

Terms of use for Telemach prepaid package NET2GO PLUS For tourists

1. A prepaid user who purchases SIM card with the NET2GO PLUS For tourists package (hereinafter: NET2GO PLUS For tourists) at selling spots of Telemach Hrvatska d.o.o. (hereinafter: Telemach) or Telemach partners accepts these NET2GO PLUS For tourists Terms of use for Telemach prepaid users (hereinafter: Terms of use) by activating the SIM card.
2. The initial validity of the SIM card after activation is 90 days.
3. NET2GO PLUS For tourists contains an initial plan of unlimited gigabytes and 200 local minutes that the user can use within Croatia for 10 days after SIM card is activated. The basic tariff activated on NET2GO PLUS For tourists is NET2GO PLUS.
4. Initial package of unlimited gigabytes and 200 local minutes is deactivated on the 10th day of SIM card activation. Further usage will be charged according to the applicable Telemach Pricelist for basic tariff NET2GO PLUS.
5. Roaming services cannot be used on the Tariff.
6. The user can check account balance, internet consumption and remaining voice minutes:
 - a) via the Telemach application,
 - b) by sending an SMS, free of charge, with the content BALANCE to the number 13880.
7. The user may activate the additional option of unlimited internet and 200 local minutes only once, which will be charged according to the applicable Telemach Pricelist. Additional option can be activated:
 - a) via the Telemach application,
 - b) by sending an SMS, free of charge, with the content UNLPLUS to the number 13999.
8. Additional option activated in accordance with Article 7 of these Terms of use will be deactivated on the tenth (10th) day after activation of additional option and will not be automatically renewed. Additional option, according to Article 7 of these Terms of use, can be activated per user number only once at any time even during the usage of initial unlimited internet and 200 local minutes package.
9. After the expiration of the additional option of unlimited internet and 200 local minutes, activation of any other option is not possible.
10. SMS messages to special tariff numbers are not possible. The user can use the SMS parking service.
11. If Telemach 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 has the right to deactivate NET2GO For tourist and activate NET2GO PLUS basic tariff, which is charged according to the prices defined in the Telemach Pricelist. Before activating NET2GO PLUS basic tariff, the user will receive an informing SMS. If the user does not want to continue using NET2GO basic tariff, they can terminate the contractual relationship in accordance with the Telemach General Terms and Conditions.

12. To ensure optimal user experience during the use of data traffic, Telemach can reduce the speed of internet access to a maximum speed of up to 1 Mbit/s for download and upload. 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 download average speed of Telemach users in a certain period at a certain location. Telemach retains the possibility of reducing the speed of access at such location.
13. While 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 consistent with applicable regulations in the Republic of Croatia, Telemach General Terms and Conditions and Guidelines against abuse published on Telemach official website. Telemach reserves the right to take necessary measures to prevent the misuse of the internet access service, of which it will inform the user in an appropriate manner.
14. Telemach is not responsible if each of the services included in the tariff is not available to the user all the time.
15. In cases not resolved or regulated by these Terms of use, Telemach General Terms and Conditions apply, as well as other Telemach special terms and/or specifications of services.
16. Telemach 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 20.03.2024.