

Terms of use for start package NET2GO For tourists

1. A voucher user who purchases the NET2GO For tourists SIM card (hereinafter: NET2GO For tourists) at Telemach points of sale or at Telemach partners points of sale accepts these NET2GO For tourists Terms of Use for Telemach voucher users (hereinafter: Terms of use) by activating the SIM card.

2. The initial tariff activated on NET2GO For tourists is Mobile Internet with blocking of surfing (hereinafter referred to as Tariff). All benefits of the Tariff are defined by the valid Price List of Telecommunication Services Telemach Hrvatska d.o.o. (hereinafter: Price List). The initial validity of the SIM card after activation is 90 days.

3. NET2GO For tourists contains an initial plan of unlimited gigabytes that the User can use within Croatia. The initial unlimited gigabytes plan is deactivated within 10 days of SIM card activation and further surfing is disabled.

4. It is not possible to use roaming services on the Tariff.

5. The User may check the amount and validity of the plan and kuna referred to in Article 2 of these Terms of Use:

a) Via the Telemach application,

b) By sending an SMS with the content STANJE to the number 13880.

Number 13880 is free of charge.

6. The user has the option of activating the additional option of unlimited internet in the following ways:

a) Via the Telemach application,

b) By sending an SMS with the content UNL to the number 13999, which is free of charge.

7. The option activated in accordance with Article 6 will be deactivated on the tenth (10th) day after activation and will not be automatically renewed. According to Article 6, the option can be activated only once per user number at any time, even during the initial unlimited internet plan.

After the expiration of the additional unlimited internet option, the user can activate the NET2GO 20 GB plan by sending an SMS with content 20 GB to the number 13888, which is charged according to the price list of telecommunications services Telemach Hrvatska d.o.o. (hereinafter referred to as Price List). The NET2GO 20 GB plan expires on the 30th day after the activation.

8. SMS messages to special tariff numbers are not possible. The user can use the SMS parking service.

9. If Telemach Hrvatska d.o.o. detects unusual and/or excessive use of services for which there is a reasonable suspicion of unauthorized use or misuse of Telemach services, which includes unusually high traffic to networks offering services that allow the recipient to receive a bonus amount based on incoming traffic and/or observed a large disparity between outgoing traffic to such networks and incoming traffic, and/or suspected unauthorized use or misuse of Telemach services in the case of using the service for the direct promotion and/or sale of services and/or products of Users or third parties (including but not limited to the use of Telemach services for unsolicited electronic communications), Telemach Hrvatska d.o.o. has the right to deactivate the Tariff and activate the Basic Tariff/Basic plan, which is

charged according to the prices defined in the Price List. Before activating the Basic Tariff/Basic plan, the User will receive an SMS informing them of the above. If the User does not wish to continue using the Basic Tariff/Basic plan, they can terminate the contractual relationship in accordance with the General Terms and Conditions.

10. To ensure optimal user experience during the use of data traffic to all Telemach users, Telemach Hrvatska d.o.o. can reduce the speed of Internet access on plans to a maximum speed of up to 1 Mbps when sending and downloading data. Measures to ensure optimal user experience will be applied only in situations where the integrity of the Telemach network will be compromised, e.g., when there is a significant slowdown in the average speed of Telemach users in downloading data in a certain period at a certain location. Telemach Hrvatska d.o.o. retains the possibility of reducing the speed of access to all users at the said location or only to certain users whose contribution to congestion is greatest.

11. When using Telemach data traffic, the User is obligated to comply with the legal prohibition of sending unsolicited electronic messages and is obligated to use the Internet access service in a manner consistent with applicable regulations in the Republic of Croatia, General Terms and Conditions Telemach Hrvatska d.o.o. and the Council for Protection against Abuse published on the website, and Telemach Hrvatska d.o.o. reserves the right to take the measures and steps necessary to prevent the misuse of the Internet access service, of which it will inform the user in an appropriate manner.

12. Telemach Hrvatska d.o.o. is not responsible if each of the services included in the tariff is not available to the user at any time.

13. In cases not resolved or regulated by these Terms of Use, the General Terms and Conditions of Telemach Hrvatska d.o.o., as well as other Telemach special terms and/or specifications of services used by the User will be applied accordingly.

14. Telemach Hrvatska d.o.o. reserves the right to change these Terms of Use, of which the User will be notified in a timely manner via the Telemach website or in another appropriate manner.

These Terms of Use apply from 01.06.2022.