

CONTRACT SUMMARY FOR FIXED SERVICES IN THE NETWORK OF TELECOM OF KOSOVO JSC

Electronic Communications Service Provider:

Name: Telecom of Kosovo JSC
 UIN: 811288001
 Address: Dardania neighborhood, Prishtina
 Contact: Phone: 0800 10000
 Email: info@kosovotelecom.com
 Official website: www.kosovotelecom.com
 Social network: <https://www.facebook.com/valamobile/>

This contract summary presents the characteristics of the services and products that Telecom of Kosovo offers through fixed telecommunications networks and aims to help the consumer select the service/product that is suitable for him/her. The complete information about the services is provided in other documents.

Complete information on the general terms and conditions of fixed services can be found on the official website of the Telecom of Kosovo: www.kosovotelecom.com, as well as at its points of sale.

1. Services and equipment

1.1. Telecom of Kosovo offers various packages with monthly billing of fixed services: internet, fixed telephony and audio-visual services (OTT).

The fixed service packages with the respective prices, which are offered to the consumer, are as follows:

Contents	Landline Phone				Copper Internet		Fibre optics Internet	
	Tel 0	Tel 500	Tel 20,000	Non Stop Tel (NS)	Internet only	Internet + Landline (NS)	Internet only	Internet + Landline (NS)
Price/month	€ 3.99	€ 4.49	€ 6.99	€ 9.99	€ 9.99	€ 12.99	€ 12.99	€ 15.99
Internet in Mbps	n/a	n/a	n/a	n/a	up to 20Mbps		up to 100Mbps	
Minutes in TK	n/a	50	20,000	Unlimited	n/a	Unlimited	n/a	Unlimited
Min Vala	n/a	50	1,000	Unlimited	n/a	Unlimited	n/a	Unlimited
CUG Vala	n/a	n/a	1 mobile number	n/a	n/a	n/a	n/a	n/a

Packages	Content of television channels	TV only	TV + copper internet up to 20Mbps	TV + Fibre optics internet up to 100Mbps	Additional access (1 Box max additional)
TV Vala START	Channels: local + Tring	€8.99	€15.99	€13.50	€4.00
TV Vala SUPER	Channels: local + DigitAlb with sports	€10.99	€17.99	€16.50	€5.00
TV Vala PREMIUM	Channels: TV Vala Start + TV Vala Super	€13.99	€21.50	€18.50	€6.00

Prices include Value Added Tax (VAT), unless the consumer is exempt under applicable laws.

- o Additional access is not offered for TV packages combined with internet up to 20Mbps (with copper)
- o All Vala TV packages offer Catch-up TV – Return of main channels for up to 7 days
- o TV Vala Start and Super are offered with 4 digital devices, simultaneous use on 2 devices with max 1 TV Vala Box
- o TV Vala Premium is offered with 5 digital devices, simultaneous use on 2 devices with max 1 TV Vala Box
- o Packages with additional access offer 1 additional digital device, simultaneous use on 1 device with max 1 TV Vala Box
- o Packages with additional access are not offered in combination with internet up to 20Mbps.
- o Upon termination of the agreement, the deposit for the TV Vala Box is returned to the customer's bank account.

1.2. Access to fixed services, among other things, is enabled by the equipment provided to the consumer for use in accessing fixed services, which are the property of TK, and upon termination of the contract, the consumer is obliged to return the equipment immediately, but no later than five (5) days from the termination of the contract. In the event of failure to

return this equipment or in cases where the equipment owned by TK is damaged as a result of misuse by the consumer, then TK will act in accordance with the form provided for in the terms of the contract.

2. Service activation deadline

The date of activation of the service will be determined by agreement between the parties based on the order of processing requests. In locations where TK has network coverage, the activation of the service will be made no later than five (5) days from the date of signing the contract. In the case of locations without TK network coverage, efforts will be made to activate the service within fifteen (15) days. The start of the service is not guaranteed in cases where there is no TK network available in the relevant location, in such cases, this contract will be invalid and will not produce any legal effect between the contracting parties.

3. Internet service speed and legal remedies

3.1. The following table shows the internet speed for monthly billing packages with internet only and/or combined services:

Fixed Internet Access	Download Speed (Up to)			Upload Speed (Up to)		
	the Max	Min (40%)	Common (70%)	the Max	Min (40%)	Common (70%)
Int 20 (Copper)*	20 Mbps	11.8 Mbps	16.2 Mbps	2 Mbps	1.4 Mbps	1.6 Mbps
Int 100 (Fibre optics)	100 Mbps	46.3 Mbps	74.2 Mbps	100 Mbps	42.5 Mbps	72.1 Mbps

3.2. The consumer must inform the TK of significant and persistent or frequently repeated discrepancies between the actual performance of the selected service. If within fifteen (15) days the TK does not eliminate the discrepancy between the actual performance and the quality level specified in the contract, the consumer has the right to complain to the RAEPC.

4. Duration, renewal and termination

- 4.1. In cases where the contract is concluded with an individual consumer (natural person), it may be concluded for an initial term determined from twelve (12) to twenty-four (24) months, starting from the date of signing the contract.
- 4.2. TK will inform the monthly billing customer thirty (30) days in advance, through a durable medium, of the completion of the initial contract term. If the consumer does not terminate the contract, this contract will be tacitly renewed for an indefinite period. In the event of a request for termination by the consumer, he is obliged to notify us at least ten (10) days before the date of termination of the initial term of the contract.
- 4.3. The consumer accepts that if they terminate the contract during the mandatory 9-month period if they have signed the contract for an initial period of 12 months, or during the mandatory 12-month period if they have signed the contract for an initial period of 24 months, they are obliged to compensate TK with the monthly payment for the remaining months of the mandatory period, according to the full price of the package, including the discount or additional reward received.
- 4.4. If the contract includes terminal equipment that has been provided to the consumer for use and if the consumer does not return the terminal equipment, then the compensation will be calculated based on the value of the terminal equipment in proportion to the duration of its use during the contract period.

5. Features for end users with disabilities

5.1. TK has made available to end users with disabilities the "large print" version or the audio version of the contract. Details for this purpose are published on the official website of Telecom of Kosovo: www.kosovotelecom.com

6. Other relevant information

6.1. By submitting the request, the consumer accepts the general and specific terms and conditions, as well as other pre-contractual information available at: www.kosovotelecom.com