



SUBSCRIPTION TERMS FOR THE “PRIMA” COMBINED TELECOMMUNICATION SERVICES, WITH MONTHLY BILLING FOR BUSINESSES, OFFERED BY IPKO TELECOMMUNICATIONS SH.P.K (hereinafter referred to as the “Subscription Terms”)

Article 1 - Content of the Agreement between IPKO and the User

1.1 These Subscription Terms, the Subscription Contract signed between the User and IPKO, the relevant Annexes, the price list set out in the main contract and the Contract Summary constitute the entire Agreement between IPKO and the User for the subscription to fixed telecommunications services, provided 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 businesses provided by IPKO, shall be governed by the Law on Electronic Communications No. 04/L-109, by the applicable regulations for the provision of electronic telecommunications services in Kosovo approved by the Regulatory Authority for Electronic and Postal Communications in Kosovo (hereinafter referred to as “ARKEP”); from the Regulation on the Distribution of Audio and Audiovisual Media Service Providers, approved by the Independent Media Commission (hereinafter referred to as the “IMC”) and other laws applicable to the services provided by IPKO.

1.3 The Agreement shall be signed at IPKO’s business premises. In certain cases, the Parties may sign the same outside IPKO’s business premises or remotely, as further defined in the following article. The manner of concluding the Agreement also imposes the same manner of terminating the same.

Article 2. Definitions

“**Agreement**” means the entire contractual relationship between the User and IPKO for the use of the fixed service(s) selected/contracted by the User, which consists of the relevant Annexes and the price list specified in the main contract.

“**Subscription Contract**” is the document signed by the parties and contains the main mandatory obligations agreed upon by the parties.

“**Distance Contract**” is any contract concluded between IPKO and the User, according to an organized scheme of distance sales or services, without the simultaneous physical presence of the parties, with the exclusive use of one or more means of distance communication until the moment of conclusion of the contract, including this moment, such as: tele-sales, application, e-mail, website or any other sustainable means of 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 by means of a means of distance communication, immediately after the User has been addressed personally and individually in a place that is not IPKO’s business premises, in the simultaneous physical presence of IPKO and the User. In case of conclusion of the Contract at a distance or outside the business premises, by electronic means or using an electronic signature, this process will be carried out in accordance with the applicable legislation in force.

“**Effective date**” is the date/time on 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 does not have access to the services temporarily, while the service has not yet been canceled.

“**Cancellation/Termination**” is the situation in which all services to which the User has had access are cancelled and cannot be used without resubscription.

“**Service User**” is the legal entity that is subscribed to one or more products and services offered by IPKO, and who directly accepts IPKO’s Terms of Use.

“**A monthly billing user**” is a user who has chosen the monthly billing method of payment for the services he/she benefits from. A monthly billing user is billed a fixed monthly payment by IPKO every month in accordance with the price list of the tariff plan, as well as other services offered by IPKO and which the user has purchased during the month.

“**Fixed network**” is the connected infrastructure of equipment and lines built for the transmission of information, such as voice and data, from one point to another, which enables the provision of fixed telecommunications services.

“**Fixed services**” are telecommunications services offered by IPKO through the fixed terrestrial network and include internet services, digital television (hereinafter also referred to as “DTV”) and fixed telephony services.

“**Equipment**” are instruments necessary for receiving the service/s contracted with the Subscription Contract.

“**Modem**” – is a device that enables the connection of computers to the network IPKO’s and from there directs the internet connection.

“**Receiver**” or “**Digital Receiver**” is the device that enables the reception of digital television signals.

“**Smart Card**” is a card that is inserted into the digital receiver and without which television channel packages cannot be opened.

“**Module**” is a device that replaces the digital receiver and the “smart” card as a single device by transmitting the digital signal which is then displayed on the television.

“**LAN (Local Area Network)**” is a local internal network that connects computers and other devices in a small physical area, such as an office, a building, or another nearby environment.

“**Installation Fee**” is the price that IPKO will apply for the installation of the service upon conclusion of the Contract for the installation of services and equipment at the User’s residential address.

“**The “IPKO TV”** service is an innovative service provided by IPKO through OTT technology, which provides the possibility of watching television channels via a network connected to the Internet. This platform is available for smart television (SMART TV), smartphone, tablet and/or 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 turned off.

“**Maximum speed**” – is the speed that a User can receive at least part of the time (e.g. at least once a day).

“**Advertised speed**” – is the data transfer speed that an internet access service provider declares in commercial communications, including advertising and marketing related to the promotion of internet access offers. In case the speeds are included in a marketing offer of the internet access provider, the speed of advertised 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.

“**Usually available speed**” - is the speed that a User should achieve most of the time while accessing the services. “Peak hours” - is the time of maximum statistical load on the fixed network, which lasts from 20:00 to 00:00.

“**Change of contract conditions**” - means any review or update of the contract by the Service Provider, which may include - but is not limited to - changes in tariffs, content, structure or manner of service provision, including technical, commercial or administrative modifications considered necessary to improve the quality of the service, adapt to technological developments or comply with regulatory requirements. Any such change will be notified in advance to the consumer, in accordance with the deadlines and forms provided for by the relevant legislation, enabling him to exercise of the rights they are entitled to under the law.

Article 3 - Prices, fees and payment method

3.1 The prices of the packages, installation fees, are described in the Subscription Contract, the relevant annexes signed by the User and/or on the official website of IPKO www.ipko.com.

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

3.3 The User is obliged to make the payment for the services used, no later than the 10th of the current month. If the User does not make the payment by this date, then the services provided will be suspended on the 16th of the current month, while the contractual relationship will be terminated in full on the 26th of the relevant month. In the event of termination of the Agreement, the User is obliged to compensate IPKO with the monthly payment of the current month as well as the open monthly service obligations/payments in accordance with the terms of the Subscription Contract and the provisions set out in Article 4 of these Terms.

3.4 IPKO will invoice payments in euros and the User will be able to perform obligations in euros. The prices will reflect the Value Added Tax (VAT), except for the exempted authorities based on the laws in force in Kosovo. Additional obligations, such as bank commission, and the like, will remain the burden of the User.

3.5 The User can pay the invoices online at www.shop.ipko.com, in IPKO stores, at authorized distributors or through the bank. If the User does not respect the deadline for payment of the invoice(s), IPKO reserves the right to suspend the service in question. In case of suspension of the service, the User is obliged to pay the fee for reinstalling the suspended connection for fixed services, based on the prices set out in the Subscription Contract, and the official IPKO website www.ipko.com.

3.6 In case of non-payment of the invoice 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 case for compensation of the debt to IPKO to the Private Bailiff. 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 made 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 is not responsible if the information about non-payment is not received by the User.

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

4.1 The Agreement for monthly billing telecommunications services enters into force on the day of its signing and will remain in force for an indefinite period of time. The User will enjoy all the benefits described in the terms of the Contract from the moment of signing the Contract. At the moment of signing the Contract, the User will enter into the initial mandatory period of the Contract, which will be 6 or 12 or 24 months, depending on how it is defined in the Subscription Contract. This period is mandatory, due to the discounted prices and benefits that the User benefits, therefore the User agrees not to terminate this Contract, nor to change the service to a cheaper package.

4.2 The User agrees that in the event of termination of the Contract by him/her, before the start or during the mandatory period of the 9-month Contract in the case where the User has signed the Contract for a period of 12 months, or during the mandatory period of the 12-month Contract in the case where the User has signed the Contract for a period of 24 months, or the request to change the package to a cheaper price, the User is obliged to compensate IPKO with the monthly service fee for the remaining period of months during the mandatory contractual period,

according to the price specified in the Main Contract, the installation fee specified in the Subscription Contract, the remaining value of the monthly installments for the selected device, specified in the Main Contract, the remaining value of the monthly installments for the selected device, specified in the Main Contract - in accordance with the depreciation table for mobile phone packages, as well as the value of the devices he/she has in use (modem, Wi-Fi device and supporting equipment), the value of which is specified in the Subscription Contract, if the same is not returned no later than 5 (five) days from the date of termination of the Agreement and/or no later than the 5th of the following month.

4.3 Termination of the Agreement by the User as a result of changes in the terms and conditions by IPKO or poor functioning of the service

4.3.1 IPKO shall inform the User in a timely manner of all proposed changes to the terms and conditions of the Agreement, no later than thirty (30) days before the entry into force of such changes. In case of disagreement with the changes in the terms and conditions of the Agreement, the User has the right to terminate the Contract, without being penalized with payment for the remaining months. The right to terminate the Contract may be exercised within two (2) months after such notification.

4.3.2 In case of poor functioning of the Internet service, the User must file a complaint with IPKO for poor functioning of the service, and if IPKO, within fifteen (15) days, does not eliminate the discrepancy between the actual performance and the quality level specified in the Agreement, the User has the right to file a complaint with RAEKP. If RAEKP, after professional measurements on the terminal equipment, confirms the existence of the discrepancy, then the end user has the right to terminate the contract, without penalty for the payment of the remaining months.

4.3.3 The User accepts that IPKO, for the Digital Television service, cannot be responsible for any interruption, loss or poor quality of the service in question for reasons that do not depend on IPKO but are dictated by third parties. In such cases, the User acknowledges that IPKO has the right to replace the contracted channels with another equivalent/similar service available to it. For the purposes of this Agreement, a change in the terms of the Agreement for the Digital Television service means the removal, without replacement, of a significant number of channels which fundamentally change the content of the channel list from that offered at the time of signing the Agreement.

4.3.4 In the event that the User terminates the Agreement during the initial binding period, as a result of the circumstances described in the two previous paragraphs, namely due to poor functioning of the internet service, or unilateral change of the terms of the Contract by IPKO, and any of these two circumstances is confirmed by the regulatory bodies in Kosovo, by a special decision, the same will not be charged for the remaining months of the binding period, but will be responsible for compensating IPKO with the value of the difference between the standard price of the Package and 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, the remaining value of the monthly installments for the selected mobile device/phone - in accordance with the amortization table for mobile phone packages, all these values defined in the Subscription Contract. The same obligation shall also apply in the event of termination of the Agreement by the User, if the latter changes the location of residence and IPKO does not provide infrastructure at 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 activities b) The User interferes with the functionality of the network; c) The User attempts to break the network security systems; d) The User or/and his/her device does not stop causing technical or other disturbances; e) The User threatens the technical-technological unity of the telecommunications network by connecting unsuitable communication equipment and f) the User endangers the interconnection of telecommunications networks, equipment and services;

4.4.2 IPKO will notify the User in advance of the termination of the agreement in the specified cases specified in point;

4.4.1. of these Terms, except in the event that the User's proven breach of the contract poses a serious threat to public order and safety, health and the environment, or causes serious physical, material or functional damage to the IPKO network.

4.5 IPKO will notify the User of the possibility of its termination or extension, 30 (thirty) days before the end of the initial mandatory term. In the event that the User (after receiving the above notification) does not request the termination or renewal of the fixed term of the Contract, this Agreement shall revert to an Agreement with an indefinite term. Whereas, upon the User's request for termination, IPKO is obliged to terminate the Contract after the end 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, an invoice for the following month will be generated and the same must be paid before the termination becomes effective. The same applies in case of changing the package to a cheaper package, the User must make the request by the 25th, otherwise he is obliged to pay the current month due to the generation of the invoice.

4.6 In any case of termination of this Agreement, whether by the User or by IPKO, the User is obliged to pay all open financial obligations towards IPKO, within the deadlines specified in the invoices issued by IPKO, otherwise, the latter will initiate legal procedures for debt enforcement.

4.7 IPKO reserves the right to terminate the service in case of violation by the User of these Subscription Terms and/or the Subscription Contract. In case of serious violations, IPKO reserves the right to take legal measures against the User, according to the applicable laws.

4.8 The User may terminate the contract, with written notice and without stating the reasons for this on official working days, within the official working hours 08:00-16:00. The request will also be processed on working days, during the working hours 08:00-16:00. The agreement will be terminated according to the main conditions of service provision, 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 he has towards IPKO.

Provision and use of the service Article 5 - Access to the provided service and quality of service

5.1. For the purpose of signing the Subscription Contract and accompanying documents, in order to subscribe to the telecommunications services provided by IPKO for Businesses, the User must submit to IPKO the following documents: Business Certificate; Business Information with a validity period of at least 12 months; Copy of the ID card of the person authorized to conclude the Agreement; In case the authorized person is not the business owner, the original authorization for the same.

5.2 Access to the service, among other things, is enabled 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. The same are and remain the property of IPKO, while the User is given for use during the duration of the agreement. In the event of termination of the agreement, the User is obliged to return all the equipment he has in use, no later than five (5) days, otherwise he is obliged to compensate their value, determined in the Subscription Contract.

5.3. IPKO is obliged to offer the Digital Cable Television service to existing users of internet services, or fixed telephony, no later than 1 business day from the moment the User signs the Contract for the use of Digital Cable Television. New Users who are not subscribed to the Internet or Fixed Telephony service at the time of signing the Contract for the Digital Television service, the service will be provided after the necessary installation is completed, no later than five (5) business days from the date of signing this Agreement.

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

Package	Download Speed (Up to)			Upload Speed (Up to)		
	Max	Min (40%)	Usual (70%)	Max	Min (40%)	Usual (70%)
PRIMA BASIC	200 Mbps	100 Mbps	160 Mbps	50 Mbps	25 Mbps	40 Mbps
Prima START	250 Mbps	125 Mbps	200 Mbps	50 Mbps	25Mbps	40Mbps
PRIMA ULTRA	300 Mbps	150 Mbps	240 Mbps	50 Mbps	25 Mbps	40 Mbps
PRIMA ULTRA PROMO	300 Mbps	150 Mbps	240 Mbps	50 Mbps	25 Mbps	40 Mbps

5.5. The speed of the internet service provided according to the selected tariff may be affected by various technical factors and network load, especially during peak hours. IPKO is committed to providing up to the maximum speed declared in the package for download and upload speeds, guaranteeing no less than 50% of this speed during peak hours and usually around 80% of the maximum speed, in accordance with the rules set by AREPC and technical service standards.

5.6 Acceptance of the speeds described above depends on many 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, heavy traffic in 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 that the same uses to receive the service.

5.7 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 the work takes to complete.

5.8 IPKO will take reasonable traffic management measures, in order to prevent congestion or network security, such measures will be proportional and will last as long as necessary/necessary.

5.9 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 RAEKP and referring to the conditions and level of services reported from measurements made by RAEKP, not excluding assistance services.

5.8.1 Time frame for repairing defects

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

5.9 In accordance with these General Subscription Terms, IPKO shall not be liable for any interruption or impairment of fixed services, or for any defect in the network, caused by natural disasters, or by any circumstances beyond IPKO's control, which it cannot foresee and prevent (force majeure). In case of major defects in the networks, IPKO shall take all possible steps to repair these defects as soon as possible, respecting the priority list of Article 28 of Regulation No. 61 Prot. Prot. 005/B/2 5.10 IPKO shall at no time be liable for loss of income; loss of profits; loss of goodwill; loss of opportunity; loss of reputation; or any direct or indirect or consequential damage, except in the case of intentional or gross negligence on the part of IPKO.

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

5.12 The User acknowledges that IPKO cannot be liable for any costs or damage that may arise as a result of the use of the Internet, or other systems and networks, including loss of data 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 the networks and/or services provided. These measures must ensure a level of protection and security appropriate to the potential risks foreseen. IPKO informs the User about a particular risk, the way in which the risk can be reduced by the User, as well as the possible costs that must be covered by the User if the risk that occurs is beyond the measures that IPKO can take. 5.13 IPKO's digital television service is protected by the Law on Copyright and Other Related Rights in force as well as other relevant laws in force in Kosovo. It is strictly prohibited to multiply, republish, store, retransmit, or redistribute any of the programs broadcast on IPKO's Digital Television. The service in question is used only for personal and non-commercial use. 5.16 In case of choosing the OTT package -IPKO TV, the User will have access to IPKO TV television content through this platform with only one created account, which can be accessed from different devices but only on 3 screens simultaneously, respectively 1 TV and 2 other devices. 5.17 In order to have access to the "IPKO TV" platform, the User, after concluding the Contract at the official IPKO points of sale, will be provided with a code on the phone number as stated in the Contract, which will serve for registration on the "IPKO TV" platform, in which case the User must open an account on IPKO TV by registering on the IPKO TV website. Registration through the IPKO TV mobile application is not possible; instead, the User will be redirected to the website for registration.

Article 6 – Use of the Service

6.1 The User is obliged to use the services, in full compliance with applicable laws and the Agreement as a whole. The User will not use the Service for: (i) unlawful purposes, to post, upload or transmit messages, information or photographs that are inappropriate or pornographic, threatening, racist, offensive, defamatory; to harass, threaten, or violate the rights of others; to distribute viruses, or to engage in any other behavior intended to prevent other users from freely using the Service; (ii) to allow access to minors to pornographic or other inappropriate programs and/or Internet addresses; (iii) to violate the intellectual property rights of any other person, including copyright; to violate privacy and personal data; (iv) to 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, improper, illegal, harmful, unauthorized, defamatory or fraudulent purpose or to cause any injury, offense or harassment to any person or to send unsolicited 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 type of misuse or non-use that is not in accordance with the Agreement and applicable laws, IPKO has the right to take the following measures: i. To warn the User to use the service in accordance with the Agreement; ii. To automatically suspend or cancel the service provided by IPKO, without any liability for compensation to the User and as a result to request compensation for damages suffered from the misuse, made by the User. iii. To cooperate with the competent law enforcement authorities to pursue violations of the law.

6.4 The User is not allowed to use or allow the use of the Services, which will cause the regular malfunction of the network or the quality of the Services, the weakening or interruption of 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 a separate agreement with IPKO. The use of IPKO's products and services is clearly limited to the User, whose name appears in the Subscription Contract. The benefits, rights and obligations accepted by this agreement by the User cannot be transferred to a third party without written approval from IPKO.

6.6 The User must immediately notify IPKO about any potential problems with the services or products he is using.

6.7 The User must provide accurate personal information when requested by IPKO. For any change in this information, the User must notify IPKO within ten (10) days from the date of the 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 in the event that the User fails to pay any amount due to IPKO under this Agreement on the due date specified in the invoice, or in the event of any fraudulent activity against IPKO's products and services.

6.8.2 IPKO may, without prior notice, cancel the User's Services for any justified reason, including, without limitation: i. when the User fails to fulfill the obligations arising from the Agreement (and in particular the User's Obligations set out in this document) or any law. ii. The User provides IPKO with false, inaccurate or misleading information or fails to notify IPKO of any such change. 6.8.3 In the event of cancellation, any remaining value in the User's account will be withdrawn by IPKO.

Article 7 - IPKO's equipment and network facilities:

7.1 Access to the service, among others, is enabled by the equipment that enables the provision of this service, which, depending on the contracted service, consists of one or all of the following equipment: modem, voice modem for fixed telephone (voice modem), digital receiver, module and smart card. All equipment is the property of IPKO and is provided to the User for use during the duration of the Agreement. In the event of termination of the Agreement, 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 equipment according to the instructions of its manufacturer, as well as those provided by IPKO. IPKO is not responsible for the breakdown of the equipment as a result of the User's negligence or ignorance. If the User does not comply with the rules and instructions/manuals for the use of the equipment and as a result of his/her actions the equipment is unusable, then the User must pay for the use of new equipment, the price of which is specified in the Subscription Contract.

7.3 Regarding the Internet service, the User is responsible for the security of his/her computer, other equipment in use, including his/her data. IPKO does not maintain the User's computer and LAN and bears no responsibility for damage to, or loss of, such data as a result of using the service.

7.4 By notifying the User in advance, IPKO has the right to replace the equipment that is in use by the User, for the purpose of maintenance, advancement, modernization, or optimization of the network. The equipment remains the property of IPKO.

7.5 The User is responsible for the electrical power supply network connected to the equipment that provides the service. The User shall not hold IPKO liable for any and all defects and/or damages resulting from the electrical power to which the service equipment is connected.

7.6 Grounding and protective measures against lightning and electrical surges of the customer's household equipment and installations (except for the digital receiver and modem), are part of the user's household installations and equipment and for these, IPKO bears no responsibility in all cases when those equipment and installations have not been executed/installed and connected according to regional norms and standards. All eventual damages to the user's equipment or installations, which may be caused or are caused by the incorrectness of these protective measures or the failure to comply 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 ground at a common point all video and audio equipment and installations connected to the IPKO network, while during lightning, the User must disconnect the equipment from the electrical outlet, and/or use/install surge protectors in order to protect the household from lightning and high electrical voltage; as well as use a voltage corrector and UPS (uninterruptible power supply) to protect the household from unstable voltage and power outages;

a) Instructions for the correct connection of 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: Turn on the STB (Digital Receiver) to the power; Step 5: Turn on the TV and STB; ii. Module: Step 1: 1 Turn off the TV; Step 2: Insert the Module into the TV in the correct way to the appropriate port for the module. Step 3: Turn on the TV and verify if the menu option is visible. b) Instructions for the correct connection of IPKO devices: i. Digital receiver: Step 1: Turn off the TV and the 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 (HDMI - High Definition Multimedia Interface). ii.) Module: Step 1: Turn off the TV, Step 2: Remove the module from the TV port.

7.8 IPKO devices only work when they are connected to electricity, therefore, IPKO's fixed services cannot be provided during a power outage.

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

Article 8 - Data protection, privacy of IPKO users, cooperation with law enforcement agencies

8.1. Data protection, privacy of IPKO users. IPKO in full compliance with the Law on Protection of Personal Data processes the personal data of users of its electronic communications services, which include name, surname, personal number, address, landline number, mobile number, email address. - The user can be informed about the procedures for storing and processing personal data on the official website of IPKO <https://www.ipko.com/politika-e-privatesise-ipko-telecommunications-llc/> . The user can also submit any request or complaint in writing regarding the use of data, to the email address dpo@ipko.com

8.2. Cooperation with law enforcement agencies. The User bears full responsibility for the information or content of the data that he transmits and transfers to third parties via the IPKO

internet network. IPKO bears no responsibility for this content, nor for the data that the User receives from third parties via the IPKO network. In accordance with the laws in force in Kosovo, IPKO will cooperate with law enforcement agencies for the requests that these agencies will have regarding the service in question used by the User.

8.3 Emergency services. Emergency services are provided for the mobile telephony service at any time, without any restrictions regarding the User's account status. Emergency service is provided for the emergency number 112. For any changes to access to emergency services, customers will be notified in advance. Caller location information services for the needs of the Emergency Center can only be provided to fixed telephony customers, containing only the location of the cell from which the customer initiated the call. IPKO's fixed telephony works only when the phone is connected to electricity, therefore, calls cannot be made during a power outage in case of emergency calls. IPKO is responsible for any restrictions on access to emergency services or caller location information due to lack of technical feasibility as long as the service allows the operator to initiate calls to numbers from the national or international numbering plan..

Article 9 - Dispute Resolution

9.1 IPKO will provide support to the User by phone seven (7) days a week twenty-four (24) hours a day at the phone numbers +383 (0) 49 700 700 and +383 (0) 38 700 700. The User may also submit any request or complaint in writing to the official email address info@ipko.com, or to IPKO stores.

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

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

9.4. In case the Parties fail to resolve the User's problem according to the procedures described in this article, then the User may initiate the procedure for resolving the dispute, including filing a complaint in accordance with the procedures and rules for resolving the dispute, provided for 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 Communications Services.

Article 10 - Force Majeure

10.1 Neither party is liable for failure to perform its obligations caused by or resulting from Force Majeure, which includes events that are unforeseeable, sudden, irresistible and beyond the control of the parties, such as severe and extreme weather, flood, landslide, earthquake, storm, lightning, fire, acts of terrorism, war (with or without declaration of war), pandemic, riot, explosion, strike or protest of workers, civil commotion, sabotage, expropriation by the government or any other act or event that is beyond the reasonable control of the respective Party. IPKO is not liable for failure to perform its obligations in the event of: i. refusal or delay by a third party to supply IPKO with telecommunications services and in the event that there is no other alternative service available at a reasonable price; or ii. IPKO is prevented by restrictions of a legal or RAEKP nature from providing the specified service.

Article 11 - Applicable Law

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

Article 12 - Final Provisions

12.1 In the event that any provision in these General Subscription Terms is unlawful or unenforceable, the same shall be removed, while the remaining provisions shall remain in force and IPKO shall promptly find a replacement.

12.2 In the event that any provision in these Subscription Terms conflicts with any provision in the Subscription Contract, which regulates the conditions for the use of specific services, the provisions in the Subscription Contract shall prevail.

12.3 In the case of concluding a distance contract, the Agreement will be made available to the User through durable means of communication (application, email, official website of IPKO, etc.) and its terms will be accepted through the same means. In this case, the signing of the contract by both Parties will not be necessary.

12.4 In accordance with the Law on Consumer Protection, only users who have concluded a distance contract will be allowed to terminate it through the same or similar medium of communication to that used for concluding the Agreement.