiate the dispute resolution procedure, including submitting a complaint in accordance with the dispute resolution procedures and rules set forth in Article 84 of the Law on Electronic Communications No. 04/L-109 and Article 29 of Regulation No. 61 on Contracts, Transparency, Publication of Information, and Other Protective Measures for End-Users of Electronic Communication Services and Regulation No. 2024/2 on the protection of users in the field of providing audio and audiovisual services and Regulation No. 2024/01 on the procedure for handling complaints at the IMC.

Article 10 - Force Majeure

10.1 Neither party shall be responsible for the failure to fulfill obligations caused by or resulting from Force Majeure events, which include events that are unforeseeable, unexpected, irresistible, and beyond the control of the parties, such as severe and extreme weather, floods, landslides, earthquakes, storms, fire, acts of terrorism, war (declared or undeclared), pandemics, riots, explosions, strikes or labor protests, civil unrest, sabotage, government expropriation, or other acts or events that are beyond the reasonable control of the respective party. IPKO shall not be liable for the failure to fulfill obligations in the event of:

i. Refusal or delays by third parties to supply IPKO with telecommunications services and in cases where there is no other alternative service available at a reasonable price; or

ii. IPKO is prevented by legal or regulatory restrictions from providing the specified service.

Article 11 - Applicable Law

This agreement shall be governed and interpreted in accordance with the applicable laws in Kosovo.

Article 12 - Final Provisions

12.1 If any provision in these General Subscription Terms is unlawful or unenforceable, it shall be removed, and the remaining provisions shall remain in force, and IPKO shall timely find a replacement.

12.2 If any provision in these Subscription Terms conflicts with any provision in the Subscription Contract, which governs the terms for the use of specific services, the provisions in the Subscription Contract shall prevail.

12.3 In the case of entering into the Contract remotely, the User shall be provided with the Agreement through sustainable means of communication (application, email, IPKO's official website, etc.), and its terms may be accepted through the same means. In this case,

it shall not be necessary for both Parties to sign the contract.
12.4 In accordance with the Law on Consumer Protection, only users who have entered into the contract remotely shall also be enabled to terminate through the same or similar means of communication used for entering into the Agreement.

IPKO

[NameSurname]

[Date]

Vendi/Place

Data/ Date

Nënshkrimi/ Signature

Përdoruesi

[NameSurname]

[Date]

Vendi/Place

Data/ Date

Nënshkrimi/ Signature

