

## CONTRACT SUMMARY FOR MOBILE SERVICES IN THE NETWORK OF TELECOM OF KOSOVO JSC

Electronic Communications Service Provider:

Name: Telecom of Kosovo JSC  
 UIN: 811288001  
 Address: Dardania neighbourhood, no number, Prishtina  
 Contact: Phone: 0800 10000  
 Email: [info@kosovotelecom.com](mailto:info@kosovotelecom.com)  
 Official website: [www.kosovotelecom.com](http://www.kosovotelecom.com)  
 Social network: <https://www.facebook.com/valamobile/>

This contract summary presents the characteristics of the services and products that the Telecom of Kosovo offers through the mobile telecommunications network and aims to help the consumer select the service/product that is suitable for him/her.

The complete information about the general terms and conditions of mobile services can be found on the official website of Telecom of Kosovo: [www.kosovotelecom.com](http://www.kosovotelecom.com), as well as at its sales points.

### 1. Services and equipment

1.1. Telecom of Kosovo offers various packages with monthly billing of mobile services.

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

| Individual Post-paid |  | IN         | PLUS       | ELITE      | SUPER      | PREMIUM    |
|----------------------|--|------------|------------|------------|------------|------------|
| Contents             | Price/month                              | 14.95 Euro | 24.95 Euro | 34.95 Euro | 49.95 Euro | 64.95 Euro |
|                      | Minutes on Vala mobile and Vala landline | 2,000      | 4,000      | 6,000      | 10,000     | 15,000     |
|                      | National and Western Balkans minutes     | 1,000      | 2,000      | 3,000      | 4,000      | 5,000      |
|                      | SMS Vala, national and Western Balkans   | 500        | 800        | 1,000      | 1,500      | 2,000      |
|                      | Internet for Kosovo                      | 40 GB      | 100 GB     | 150 GB     | 200 GB     | 300 GB     |
|                      | Internet for the Western Balkans         | 5 GB       | 8 GB       | 11 GB      | 15 GB      | 16 GB      |
|                      | Internet for the Region                  | 2 GB       | 3 GB       | 4 GB       | 5 GB       | 8 GB       |
|                      | Internet for Europe                      | 1 GB       | 2 GB       | 3 GB       | 5 GB       | 5 GB       |

| Family Clubs |  | Fam1       | Fam2       | Fam3       | Fam4       | Fam5       |
|--------------|--|------------|------------|------------|------------|------------|
| Contents     | Price/month                              | 10.00 Euro | 15.00 Euro | 25.00 Euro | 35.00 Euro | 50.00 Euro |
|              | Minutes on Vala mobile and Vala landline | 1,000      | 2,000      | 4,000      | 6,000      | 10,000     |
|              | National and Western Balkans minutes     | 500        | 1,000      | 2,000      | 3,000      | 4,000      |
|              | SMS Vala, national and Western Balkans   | 300        | 500        | 800        | 1,000      | 1,500      |
|              | Internet for Kosovo                      | 25 GB      | 40 GB      | 100 GB     | 150 GB     | 200 GB     |
|              | Internet for the Western Balkans         | 4 GB       | 5 GB       | 8 GB       | 11 GB      | 15 GB      |
|              | Internet for the Region                  | 1 GB       | 2 GB       | 3 GB       | 4 GB       | 5 GB       |
|              | Internet for Europe                      | n/a        | 1 GB       | 2 GB       | 3 GB       | 5 GB       |

| Post-paid Individual & Family Clubs |   | Price   |
|-------------------------------------|---|---------|
| Fees                                | Calls to CUG - Family Clubs   | € 0.00  |
|                                     | Calls to Vala mobile and Vala landline outside the CUG club/min/60/60 | € 0.17  |
|                                     | National mobile and fixed calls (other national operators)/min/60/30  | € 0.17  |
|                                     | SMS on Vala   | € 0.062 |
|                                     | SMS on National (other national operators)                            | € 0.082 |
|                                     | Pay as You Go/1GB (100Kb increment)                                   | € 1.99  |

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

| Valid for: | Package   | Contents    | Validity | Price   | Valid for: | Package  | Contents | Validity | Price   |
|------------|-----------|-------------|----------|---------|------------|----------|----------|----------|---------|
| Kosovo     | 1 GB      | 1 GB        | 1 month  | € 1.99  | Albania    | ALB 200  | 200 MB   | 1 day    | € 1.49  |
| Kosovo     | 2 GB      | 2 GB        | 1 month  | € 2.99  | Albania    | ALB 500  | 500 MB   | 4 days   | € 2.49  |
| Kosovo     | 3 GB      | 3 GB        | 1 month  | € 3.99  | Albania    | ALB 1000 | 1000 MB  | 7 days   | € 4.49  |
| Kosovo     | 5 GB      | 5 GB        | 1 month  | € 4.99  | Albania    | ALB 2000 | 2000 MB  | 15 days  | € 7.49  |
| Kosovo     | 10 GB     | 10 GB       | 1 month  | € 6.99  | Albania    | ALB 4000 | 4000 MB  | 30 days  | € 12.49 |
| Kosovo     | Unlimited | No GB Limit | 1 month  | € 19.99 | Europe     | EU 300   | 300 MB   | 1 day    | € 2.00  |
| Region     | REG 500   | 500 MB      | 1 day    | € 2.00  | Europe     | EU 500   | 500 MB   | 4 days   | € 4.00  |
| Region     | REG 1000  | 1000 MB     | 4 days   | € 4.00  | Europe     | EU 1000  | 1000 MB  | 7 days   | € 7.00  |
| Region     | REG 2000  | 2000 MB     | 10 days  | € 7.00  | Europe     | EU 2000  | 2000 MB  | 10 days  | € 10.00 |
| Region     | REG 3000  | 3000 MB     | 30 days  | € 10.00 | Europe     | EU 5000  | 5000 MB  | 30 days  | € 14.99 |

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

1.3. The financial consumption limit for use outside the packages (pay-as-you-go), for the Customer, by default is EUR 20. However, the Customer may at any time, through a written request, change the financial consumption limit. MB (megabytes) not consumed within the monthly billing period are not transferred to the following month nor are they compensated in any form.

## 2. Service activation deadline

2.1. The date of activation of the service will be immediate or will be determined between the contracting parties.

## 3. Speed of internet services

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

| Mobile internet access | Predicted/specified/estimated maximum speed * |         |          |
|------------------------|---|---------|----------|
|                        | 2G  | 3G      | 4G       |
| Download               | 200 Kbps                                      | 23 Mbps | 154 Mbps |
| Upload                 | 100 Kbps                                      | 7 Mbps  | 62 Mbps  |

\*"Estimated maximum speed" is the maximum speed that users can expect to reach in different locations within the coverage area under real conditions. This maximum value results from measurements across the national territory and may vary depending on the performance of your device and your location while using the service.

## 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, by means of a durable medium, of the termination of the initial contract term. If the customer 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 customer, he is obliged to notify us at least ten (10) days before the end date of the initial contract term.

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.

## 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](http://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](http://www.kosovotelecom.com)