

Regulations of provision of prepaid services

Valid from 03/05/2018

The present Regulations (hereinafter referred to as the Regulations) establish the terms and conditions of provision of prepaid electronic communication services, which include voice, data transmission and other services of mobile phone communication provided via mobile phone communication network under the Telia EXTRA and Ežys trademarks (hereinafter referred to as the services) by Telia Lietuva AB (hereinafter referred to as Telia).

1. Service provider is Telia Lietuva AB, Lvovo g. 25, 03501 Vilnius, Lithuania. Company code 121215434.

2. Full information about all services available to service users, prices of such services, saving services, promotions and top-up modes is available on the websites: www.extra.lt and www.ezys.lt.

3. Telia has the right to amend these Regulations, terms and conditions and scope of provision of services, service prices and payment procedure on unilateral basis in the cases, when market conditions or market regulating legislation change, and on other objective grounds. Information about changes will be sent by text message (SMS) and placed on the websites www.extra.lt and www.ezys.lt in advance. If the service prices are increased, a notice by the above-mentioned modes will be given at least one month before the day such changes come into effect. If you disagree with increase of prices or amendment of the Regulations (should it essentially impair your situation) or in other cases specified, you have the right to refuse services by sending a text message (SMS) to us or calling us on 1533.

4. Provision of services starts upon acquisition and activation of the prepaid service package Telia EXTRA or Ežys.

5. Activation of services:

5.1. Provision of services starts once the existing SIM card is activated in Telia network.

5.2. In order to activate services, you need to insert the SIM card from the package into a phone and dial short number 1544, during this call an account for prepaid services is opened and subscriber's phone number is assigned/activated.

5.3. If the first call from the new SIM card is made to any other number, the call will be automatically diverted to 1544.

5.4. Maximum term during which provision of services starts is 24 hours after the client's phone call to 1544 short number.

5.5. You will be informed about a successful SIM card activation in Telia network by means of a text message (SMS).

5.6. Telia saves the right to manage your personal data (including your tel. number, email address, name and surname) for direct marketing purposes, including an SMS and/or email on any updates and news in Telia or for asking your feedback on our products and services. Only after your agreement, we will be sending our direct marketing messages by means of a text message (SMS) and/or email, for the duration of your service account effectiveness, or until you no longer want to receive any marketing news from us.

You have the right to declare your disagreement for such data management and messaging for marketing purposes by sending (free) text message (SMS) with a letter „N“ (meaning „no“) to the short number 1565. After a successful SIM card activation, please submit your statement of disagreement no later than 48 hours from the start of the SIM card activation.

If we do not receive your statement of disagreement during the period referred above, we will consider this as your agreement for such data management and messaging for marketing purposes. If you refused to receive any text messages (SMS) and emails with offers from us, you can order them again (for free) by sending a text message (SMS) with a letter „Y“ (meaning „yes“) to number 1565. After we receive your SMS text message, we will manage your contact details as specified above, for direct marketing purposes, inform you about new offers on our products and services and ask your feedback on those products and services by sending you a text message (SMS) and/or email.

6. Services are provided within the whole territory of Lithuania via Telia mobile phone communication network. Information about network coverage territory is available on the website www.telia.lt/zemelapiai, under Network coverage territory.

7. Client's account:

7.1. Availability of services is ensured by topping up the client's account, paid services are provided only if a sufficient balance is on the account.

7.2. No credit is provided for the clients and no credit limit is established.

7.3. Services are provided to clients with effective accounts.

7.4. New account of services is effective for 100 days, once the account is topped up, its validity term is prolonged, and term of prolongation of account validity depends on the top-up mode and amount. The maximum possible validity term of an account is 100 calendar days from the last top-up of the account (for more information, click: www.extra.lt and www.ezys.lt).

7.5. Upon expiry of the validity of an account, client's number will remain in effect for 100 calendar days, the client can receive calls, SMS and MMS to this number, but paid services will not be available. If the account is not topped up within the term specified in this Paragraph, the number will be switched off and Telia has the right to manage the number accordingly; e.g. assign it to the other client.

7.6. Upon expiry of the validity of the number specified in Paragraph 7.5, the account balance will not be refunded to the client or transferred to any other account.

7.7. When transferring a subscriber's number to the other operator's network, changing mode of payment for service or upon cancellation of the agreement, the account balance is not refunded (transferred) and accrued amounts are not exchanged into cash.

7.8. Information about the account balance, validity term of the account and balance of granted benefits can be received by calling 1544.

8. Telia undertakes an obligation to provide services in accordance with the requirements of international standards and legislation of the Republic of Lithuania.

9. Client's calls are rounded at a resolution of one minute, unless otherwise established in the description of a specific service.

10. Telia bears no responsibility for the quality of services if the client uses phones that do not meet the requirements established by the legislation of the Republic of Lithuania, and illegally acquired mobile phones or mobile phones with changed identification code.

11. Telia undertakes an obligation to eliminate faults up to the basic station belonging to Telia and in it in the shortest period possible. Elimination of faults commences immediately after they occurred or Telia was notified about them.

12. Telia will reimburse the client for direct losses caused by interruptions in services in the Republic of Lithuania (unreceived or defective services) if such losses were caused by the fault of Telia. In such event, the client must contact Telia and present proofs that are at his/her disposal and support his/her request. Telia will not cover losses related with interruptions in provision of services, which occurred not through the fault of Telia, furthermore, Telia does not bear responsibility for damage caused by the unlawful use of the Client's SIM card by third parties in the absence of Telia's fault.

13. If any dispute between the client and Telia arises, the Client has the right to make a written claim to Telia. Telia undertakes an obligation to examine the received claim and give a reply within 14 (fourteen) calendar days from the day of receipt of the claim. If Telia's reply does not satisfy the client, the latter has the right to apply to the Communications Regulatory Authority of the Republic of Lithuania (Mortos g. 14, 03219 Vilnius, www.rrt.lt) or the court.

14. If the Client loses a phone, provision of communication services can be blocked for the lost phone upon the client's request.

15. Services are intended for personal use only, i.e. to satisfy the client's needs to receive communication services. The client is prohibited to use a SIM card for providing electronic services to third parties (for

consideration or for free), terminating call flows for commercial purposes, connecting transit call switching device or for other Telia's unauthorised purposes. Any use of services is considered to be unauthorised, if it is not related with personal client's needs to receive communication services and/or it significantly differs from consumption patterns of an average statistical Telia client. If the client breaches this provision, Telia has the right to restrict provision of services to the subscriber and claim reimbursement of losses incurred by Telia.

16. Telia has the right to cancel provision of services to the client, if the latter's actions represent danger to safety and integrity of Telia network or restrict other clients' possibility to use Telia services, as well as in the cases when the client uses phones that do not meet the requirements established by the legislation of the Republic of Lithuania, which cause interruptions in Telia communication network and/or phones with changed identification number. Telia has the right to cease provision of services to the client if it is required by appropriate legal acts of the Republic of Lithuania.

17. In such event, Telia grants bonuses to the client for calls received from the other electronic communications network, or other bonuses received during promotions carried out by Telia or Telia's partners (e.g. for acquisition of Telia EXTRA or Ežys package, etc.), collected amounts of bonuses can be used to make payments for Telia services and are not exchanged into cash, or refunded to the client or transferred together with the number in the cases, when the client of prepaid services becomes a private or business subscriber of Telia. Telia has the right to annul the collected bonus in the cases when the client abuses by using the bonus for higher price services or uses it for other commercial purposes. Bonus can be annulled also in the cases if it was collected when the use of services is evidently unrelated with personal client's needs to receive communication services and/or significantly differs from the consumption of an average statistical client of Telia prepaid services, i.e. from the average of consumption of prepaid services by all clients of prepaid services in the last 6 months (upon receipt of your written inquiry, we will provide the above-mentioned data within 14 days).

18. Breaches specified in Paragraphs 15, 16 and 17 of these Regulations are essential and in case of such breaches Telia reserves the right to cease provision of

services immediately and to annul the client's account and to assign the phone number to the other client, disregarding the account validity terms specified in Paragraph 7.

19. Information about any amendments to the Regulations is available on: www.telia.lt/sutartys, www.extra.lt and www.ezys.lt.