

INTRODUCTION

This Contract shall set out the general conditions for Client's access to the fixed services provided by Telecom of Kosovo (TK) and shall be drafted in accordance with the Law on Electronic Communications and the Regulation on Contracts, Transparency and Publication of Information, and Other Protective Measures for End Users in the Provision of Public Electronic Communications Networks and Services and the applicable Regulations of the Independent Media Commission. These services shall enable customers to access fixed and internet services, as well as access to television services.

This Contract shall include, inter alia: the Terms of Use, the Service Subscription Form defining the Client's details and the selected service, and the relevant Annexes.

The services provided shall consist of:

- Basic services: as defined in the official tariffs established by TK for the package selected by the consumer.
- Additional services: as defined in the fees set by TK, which are services different from the basic services.

TERMS OF USE

The parties to this Contract shall be:

Telekom of Kosovo J.S.C., registered in the Republic of Kosovo under Business Registration Number (NUI) 811288001 and registered office at the address: at Dardania n.n., Prishtina, Republic of Kosovo (hereinafter referred to as the "Operator" or "TK"), and

the Consumer, being an individual, natural person, or legal entity whose full identification details are set out in the Subscription Application Form for connection, which forms an integral part of this Contract, and who requests to benefit from the services provided under this Contract.

1. Definitions

The following terms shall have the meaning as required within the context of this Agreement:

Client shall refer to the natural person and the legal entity registered in the registry of legal entities according to the applicable provisions in the Republic of Kosovo, who has contracted TK services.

Authorized Representative shall be the person who has the legal right to act and/or sign the Contract on behalf and for the benefit of the Client in the Agreement.

Remote Contract shall be any agreement concluded between TK and the Client without the simultaneous physical presence of the parties, using exclusively one or more means of distance communication up to and including the moment the Contract is concluded. Such means may include, inter alia, telephone calls (telemarketing), applications, electronic mail (e-mail), websites, or any other durable electronic means of communication.

Off-Premises Contract shall be any agreement concluded between TK and the Client outside TK's business premises, with the physical presence of the parties. This shall also include cases where the Contract is concluded through means of distance communication immediately after the Client has been personally contacted by a TK representative at a location that is not a TK point of sale.

Alternative form of Contract signing shall refer, among other things, to the method agreed upon by the Client and TK for signing the Contract and accompanying documents through an electronic format (i.e., to sign the Contract for the Provision of Telecommunication Services and the accompanying documents of this Agreement electronically or to send the same signed and scanned in PDF format, via any of the selected communication methods). This electronic version shall be equivalent to an original handwritten signature under the applicable legislation and shall constitute a full and binding obligation for the parties. Where the parties choose the electronic form of signature, any misuse of personal data, fraud, forgery and/or any other claim arising as a result of this procedure shall remain the sole responsibility of the person who provided the relevant data.

Effective Date shall be the date on which the Contract is signed.

TK Equipment shall refer to any equipment of a certain financial value necessary for the provision of the service, including any application, owned or controlled by TK and placed at the Client's location.

Activation/Service Release Date shall be the time from which the user has access to and can use the selected service and product.

Suspension shall be the state in which the Client temporarily does not have access to services.

Cancellation/Termination shall be the state in which all services to which the Client had access are canceled and cannot be used without reconnection/subscription.

Fixed Services shall be services provided by TK through the fixed terrestrial network and include Internet services and fixed telephony services.

OTT (Over-The-Top) refers to the distribution of television or multimedia content over the Internet, using applications or digital platforms, without relying on traditional cable, satellite, or IPTV infrastructure. This platform shall be available for smart TV, smartphone, tablet, and/or new technological devices.

Equipment a necessary instrument for receiving the contracted service(s).

Internal Policies shall be the Operator's rules that regulate the relationship with the Client and are publicly available and must be known to all TK clients.

Subscription Form shall refer to the document produced by TK, based on the data and selections provided and agreed upon between the parties. This document shall contain the Client's personal data, the selected service, duration, price, etc. Signing this document shall imply the acceptance of the general and special contractual conditions.

Client's Contact shall refer to the residential address, email address, and mobile phone number, provided and declared by the Client, through which he/she confirms acceptance of the signed Contract and the receipt of all relevant required documents as listed below, without limitation, to receive any other necessary information related to and for the implementation of this Contract.

Point of Sale shall be any fixed or mobile retail location where TK carries out its activity permanently or regularly.

Durable Medium shall be any medium (SMS, email, or postal address) and refers to any tool that allows the Client or provider to store the information addressed personally to them in a way that is accessible for future reference for a suitable period for the purpose of the information and that allows the unchanged reproduction of the stored information.

RAEPC shall mean the Regulatory Authority of Electronic and Postal Communications;

2. Contract Conclusion

2.1 The Client's access to the services provided by TK shall be granted after signing this Contract in one of the forms defined in this Contract. The Contract may be signed at TK offices, through authorized distributors, or through other electronic/online signing methods agreed upon by the parties.

2.2 To conclude the Contract, the following shall be required:

For an individual contractor (natural person): a valid identification document (ID card/passport/driving licence), a phone number, and an email address. If the Client is absent, a notarized authorization is required. If the client is under 16 years of age, the Contract must be signed by a parent (submitting a copy of his/her ID and the family certificate) or by the legal guardian (submitting the court decision on guardianship).

For a business consumer (legal entity): a copy of the Business Registration Certificate in the Republic of Kosovo, information about the owner and authorized signatories, a valid identification document of the authorized person (ID card/passport/driving licence), a phone number, and an email address.

Consumers exempt from VAT must present the relevant document issued by the Tax Administration of Kosovo.

For NGOs or other legal entities (including public institutions): appropriate proof of legal status and proof of the authority of the person signing the Contract on behalf of the entity is required.

2.3 The Client shall undertake and guarantee that the information provided is true, accurate, and up to date, and undertakes to notify TK of any changes to it within seven (7) days. The Client shall be responsible for failing to notify TK of any changes to the address, the names of end users, the business name, or the legal status. TK shall reserve the right to refuse the provision of services if the registration form is incomplete, contains inaccurate information, or in other justified cases in accordance with its internal policies.

3. Specific Rules for Fixed Telephony

3.1 Upon signing the Contract, TK shall provide the Client with a phone number.

3.2 The Client shall be provided with a TK line according to the current conditions and fees set by TK. The Client shall not own the phone number(s) received and therefore cannot sell or transfer them to third parties. The numbers shall remain under TK's management and shall be withdrawn from the Client in case of termination of the Agreement between the contracting parties.

3.3 TK shall provide a caller ID display service during incoming calls, which shall be available only upon the Client's request. However, TK shall not guarantee this service in the following situations: the caller has opted to withhold his/her number, the call originates from international operators, or the telephone device does not support such a feature.

3.4 The minimum time for initiating/establishing a national call shall be 5 seconds; the rate of unsuccessful national calls must be less than or equal to 2%; the rate of dropped national calls must be less than or equal to 2%; the average voice connection quality must be at least 3 (PESQ-POLQA); the response time for Client support and maintenance services by phone must be less than or equal to 5 minutes.

3.5 If a technical reason requires TK to change the assigned phone number, TK shall notify the Client before making any changes.

4. Specific Rules for the Audiovisual Service

4.1 The television service shall be provided to the Client through OTT technology, which represents a system provided using Internet Protocol (IP).

4.2 At the time of installation, the Client shall receive user information and a password and shall be responsible for the security of their devices and data.

5. Specific Rules for Internet Services

5.1 TK shall provide the Client with high-quality Internet service with unlimited traffic volume and shall also provide a modem for service access.

5.2 Depending on the package chosen by the Client, when specialized services are disabled, the minimum guaranteed speed (download/upload) shall be 40% of the maximum speed, the maximum guaranteed speed shall be the speed that a Client can obtain at least some of the time (e.g., at least once per day), and the usual available Internet speed shall be 70% of the maximum speed.

5.3 In addition to the speed levels specified in this Agreement, TK shall guarantee minimum service quality levels for Internet access. For the copper network, the average latency shall be up to 19.89 ms, jitter up to 12.81 ms, and packet loss up to 0.18%. For the optical network, the average latency shall be up to 1.44 ms, jitter up to 0.48 ms, and packet loss up to 0.08%. For fixed network INTERNET service, "peak" hours shall be from 19:00 to 23:00 (the highest network load period). Download/upload Internet speed shall be follows:

| Fixed Internet Access | Download Speed (Up to) | | | Upload Speed (Up to) | | |
|-----------------------|------------------------|-----------|---------------|----------------------|------------|---------------|
| | Max | Min (40%) | Typical (70%) | Max | Min (40%) | Typical (70%) |
| Int 20 (Copper)* | 20 Mbps | 12.7 Mbps | 16.9 Mbps | 2 Mbps | 1.45 Mbps | 1.54 Mbps |
| Int 100 (Fiber) | 100 Mbps | 54.6 Mbps | 85.85 Mbps | 100 Mbps | 59.44 Mbps | 94.55 Mbps |

5.4 The Client shall be responsible for the security of their computer, hardware, software and data. TK shall not maintain the Client's computer or LAN and shall assume no liability for any damage or loss of this data resulting from the use of the service.

5.5 The Client shall acknowledge and agree that the use of the Internet shall be the Client's responsibility. It shall also be the Client's responsibility to adequately protect against viruses and other security breaches.

5.6 The Client shall acknowledge that TK, regarding the OTT service, shall not be responsible for interruptions, loss, or poor quality of service caused by external factors beyond TK's control, including those dictated by third parties, such as service interruptions by other providers, changes in content providers, or technical issues not under TK's control. The Client shall acknowledge that TK shall not guarantee that the channel list will remain unchanged during the term of the Contract. Certain channels may be subject to renegotiation or removal from the platform, as specified in the channel list.

6. Commencement and Duration of the Contract

6.1. In the case of contracts with individual Clients (natural persons), the Contract may be concluded for an initial period of twelve (12) to twenty-four (24) months, commencing from the date of signing.

6.2. In the case of contracts with business consumers (legal persons), the parties may agree upon a contract term exceeding twenty-four (24) months, depending on the nature of the service and the terms mutually agreed.

6.3. TK shall be obliged to notify the Consumer at least thirty (30) days prior to the expiration of the initial contract term via a suitable communication channel. Should the Client fail to submit a request for contract termination within this period, the Contract shall automatically renew (by tacit agreement) for an indefinite period. If the Client wishes to terminate the Contract, he/she shall be required to notify TK in writing no less than ten (10) days prior to the expiration of the initial contract term.

6.4 The service activation date shall be determined by Agreement between the parties based on the order of request processing. In locations where TK has network coverage, the service shall be activated no later than five (7) days from the Contract signing date or in specific cases, efforts shall be made to ensure activation is done at an optimal time. Service commencement shall not be guaranteed in cases where TK does not have an available network in the relevant location. In such cases, this Contract shall be considered void and will not produce any legal effect between the contracting parties.

6.5 The Client shall agree to follow any reasonable instructions TK may provide and shall allow access to his/her premises if needed by TK.

7. TK's Rights and Obligations

7.1 8.1 TK shall:

- a) Fulfill the requests for access to its services within network capacity and in accordance with the standards set by RAEPC.
- b) Provide technical and informational support to Clients twenty-four (24) hours a day, seven (7) days a week, through the toll-free numbers 0800 10000 (individuals), 0800 15000 (businesses), and 0800 16000 (institutions); as well as via email at info@kosovotelecom.com, points of sale, and Customer Care Centers, to ensure quality service within the coverage area, and in compliance with parameters defined by applicable RAEPC regulations regarding service quality and safety standards, as well as official channels on social media.
- c) TK shall provide free access to emergency numbers **192** (Police), **193** (Ambulance), **194** (Firefighters), and **112** (Emergency). Exceptionally, the Operator shall not be held responsible for the inability to access these services in the case of fixed VOIP services where the corresponding device does not function due to a power outage or lack of Internet connection.

7.2 TK shall not be held liable in cases of: Misuse of the service by the Client; Breach of contractual obligations; Use of services by unauthorized persons, including the loss or theft of the access code for services that require a code. In such cases, the Client shall be obliged to compensate TK for any expenses or damages incurred.

7.3 TK shall not provide the Client with a caller location service.

7.4 TK shall have the right to: a) Suspend the provision of services in case of non-payment within the specified deadlines; b) Initiate legal procedures to recover debts following the suspension of services; c) Take measures to protect the security of the network and its interests without obligation to compensate the Client; d) Transfer the rights and obligations under the Contract to TK's legal successor; e) Monitor and record communications with the Client, including emails and telephone conversations. Information collected by TK may be used solely for training, security, and quality assessment purposes, in accordance with the legal framework.

8. Client's Obligations

8.1 The Consumer shall be obliged to:

8.1.1 Use TK services according to the terms of use and applicable law.

8.1.2 Pay for services within the deadlines set in the Contract.

8.1.3 Maintain the confidentiality of services, including those protected by codes. Any damage caused as a result of service misuse by third parties shall remain the responsibility of the Client.

8.1.4 Not transfer the Contract or services to another person or person without TK's written consent.

8.1.5 Not use services for illegal or immoral purposes; not send, receive, upload, download, or otherwise assist in any form or communication that is offensive, inappropriate, defamatory, threatening; engage in actions that constitute a violation of privacy or intellectual property rights; or make or receive unauthorized chargeable calls or use equipment other than that approved for use within the network.

8.1.6 Not use or allow the use of services or equipment that would cause the network to malfunction or degrade the quality of services, weaken or interrupt the network, or interfere with the integrity or security of any telecommunication network or system.

8.2 The Client shall have the right to:

8.2.1 Receive the services according to the specified quality and parameters.

8.2.2 Request information regarding billing and service usage.

8.2.3 Exercise the right to file a complaint in case of non-receipt of the promised service or incorrect charges.

9. Fees, Payments and Billing

9.1 The Client shall pay the service fees according to the price list, which is part of the Contract and published on TK's website, www.kosovotelecom.com.

9.2 Payment shall be made within the deadline specified on the invoice, in cash, by bank transfer, or online payment.

9.3 Invoices are generated monthly and must be paid within 15 days from the invoice date. Payments may be made directly at TK points of sale or electronically. Late payments may result in temporary suspension of the service and legal measures to collect the debt within 3 months from the date of service suspension. In such cases, a late payment interest of 8% shall apply if payment is not made within 15 days of receipt of the invoice. The price shall include Value Added Tax (VAT), except when the Client is exempt according to applicable laws. Notification of the consumer for late payments by TK will be made based on the consumer's data in this Contract. If the data has changed, the consumer is obliged to notify TK in a timely manner; otherwise, TK is not responsible if the information about non-payment is not received by the consumer.

9.4 Any additional use of telecommunication services by the Client, outside the selected package (e.g., 10.4 VAS SMS, non-geographic numbers for special services, and non-geographic numbers for premium services), shall be billed separately.

9.5 The Client shall receive the respective invoice through email or postal service

9.6 The parties to this Contract shall agree that the method of invoice delivery, related to the services provided/received, in any of the aforementioned forms, shall be valid and binding, and shall be considered delivered in accordance with the Law on Contested Procedure, and suitable for enforcement under the Law on Enforcement Procedure.

10.0 Quality of Services

10.1 TK shall state that traffic shall be continuously monitored to ensure the declared quality of service. Based on the maximum capacities, a specific number of customers shall be connected through access nodes to guarantee service delivery according to the declared standards. For voice traffic, the implementation of alternative routes shall ensure service quality even in cases of overload.

10.2 In accordance with the general conditions, TK shall not be responsible for any interruption or degradation of fixed-line telephony, Internet, OTT services, or any network defect caused by the implementation of applicable legislation, court decisions, natural disasters, or any circumstances beyond TK's control, which cannot be foreseen or prevented (force majeure).

10.3 TK shall reserve the right to suspend service provision for maintenance, upgrading, modernization or optimization of the network. Such interruptions may last as long as the work being carried out.

10.4 In the event of service interruption for at least twelve (12) hours, TK shall compensate the Client with twenty-four (24) hours of service for every twelve (12) hour period lost. Compensation may be provided in the form of a refund or by extending the

service validity, depending on the type of service or package. However, TK shall not be obliged to provide compensation if the interruption is caused by force majeure and is beyond its control.

10.5 Under no circumstances shall TK be liable for compensating the Client for direct or indirect damages, or for any loss of profit.

11. Termination and Contract Resolution

11.1 Termination of the Contract by TK

11.1.2 In case the Client fails to pay the invoice under the terms specified in this Contract, TK shall have the right to unilaterally terminate the Contract. After settling all obligations towards TK, the Client shall have the right to request the reactivation of the Contract.

11.1.3. TK may, without prior notice and without any obligation for compensation, cancel the services and unilaterally terminate the Contract with the Client for any justified reason, including but not limited to, when:

the Client provides TK with false, inaccurate, or misleading information, or fails to notify TK of any changes necessary for the Contract; in accordance with the terms specified in the special conditions; as a result of the Client's actions, TK suffers any direct or indirect financial loss, including impacts on network quality or the company's reputation; the Client commits violations related to contractual obligations; the Client performs or allows actions that may endanger the normal functioning of the network and the provision of services; TK identifies flagrant, systematic, or continuous breaches of contractual obligations and/or the General Terms of Service. For the purposes of this provision, a) "Flagrant breach of contractual obligation" shall mean a breach that causes or may cause damage to other clients or to TK; b) "Systematic breach of a contractual obligation" shall mean a breach that has occurred two or more times within the Contract period; the Client intentionally damages/destroys or allows the damage/destruction/breakage of the modem and/or other electronic communication equipment provided by TK, if compensation for any and all actual damages caused to TK, including terminal equipment costs, is not paid.

11.1.4 TK may restrict/sanction the customer services in cases involving agreements with different contractors for providing services to customers, when the contracting party imposes specific terms for protecting its copyright/intellectual property rights over its product and the Client, through his/her own activity, directly or indirectly, has violated these terms.

11.2 Termination of the Contract by the Client

11.2.1 The Client shall have the right to request termination of the Contract for reasonable causes, including:

- a) An increase in the tariff plan rates offered by TK; b) Deterioration of service quality indicators, as confirmed by the competent authorities.

If either of these two conditions is confirmed by Kosovo's regulatory authorities through a specific decision, the remaining contract period shall not be charged for the remaining mandatory months.

11.2.2 The Consumer acknowledges that, if the contract is terminated early during the mandatory commitment period, the Consumer is required to pay a proportional early termination fee. This fee corresponds to the remaining part of the mandatory commitment period (9 months for contracts with an initial 12-month term and 12 months for contracts with an initial 24-month term). The fee is calculated on a pro rata basis, based on the standard (non-discounted) price of the service, for the remaining mandatory commitment period until its expiry.

11.2.3. Any changes to the contractual terms, including but not limited to fee increases, shall be notified by TK through a communication medium at least 30 days before they take effect, and the Client shall be entitled to withdraw from the Contract without any additional cost, except in cases where such changes are exclusively in the Client's favour, are purely administrative in nature, and do not have a negative impact on the Client, or constitute a direct implementation of legislation. The right to terminate the Contract may be exercised within two (2) months after such notification.

11.2.4. After the initial term of the Contract has expired, the Client may terminate the Contract for any reason by providing written notice to TK. The termination shall take effect thirty (30) days after TK receives the notice.

11.2.5. 11.2.5 The Client may terminate the Contract before the end of the mandatory period in cases where the Client changes his/her residence during the contract term, and TK is unable to provide the service at the new address. In such a case, TK shall not request additional compensation or penalties for early termination of the Contract.

12. TK's Equipment

12.1. The equipment provided to the Client for accessing fixed services shall remain the property of TK. Upon termination of the Contract, the Client shall be required to return the equipment immediately, but no later than five (5) days from the Contract termination date. If the Client fails to return the equipment or if TK's equipment is damaged due to misuse by the Client, unstable power supply (voltage fluctuations beyond technical conditions), physical, mechanical, or other damages to the equipment (e.g., impacts, shocks, damage from various chemicals, water, etc.), or from tampering with the equipment by the Client, the Client shall be required to pay for the devices in accordance with the pro rata temporis method or depreciation (depending on the type of technology of the device). The base prices shall be provided in the receipt signed by the Client at the time of service acceptance and shall be also published on TK's website: <https://kosovotelecom.com/cmimet-pajisjeve-telekomi>

12.2. All equipment used by the Client must comply with the standards and technical specifications approved by RAEPC and implemented by TK.

13. Complaints and Dispute Resolution

13.1 A written complaint from the Client must be submitted to TK:

- within fifteen (15) days from the receipt of the invoice for the services provided, if the complaint relates to the invoiced amount for the provided service; or
- within thirty (30) days from the provision of the service, if the complaint relates to the quality of the provided service.

13.2 Complaints regarding "Technical Defects" and "Billing Complaints" may be submitted via: the numbers 0800 10000 (for individuals), 0800 15000 (for businesses), and 0800 16000 (for institutions); TK service counters; e-mail at info@kosovotelecom.com and postal mail to the official address of Telekom of Kosovo "Dardania" neighborhood n.n., 10000, Prishtina, Republic of Kosovo.

13.2 If the technical defect cannot be resolved through the above methods, TK's technical team will intervene at the Client's location or on-site as soon as possible. The intervention time shall depend on the nature of the defect, the possibility of physical access to the infrastructure, the need for additional authorizations, or other external factors.

13.3 The Client's complaint shall be processed and decided by TK in accordance with the Law on Electronic Communications, so that within 15 days from receipt, in coordination with technical and administrative support, a response shall be provided through a durable medium to the Client's address.

13.4 If the Client does not agree with TK's response or if TK does not decide on the complaint, the Client shall be entitled to initiate dispute resolution procedures by addressing: a) RAEPC; or b) the competent court.

13.5 This Agreement shall be interpreted in accordance with the applicable laws of the Republic of Kosovo.

14. Service Suspension and Reconnection Policies

13.1 The procedures and deadlines for service suspension due to non-payment of invoices and reconnection of customers shall be organized according to TK's internal policies, which shall be updated on the official website.

14. Limitation of Liability/Force Majeure

14.1 TK shall not be liable for failure to fulfill contractual obligations during a Force Majeure event, nor for any direct or indirect consequences thereof. For the purposes of this Contract, Force Majeure shall include any unforeseeable event beyond the Operator's control, including: conflicts, wars, terrorism, strikes, riots, intervention by public authorities, unlawful acts by third parties, natural disasters such as earthquakes, floods, storms, fires, epidemics/pandemics, or similar events

14.2 During Force Majeure, the execution of the Contract may be suspended only for the time necessary until the removal or cessation of the event's effects.

14.3 TK shall not be liable for loss of profit, data, revenue, or any other potential damages resulting from the suspension or delay of services due to Force Majeure.

14.4 TK shall not be held responsible in cases where: a) third parties refuse or delay the provision of telecommunication services and no reasonable alternative is available; or b) TK is prevented by legal, administrative, or regulatory restrictions (including restrictions from RAEPC or IMC) from providing the specified service.

14.5 TK shall not be liable for unauthorized or illegal interference with the network, service, or equipment carried out by the Client or third parties. TK shall also not be liable for any service suspension carried out in accordance with the provisions of this Contract.

14.6 The Client shall be liable for the loss, theft, or misuse of terminal equipment, as well as for any damage resulting from its unauthorized use.

14.7 Service quality may be affected by factors beyond TK's control, including distance from the base station, weather conditions, building characteristics, terminal equipment, or network capacity. TK shall not be liable for limitations arising from these factors or for cases where the Client's terminal equipment does not support new network technologies.

14.8. The Client shall acknowledge that the content of electronic communications may be subject to copyright and intellectual property protection. TK shall not be liable for unauthorized use, alteration, adaptation, or distribution of such content by the Client or third parties.

14.9. TK shall not be liable for the content of communications sent or received by the Client, including illegal, harmful, or computer virus-infected content provided by third parties. TK shall not guarantee the quality, accuracy, or suitability of such content and shall not be liable for any claim, complaint, or legal action thereof.

15. Protection of Personal Data

15.1 TK shall process the Client's personal data fairly in full compliance with the Law on Protection of Personal Data. The Client shall freely agree and consent to his/her personal data being processed for the purpose of implementing this Agreement.

15.2 TK shall use electronic contact details for direct marketing of similar products or services of TK, provided that customers are clearly given the opportunity to object, at no cost and easily, to such use of electronic contact details when they are collected and in each message if the Client has not initially refused such use.

15.3 The Client's details shall be used by TK, its members and its contractors to manage the service in compliance with privacy principles. In the case of calls made under a business contract, the key person in the business may have the ability to block individual calls on that account. The business Client (legal entity) shall agree to obtain the individual's consent for this right from TK and, otherwise, not to misuse the individual's privacy, which may be provided to the contact person of a business Client. Call details may also be disclosed to third parties if required by law enforcement agencies. Payment information may be shared with the Credit Information Service in Kosovo. Clients shall have the right to view and correct their key data upon written request at any time.

15.4 In case of nuisance calls from Clients, TK may take the following measures: initially, the Client shall be warned through a durable medium; if the nuisance continues after the warning, TK may initiate a temporary suspension of the service, allowing only the receipt of calls while the ability to make calls is suspended, for a period not exceeding thirty (30) days; if the nuisance continues even after the temporary suspension, the Client shall be instructed to submit and pursue a formal complaint related to the issue.

16. Cooperation with Law Enforcement Authorities

16.1 TK shall be obliged, in support of the legal framework or in compliance with a court order, to provide the Client's personal data to specialized state authorities, for instance, in the case of an official investigation.

17. Final Provisions

17.1 The Client shall be fully aware of the terms of this Contract and shall accept the Contract conditions along with the TK's current price schedule and fees and Annexes, subject to occasional changes by TK in accordance with applicable legislation and this Contract.

17.2 The Agreement as a whole, comprising these Terms of Use and all other supplementary documents, shall supersede all prior verbal or written agreements between the Client and TK and shall constitute the entire Agreement concerning its subject matter, and shall not be amended or modified except in writing and signed by the authorized representatives of both parties. If any provision of the Agreement is found to be illegal or unenforceable, it shall be severed and removed from the Agreement, while the remaining provisions shall remain in effect, and TK shall seek to replace them in due course.

17.4 By signing this Agreement, I hereby undertake and declare that I have read and fully understood all its provisions and that I sign this Contract of my own free will and without any reservations.

18. Copies of the Agreement

This Agreement and all its elements shall be prepared in 2 (two) identical copies in the Albanian language, of which 1 (one) copy shall be retained by TK, and 1 (one) copy shall be provided to the Client. Both copies shall be signed by both parties.

Annex No. 1:

Communication/Offers for Fixed Packages (individual and bundle)

1. Individual packages:

| Package | Price | Minutes to Vala fixed | Minutes to Vala mobile | Vala CUG |
|-------------------|--------|-----------------------|------------------------|-----------------|
| Tel 0 | 3.99 € | n/a | n/a | n/a |
| Tel 500 | 4.49 € | 50 | 50 | n/a |
| Tel 20,000 | 6.99 € | 20,000 | 1,000 | 1 mobile number |
| Tel Non Stop (NS) | 9.99 € | Unlimited | Unlimited | n/a |

| Package | Price | Internet in Mbps | Medium: |
|---------|---------|------------------|---------|
| Int_20 | 9.99 € | Up to 20Mbps | Copper |
| Int_100 | 12.99 € | Up to 100Mbps | Optical |

| Package | Price | Content of television channels | Additional access (1 extra Box) |
|-----------------|---------|------------------------------------|---------------------------------|
| TV Vala START | 8.99 € | Channels: local + Tring | 4.00 € |
| TV Vala SUPER | 10.99 € | Channels: local + DigitAlb | 5.00 € |
| TV Vala PREMIUM | 13.99 € | Channels: local + Tring + DigitAlb | 6.00 € |

2. Packages with 2 (two) bundles (Internet + landline):

| Bundle package (2) | Promotional price for bundle | Individual price per service | |
|-----------------------------|------------------------------|------------------------------|-----------------|
| | | Internet | Fixed telephony |
| Int_20 + Tel Non Stop (NS) | 12.99 € | 9.99 € | 9.99 € |
| Int_100 + Tel Non Stop (NS) | 15.99 € | 12.99 € | 9.99 € |

3. Packages with 3 (tree) bundles (Internet + TV+ landline):

| Bundle package (3) | Promotional price for bundle | Individual price per service | | |
|---|------------------------------|------------------------------|-----------------|--------------|
| | | Internet | Fixed telephony | TV Vala 1Box |
| Int20+TV Vala Start+Tel Non Stop (NS) | 15.99 € | 9.99 € | 9.99 € | 8.99 € |
| Int20+TV Vala Super+Tel Non Stop (NS) | 17.99 € | 9.99 € | 9.99 € | 10.99 € |
| Int20+TV Vala Premium+Tel Non Stop (NS) | 21.50 € | 9.99 € | 9.99 € | 13.99 € |

| Bundle package (3) | Promotional price for bundle | Individual price per service | | |
|--|------------------------------|------------------------------|-----------------|--------------|
| | | Internet | Fixed telephony | TV Vala 1Box |
| Int100+TV Vala Start+Tel Non Stop (NS) | 13.50 € | 12.99 € | 9.99 € | 8.99 € |
| Int100+TV Vala Super+Tel Non Stop (NS) | 16.50 € | 12.99 € | 9.99 € | 10.99 € |
| Int100+TV Vala Premium+Tel Non Stop (NS) | 18.50 € | 12.99 € | 9.99 € | 13.99 € |

| "Pro" – bundle business package (3) | Promotional price for bundle | Individual price per service | | |
|--|------------------------------|------------------------------|-----------------|--------------|
| | | Internet | Fixed telephony | TV Vala 5Box |
| Int100+TV Vala Premium+Tel Non Stop (NS) | 59.99 € | 12.99 € | 9.99 € | 69.95€ |

- This annex for the selected package "√" is part of Base Contract.
- The Contract enters into force on / /20 and has a contractual term of months.
- The price shall include Value Added Tax (VAT) when the client is exempt according to applicable laws.

For: Telecom of Kosovo J.S.C:

For the Client:

v.v

(First and Last Name, Date)

(First and Last Name, Date)