

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

Electronic Communications Service Provider:

Name: Telecom of Kosovo JSC
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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, 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	PRIME	PLUS	ELITE	SUPER	PREMIUM
Contents	Price/month	14.95 Euro	19.95 Euro	24.95 Euro	34.95 Euro	49.95 Euro	64.95 Euro
	Discount/month	3.13 Euro	5.00 Euro	5.21 Euro	8.75 Euro	12.50 Euro	21.67 Euro
	Discounted price/month	11.82 Euro	14.95 Euro	19.74 Euro	26.20 Euro	37.45 Euro	43.28 Euro
	Minutes on Vala mobile and Vala landline	2,000	3,000	4,000	6,000	10,000	15,000
	National and Western Balkans minutes	1,000	1,500	2,000	3,000	4,000	5,000
	SMS Vala, national and Western Balkans	500	600	800	1,000	1,500	2,000
	Internet for Kosovo	40 GB	60 GB	100 GB	150 GB	200 GB	300 GB
	Roaming Internet included in the Kosovo Internet package	the Western Balkans	7 GB	8 GB	11 GB	15 GB	16 GB
	the Region	3 GB	3 GB	4 GB	5 GB	8 GB	8 GB
	for Europe	1 GB	2 GB	3 GB	5 GB	5 GB	5 GB

Family Clubs		Fam1	Fam2	PRIME	Fam3	Fam4	Fam5
Contents	Price/month	10.00 Euro	15.00 Euro	19.95 Euro	25.00 Euro	35.00 Euro	50.00 Euro
	Discount/month	2.08 Euro	3.13 Euro	5.00 Euro	5.21 Euro	8.75 Euro	12.50 Euro
	Discounted price/month	7.92 Euro	11.87 Euro	14.95 Euro	19.79 Euro	26.25 Euro	37.50 Euro
	Minutes on Vala mobile and Vala landline	1,000	2,000	3,000	4,000	6,000	10,000
	National and Western Balkans minutes	500	1,000	1,500	2,000	3,000	4,000
	SMS Vala, national and Western Balkans	300	500	600	800	1,000	1,500
	Internet for Kosovo	25 GB	40 GB	60 GB	100 GB	150 GB	200 GB
	Roaming Internet included in the Kosovo Internet package	the Western Balkans	5 GB	7 GB	8 GB	11 GB	15 GB
	the Region	2 GB	3 GB	3 GB	4 GB	5 GB	5 GB
	for Europe	1 GB	1 GB	2 GB	3 GB	5 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 operators in Kosovo)/min/60/30	€ 0.17
	SMS to Vala outside the package	€ 0.02
	SMS on National (other operators in Kosovo) outside the package	€ 0.03
	Pay as You Go (Internet outside the package) - 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

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