

# Tariff plans valid in Uzbekistan from 2024 August 22.

## Basic Principles for Tariff Setting.

Unless the descriptions of specific Tariffs, incl. Tariff packages, Tariff Options, and Additional services expressly specify otherwise, the following Principles for Tariff Setting apply:

- Tariffs will be valid only for individuals using services for personal needs
- All Tariffs are set up in Uzbek soums including VAT
- The payment for services will be made in advance unless otherwise provided in the description of a particular Service or Tariff. The minimum amount of the advance payment is 10,000 UZS.
- The billing period can be 30, 90, 180, 360 calendar days depending on the selected Tariff, and if the Tariff is not established, then 30 calendar days. The billing period starts from the Customer's connection to any Tariff. The settlement period starts again when connecting to the Tariff package.
- Prices are indicated for the rate unit.
- The rate unit for calls is 1 minute; calls are accounted and tariffs for calls are set per one minute, if the rate unit is not full, it will cost as one full rate.
- The rate unit for data transfer in the traffic volume is 1 byte. Data transfer in the traffic volume in Mobile Application should be rounded to the nearest 0.1 GB.
- The rate unit for SMS/MMS is one SMS/MMS.
- While inside Republic of Uzbekistan calls and SMS to the Provider's call-center phone numbers, as well as the traffic inside the Humans application and humans.uz website will not be subject to payment.
- The Provider is entitled to adjust the amounts to be paid upon the conclusion of the Agreement, which will be considered as an advance payment (advance) for the Services.

The cost of every Tariff includes:

- 48 hours of continuous use of the Mobile Internet to access the humans.uz website, the Humans Application, as well as the AppStore, GooglePlay (to download the Application) with maximum speed, which are provided to the Customer before the activation of any Tariff Package for the first activated SIM card.
- Unlimited access to official applications of banks and payment institutions: [list](#).

Incoming and outgoing calls, SMS and data transfer outside the Republic of Uzbekistan (roaming) are paid in accordance with the tariffs for [roaming](#), outgoing international calls, SMS are paid in accordance with the tariffs for [international calls](#).

Incoming and outgoing calls and SMS to Short numbers are paid additionally at [special tariffs](#). Unless otherwise provided for by the specified special tariffs for the Services using Short Numbers, the General Tariffing Principles, as well as the provisions of [the Rules for the Provision of Services Using Short Numbers](#) and [the Humans Communication Services Terms and Conditions](#) apply.

If the following conditions are met:

- a) the Customer does not use paid Services for 32 or more calendar days in a row;
- b) there are no debits from the Client's Personal Account for 32 or more calendar days in a row;
- c) the Customer does not have a paid activated Tariff package or a paid Option on any Tariff, a monthly fee of 400 UZS per day is charged.

The subscription fee is charged daily until the balance of the Personal Account is equal to zero. The accrual of the above subscription fee is not taken into account as the use of a paid Service or debiting from the balance of the Client's Personal Account, as set out in subparagraphs a) and b) above.

## **Tariff Packages**

There are Services for data transmission, Voice Communication Services (incoming and outgoing calls), SMS to the Provider's phone numbers, and phone numbers of other operators in Uzbekistan and abroad. The Client must independently choose the Tariff package for each Subscriber Number when activating the SIM card.

Each minute package subscription fee includes:

- The minutes of outgoing calls to phone numbers of the Republic of Uzbekistan specified in the selected Tariff package ("Included minutes").
- Calls inside the Republic of Uzbekistan to the Provider's numbers are unlimited

'Super Zero minutes' package provides 20 minutes of outgoing calls to the Provider's numbers on daily basis.

When Client activate 'Option 150 minutes', 'Option 300 minutes', 'Option 600 minutes' or 'Option 2500 minutes' on 'Super Zero minutes' package for 30 days, tariffication is carried out in accordance with Table 0 below

Table 0

Call direction	Price
Outgoing calls to the Provider's phone numbers	Free
Outgoing calls to phone numbers of other operators in the Republic of Uzbekistan	The minutes included in the option are consumed If the included minutes are exhausted until the end of the option - UZS 180 per one min.
SMS	UZS 180 per one SMS

Table 1

Call direction	Price
Outgoing calls to phone numbers of operators in the Republic of Uzbekistan	The minutes included in the option are consumed If the included minutes are exhausted until the end of the option - UZS 180 per one min.
SMS	UZS 180 per one SMS

"Unlimited minutes' tariff package or with 'Option Unlimited minutes' provides a limitation of included minutes by the total number of minutes in the corresponding Billing period.

Each gigabyte package subscription fee includes:

- The traffic specified in the Tariff Package and providing the access to the Internet at the maximum speed. After its completion, the internet access is not provided.
- The access to [www.humans.uz](http://www.humans.uz) website, the Humans application not limited by the traffic

The package 'Super Zero GB' provides 33 MB on a daily basis for access to Telegram resources, both with official application and a browser. Access to other Internet resources, as well as after the expiration of the daily volume of 33 MB, is not provided.

All minutes and gigabytes included in the Tariff Package are provided on the first day of the

Billing Period and are reset to zero with the last minute of the Billing Period, except for the "Super Zero minutes" and "Super Zero GB" packages. On the "Super Zero minutes" and "Super Zero GB" packages, the minutes and megabytes included in the volume are provided on the first day of the Billing period and then on a daily basis at 00:00 hours, the unused resources during the day are reset to zero before the next daily resources are provided. The subscription fee is debited in the first hour of the Billing period. The Customer can activate the Tariff Package independently in the Mobile application or in the service center.

The Tariff Package is considered connected when the subscriber chooses any minutes package and any gigabytes package from the assortment below. The total cost of the Tariff Package includes the subscription fee for the included minutes and the subscription fee for the included gigabytes.

Table 2

<b>Minutes Tariff Packages</b>	<b>The price for the 30-day Billing Period</b>
Super Zero Min Package	0
150 Min Package	8,000
600 Min Package	12,000
2500 Min Package	14,000
Unlimited Min	15,000

<b>GB Tariff Packages</b>	<b>The price for the 30-day Billing Period</b>
Super Zero GB Package	0
7 GB Package	10,000
26 GB Package	15,000
40 GB Package	30,000
Unlimited Internet	50,000

Table 2a - "Super Vip"

<b>Minutes Tariff Packages</b>	<b>The price for the 30-day Billing Period</b>
Unlimited Minutes & Unlimited minutes	45,000

<b>Minutes Tariff Packages</b>	<b>The price for the 90-day Billing Period</b>
Unlimited Minutes & Unlimited minutes	135,000

Table 3 "+1 as a gift"

Minutes & GB Packages	The price for the 90-day Billing Period
Unlimited Min & 300 Megabyte	30,000
Unlimited Min & 21 GB	50,000
Unlimited Min & 78 GB	60,000
Unlimited Min & 120 GB	90,000
99 min & Unlimited Internet	100,000
Unlimited Min & Unlimited Internet	130,000

The “Unlimited Min and 300 Megabyte” package also provides 33 MB/day of free access to Telegram.

Any “+1 as a gift” package can only be activated for 90 days. It is impossible to change the package before the end of the validity period.

For switching to any “+ 1 as a gift” package from any other package (except for packages from the “+ 1 as a gift” line), there is a one-time 20,000 UZS transfer fee.

Transfers from any “+1 as a gift” package to any “+1 as a gift” package and any other package from tables 2/2-a are free.

There are additional payments for all Tariff Packages:

- Calls to phone numbers of other operators exceeding the minutes included, SMS tariffication -UZS 180 per one minute/SMS

On Tariff Packages “Super Zero Minutes Package”, “Zero Minutes Package” calls to phone numbers of all operators inside the Republic of Uzbekistan - UZS 180 per one minute/SMS.

The Client can activate any tariff package in the Mobile Application.

**‘Option 150 minutes’, ‘Option 300 minutes’, ‘Option 600 minutes’, ‘Option 2500 minutes’, ‘Option Unlimited minutes’**

At any time before the expiration of the Billing Period for which the Tariff Package is connected, the Client has the right to activate the ‘Option 150 minutes’, ‘Option 300 minutes’, ‘Option 600 minutes’, ‘Option 2500 minutes’, ‘Option Unlimited minutes’. In this case, Client is provided with additional Included minutes in the amount of 150/300/500/2500/Unlimited minutes.

Table 4

Option	Activation cost, UZS
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'Option 150 minutes'	8,000
'Option 300 minutes'	10,000
'Option 600 minutes'	12,000
'Option 2500 minutes'	15,000
'Option Unlimited minutes'	17,000

Funds are debited from the Personal Account at the moment, then one of the options is activated.

The options are provided only when the Tariff package is connected and are valid until the end of the Billing period in which they are connected; unused minutes will not pass to the next Billing period.

When one of the options is activated to the "Super Zero minutes" package, the cost of calls and SMS messages will change for the period of the package validity in accordance with Table 0 or Table 1.

**'Option 100MB', 'Option 2 GB', 'Option 6 GB', 'Option 10 GB', 'Option 25 GB', 'Option Unlimited GB'.**

At any time before the expiration of the Billing Period for which the Tariff Package is connected, the Client has the right to activate the "Option 100MB", 'Option 2 GB', 'Option 6 GB', 'Option 10 GB', 'Option 25 GB', 'Option Unlimited GB'. In this case, Client is provided with additional Internet traffic in the amount of 2,6,10, Unlimited GB, and 100MB.

Table 5

Option	Activation cost, UZS
'Option 100MB'	1,000
'Option 2GB'	10,000
'Option 6GB'	12,000
'Option 10GB'	15,000
'Option 25GB'	30,000
'Option Unlimited GB'	50,000

Funds are debited from the Personal Account at the moment, then one the options is activated.

The options are provided only when the Tariff package is connected and are valid until the end of the Billing period in which they are connected; unused gigabytes will not pass to the next Billing period.

## Unlimited Messages Option

The Customer connected to the Tariff Package can activate the Unlimited Messages Option. The Customer receives unlimited number of SMS to phone numbers inside Uzbekistan.

The subscription fee for this option is 0 UZS for Super VIP 90-day package, and 7,000 UZS for other packages. The funds are debited from the Personal Account when the option is activated.

The option is valid after its activation until the end of the Billing Period of the Tariff Plan under which it was connected. If the Customer's Tariff Package is automatically extended at the end of the Billing Period, the option is also automatically extended for a new Billing period.

The Customer can disable automatic renewal of the option at any time in the Application or in the Service Center.

### **Full Unlimited option until next renewal, Full Unlimited option for 72 hours, Full Unlimited option for 24 hours.**

The Client could activate any time before renewal any of the following options: Full Unlimited option until next renewal, Full Unlimited option for 72 hours, Full Unlimited option for 24 hours. After enabling any option from Table 5, unlimited minutes and GB are provided for the period according to activated option. Full unlimited options do not consume minutes and/or GB from current Tariff packages. The 72-hour option can be activated a maximum of 10 times before renewal. The 24-hour option can be activated up to 30 times. These Options cannot be activated on Tariff Packages with unlimited minutes and/or unlimited GB. Cash and/or cashback funds are debited from the Personal Account and/or Cashback Account when the option is activated.

Table 6

Name	Price UZS
<b>“Full Unlimited option until next renewal”:</b>	
if activated during first 10 days after the start of the Tariff Package	50000
if activated during 10-20 days after the start of the Tariff Package	35000
if activated during 20-27 days after the start of the Tariff Package	20000
<b>Full Unlimited option for 72 hours</b> can be activated any time during 1-27 days after the start of the Tariff Package	7500
<b>Full Unlimited option for 24 hours</b> can be activated any time after the start of the Tariff Package	3000

## Unlimited Apps Option

The Customer connected to the Tariff Package can connect the following options of Unlimited



Applications: "Unlimited access to Instagram", "Unlimited access to PUBG", "Unlimited access to TikTok", "Unlimited access to Telegram", "Unlimited access to Whatsapp", "Unlimited access to IMO", "Unlimited access to YouTube", "Unlimited access to Facebook", "Unlimited access to Odnoklassniki", "Unlimited access to Likee".

When the option is connected, the traffic of the corresponding resource (both via the official mobile application and the browser) does not consume gigabytes of the Tariff Package and operates with no speed limits even after the end of gigabytes of traffic provided under the Tariff Package. The Customer can activate any number of Unlimited Apps options, or none of them. The activation of Unlimited Apps does not provide the purchase of subscriptions for in-app content.

The subscription fee depends on the Tariff package to which the option is connected. The subscription fee for the options is debited from the Personal Account at the time of option activation. The tariff Option "Unlimited access to Yandex Music" is not available for new activations.

The options are valid after its activation until the end of the Billing Period of the Tariff Plan under which they were connected. If the Customer's Tariff Package is automatically extended at the end of the Billing Period, the option is also automatically extended for a new Billing period.

Table 7

Unlimited App Option	The Cost of Options for the Billing Period				
	Super 0GB/ 300MB Package	7GB/ 21GB Package	26GB /78GB Package	40GB / 120GB Package	Other Archive (closed for activation) packages
Unlimited Whatsapp	6,000	3,500	2,000	0	7,000
Unlimited IMO	6,000	3,500	3,500	3,500	7,000
Unlimited TikTok	8,000	5,000	5,000	5,000	10,000
Unlimited Instagram	8,000	5,000	2,000	0	10,000
Unlimited PUBG	8,000	5,000	5,000	5,000	10,000
Unlimited Facebook	8,000	5,000	2,000	0	10,000
Unlimited Odnoklassniki	8,000	5,000	5,000	5,000	10,000
Unlimited Likee	8,000	5,000	5,000	5,000	10,000
Unlimited Yandex Music	12,000	6,000	6,000	6,000	12,000



Unlimited Telegram	10,000	7,000	2,000	0	7,000
Unlimited Youtube	15,000	15,000	15,000	7,500	15,000

For the "+1 as a gift" line - 300MB, 21GB, 78GB, 120GB for 90 days - unlimited options are activated immediately for 90 days at the same price as for 30 days.

The Customer can disable automatic renewal of the option at any time in the Service Center.

Unlimited access to services does not operate in Yandex Turbo, Opera Turbo and other applications that use proxying, anonymizer, VPN and other similar technologies. In these cases, the traffic consumes gigabytes provided under the Tariff package.

### **Option "Tethering for a day"**

The Customer connected to the Tariff Package - "Unlimited Internet" can activate the "Tethering for a day" option to the Tariff Package. There is no restriction on the usage of a Subscriber Device that uses the Client's SIM card as an access point for other devices to gigabytes traffic of the Client's Tariff Package for a period of 24 hours, when Option is activating.

The cost of connecting the Option is UZS 1,000. Funds are debited from the Personal Account at the moment, then the Option is activated.

The Option is valid from the moment of connection within 24 hours. After 24 hours from the moment of connection of the Option, if necessary, reconnection of the Option is required.

### **Option "Tethering for 30 days", "Tethering for 90 days"**

The customer connected to the Tariff package - "Unlimited Internet" with a billing period of 30 days, can activate the "Tethering for 30 days" option to the Tariff package. When the option is enabled, there is no restriction on the usage of the Subscriber Device, that uses the Client's SIM card as an access point for other devices to the gigabytes traffic of the Client's Tariff Package.

The subscription fee for the Option is 5,000 UZS and is charged immediately from the Personal

Account at the time the option is activated. For the 90-days “Super Vip” package the price is 0 UZS for 90 days.

The Option is valid from the moment of connection until the end of the Billing period of the Tariff package to which it is connected. If at the end of the Billing period the Tariff package to which the Client is connected is automatically extended, the Option is also automatically extended for a new Billing period.

The automatic renewal of the Option can be disabled by the Client at any time through the Mobile App or by contacting the CC.

### “Option Nights unlimited gigabytes’

A client who activated any Tariff package, excluding the "Unlimited Internet" and Super VIP Tariff package, can activate the "Night Unlimited Gigabytes" Option to the Tariff package. When the option is activated, the traffic consumed during the period from 00:00 to 06:00 every day does not consume gigabytes of the Tariff package even after the end of the gigabytes of traffic provided under the Tariff package.

Table 8

Option	The cost of option for the Billing Period UZS		
	Super Zero GB Package	10GB, 24GB, 26GB, 40GB Packages	All others packages
Option Nights unlimited gigabyte	3,000	2,000	3,000

The subscription fee for the options is debited from the Personal Account at the time of option activation.

The option is valid after it activation until the end of the Billing Period of the Tariff Plan under which it was connected. If the Customer's Tariff Package is automatically extended at the end of the Billing Period, the option is also automatically extended for a new Billing period. The automatic renewal of the Option can be disabled by the Client at any time through the Mobile App or by contacting the CC.

### Automatic renewal

If the Customer activates one of the Tariff Packages and there are enough funds on its Personal Account by the end of the Billing Period to extend the Tariff Package, the subscription fee for renewal of the current Tariff Package is debited for the entire Billing Period. Unlimited Messages and/ or Unlimited Apps options are also automatically renewed. If the Tariff Package provides activated Unlimited Messages and/ or Unlimited Apps options, it will be renewed only together with these options.

If there are not enough funds to automatically renew the Tariff Package together with all options activated, the Tariff Package will not be renewed without options (except for the case when the Customer has disabled the automatic renewal of options). The services are charged on the following conditions:

within 15 days from the expiration date of the package:

- SMS to phone numbers inside the Republic of Uzbekistan - UZS 180 per one SMS;
- Incoming calls – UZS 0 per one min;
- Outgoing calls to phone numbers inside the Republic of Uzbekistan - UZS 180 per one min;
- No Internet access will be provided.

After 15 days of being in financial blocking, any Tariff package is automatically transferred to the “Super 0 minutes and Super 0 GB” Tariff package. The balance of the Client's Personal Account will be negative until it is replenished, but free 20 minutes of outgoing calls within the network per day and free 33 MB of access to Telegram per day will be available.

After repaying the debt, the Client can change the “Super 0 minutes and Super 0 GB” Tariff package to any other Tariff package, provided that there are enough funds on the Personal Account balance.

## **Restriction on Use**

The Tariffs and Tariff Packages are intended for use by one SIM-card inserted to one Subscriber's device. It is not permitted to use the SIM-card in a Subscriber's device to enable any additional use of the Provider's communication services from other devices connected to the same Subscriber's device via a wired or wireless channel only then the Customer connected to ‘Zero GB Package’ or ‘Unlimited Internet Package’, the exception is the activation of the Tariff Option ‘Tethering for a day’ on the Tariff Package ‘Unlimited Internet’. On the rest of the Gigabyte Tariff Packages, the traffic transferred to other devices consumes the volume included in the Tariff package at the maximum speed, regardless of the presence or absence of connected Unlimited Apps Options. In case of exhaustion of the volume of traffic included in the Tariff Package, the consumption of traffic by other devices is not allowed.

All Tariffs and Tariff Packages have the speed limited to 32 kbit/s for services that use the Network resources to access peer-to-peer file-sharing networks (including using the BitTorrent file distribution technology, etc.).

Tariffs and Tariff packages are intended for use in smartphones or tablets, unless otherwise specified in the Application. On all Tariffs, Tariff packages, the speed can be limited to 0 kbps in case of revealing the fact of using the SIM-card in devices different than smartphones or tablets. This restriction is no longer valid when using the SIM card in smartphones or tablets.

For the benefit of the Customers, in order to avoid the negative consequences of an accidental call, the Provider may limit the duration of the voice connection to one hour.

Services, Tariffs and Tariff Packages are managed using the Humans mobile app. The Customer must install the App on his/her subscriber's device. The Provider is not responsible for the negative consequences for the Customer if they do not install the App.

To receive the Mobile Internet service in roaming, the amount on the Client's Personal Account must be at least UZS 30,000.

## **Tariff Change**

The Customer connected to Tariff other than the Tariff Package has the right to activate the Tariff Package in the App or by contacting the CC, the transition to the Tariff Package is carried out at the time of the change in the App or when an employee of the CC takes action.

The Customer connected to the Tariff Package has the right to change the Tariff Package in the App or when contacting the CC, the transition is carried out from the first minute of the next Billing Period or instantaneously according to the rules below:

### **Instant package change**

For the "Super 0 minutes + Super 0 GB" package instant change is available to any package of the client's choice. For other tariff packages, an instant change is possible only to the "Unlimited Internet plus Unlimited Minutes" package for 30 days, as well as to the "Super-VIP" tariff package for 90 days and to the "+1 as a gift" package line. From "Super-VIP" packages, an immediate transition to "+1 as a gift" is impossible.

After instantly changing the package, the balance of the unused advance for the old package and its options (if available) will be returned to the cash balance. The balance of the advance is

calculated in proportion to the number of days until the end of the package and does not take into account the consumed resource of minutes and GB. Part of the package price paid with cashback is not returned or recalculated.

For switching to any “+ 1 as a gift” package from any other package (except for packages from the “+ 1 as a gift” line), there is a one-time 20,000 UZS transfer fee.

Transfers from any “+1 as a gift” package to any “+1 as a gift” package and any other package from tables 2/2-a are free.

Changing to all other Tariffs, Tariff plans (including Tariff Packages) is free.

## **Number Change Service**

This service allows the Customer to change the current Subscriber's number for the new Subscriber's number. The Customer chooses a new Subscriber number from the Provider's numbering resource available at the time of service. The cost of service is UZS 20,000.

The Customer can order the service by giving the Provider a pre-order number or QR code when entering into a communication services contract or via the App.

Service delivery period: immediately after the Provider gets the information about service activation and payment. The cost of the service (if any) is debited from the Personal account by the Provider at the time of service rendering.

When providing the 'Number Change' service, it is possible to change your number 20 times during the term of the Contract.

## **Selection of Special Phone Number Service**

The Customer can purchase the Selection of Special Phone Number Service in addition to the Number Change Service. The Selection of Special Phone Number Service provides the Customer with the opportunity to select a Subscriber's number that meets certain criteria from the Provider's available numbering resource at the time of service. [Table](#) provides the criteria of the Subscriber's number and the cost of the corresponding Service. When ordering the Selection of Special Phone Number Service, the cost of Number Change Service is UZS 0.

The service can be ordered by forming a pre-order (before the conclusion of the Agreement), as well as at any time during the term of the Agreement in the App1. Ordering the service is possible by providing the Provider with a pre-order number or QR-code. The Service is provided for a test period free of charge from the moment of order for a period of 7 days.

During the test period, the Customer must confirm his/her/its intention to activate the service for the set cost and deposit the required amount on the Personal Account or refuse the service in the Mobile App. The intention to activate the Service can be confirmed only in the Provider's Mobile App. Alternative methods of confirmation are not provided.

If the Customer disables the Service, he/she/it will continue to be served using the Subscriber's number provided initially when entering into the Agreement.

The validity period of the test period is terminated upon the activation of the Service, in case of disabling of the Service from the moment of switching the Subscriber's number provided to the Customer initially when entering into the contract.

If, before the end of the test period, the Customer does not confirm the connection of the service in the App and does not pay the amount of the Service cost to the Personal Account, the service is considered not connected and the Customer will continue to be served using the Subscriber's number provided initially when entering into the Agreement.

The transition between Subscriber's numbers will be made within some days from the date of the end of the test period.

The cost of the service is debited from the Personal Account by the Provider during the calendar month in which the Customer confirmed his/her/its intention to activate the Service and deposited the amount of the service cost into the Personal Account. The service is considered connected only if the Customer has confirmed his/her/its intention to connect the Service in the App and there is an amount on the Personal Account sufficient to pay for the Service.

2. The Service can be ordered in the App at any time during the term of the Agreement. To order the service, the Customer must select a new Subscriber's number and then follow the instructions in the App.

The term for the provision of services is immediately upon receipt of the information about the order of the Service by the Provider. To provide the Service, the amount required to pay for the Service must be on the Customer's Personal Account at the time of ordering. This amount is debited from the Personal Account by the Provider at the time the Service is provided. In case of insufficient funds on the Personal Account, the Service is not provided.



In the event that for any reason the service was not paid by the Client within the established time limits, the Client continues to be served using the Subscriber number specified in the agreement. The transfer to the number specified in the Agreement is carried out by the Provider after confirmation of the fact of non-payment for the service in full and informing the Client about it. If, for any reason, the Provider is unable to continue serving the Client using the Subscriber Number specified in the Agreement, the Provider will allocate a new number to the Client and inform him about it.

## **Provision of Special Phone Number Service**

The Customer can purchase the Selection of Special Phone Number Service in addition to the Provision of Special Phone Number Service. When ordering the Provision of Special Phone Number Service, the Customer can select a Subscriber's number that meets certain criteria from the Provider's available numbering resource at the time of service for a certain period of time (for Service validity period). Depending on the criteria of the Subscriber's number, the Customer can select the validity period of the Provision of Special Phone Number Service. The cost of the corresponding service is specified in the [Table](#).

When ordering the Provision of Special Phone Number Service, the cost of the Number Change Service and the Selection of Special Phone Number Service is USZ 0, provided that the Customer will use the service during the entire period of Service chosen by the Customer. The service can be ordered by forming a preliminary order (before the conclusion of the Agreement), as well as at any time during the term of the Agreement in the App.

## **Procedure for the Provision of Special Phone Number Service**

1. The preliminary order of the Service is possible from October 27, 2020 exclusively in the Mobile App and only if the pre-order of the Subscriber number is made and the Provider is provided with the number or QR code of this order when concluding the Agreement. The Service start date: within 24 hours from its activation.

The Service is considered connected only if the Customer has confirmed his/her/its intention to



order the Service in the App and there is an amount on the Personal Account sufficient to pay for one period of the Service. If, within 7 days from the moment of confirmation of the order of the Service, there is not enough amount on the Customer's Personal Account to pay for one period of the Service, the Service will not be activated, and the Client will continue to be served using the Subscriber's number provided initially when entering into the Agreement.

If the confirmation of the order of the Service and payment for the first period of using the Service occurred in one calendar month, the cost of the Service will be debited every 30 days from the date of confirmation of the order of the Service. If the confirmation of the Service order and payment for the first period of using the service occurred in different calendar months, then the Service cost will be debited every 30 days, starting from the 1st day of the calendar month following the month of confirmation of the service order.

2. The Service can be ordered through the Application at any time during the term of the Agreement. To order the Service, the Client needs to select a new Subscriber number and follow the instructions in the Application.

The term for the provision of Service is immediately upon receipt of the information on the order of the Service by the Provider. To provide the Service, the Client's Personal Account at the time of ordering must have the required amount to pay for one period of the Service. This amount is debited from the personal account by the Provider at the time the Service is provided. In case of insufficient funds on the Personal Account, the Service is not provided.

At the time of debiting the next payment for the service, the Personal Account should contain sufficient funds to pay for the corresponding period of the service. At the same time, the Client has the right to make an advance payment for the use of the service in any amount determined by the Client at its discretion. If the Client does not pay within 30 (thirty) calendar days the entire cost of service for the current period, the service will be terminated (the service is considered not provided from the date of the beginning of the unpaid period of the service). At the same time, the Client will be charged a penalty for early cancellation of the service in the amount of funds deposited as an advance payment for the provision of the service. Therewith, the Client will continue to receive service using the Subscriber Number allocated to the Client initially after entering into Contract, or another number, at the discretion of the Provider. The transition will take several days. If the Client, within 30 (thirty) days after the early termination of the provision of the service due to its non-payment, applies to the CC with an application to resume the provision of the service, the service can be resumed provided that the Client has paid the cost of the service for the entire unpaid period. In this case, the amount of the penalty

by the Client goes towards the cost of the service.

From Nov. 04, 2020 to Nov. 03, 2025, in order to make the Provision of Special Phone Number Service widely known among the Customers, the Provider will run a campaign under which the Customers who activated the Provision of Special Phone Number Service during the campaign period, used the service during the entire selected period of Service validity and did not cancel the Service ahead of schedule, at the end of the period of Service validity selected by the Customer, will get the Service automatically for a new period without charging an additional fee.