

Name	Super Comfort Promo		
Услуга	If tariff fee is paid 1990 tg, 4 weeks ¹	If inclusive allowance is exceeded	If tariff fee is not paid
	Inclusive allowance, 4 weeks ²		
Onnet calls (voice and video), per minute	0	0	Daily Package 100MB+unlimited onnet calls for 70tg/day ³ or 14 tenge/minute
Calls to other KZ mobile networks, per minute	70 minutes – 0tg	14 tg/min	14 tg/min
Data	12GB of anytime data	2 tg/MB	Daily Package 100MB+unlimited onnet calls for 70tg/day ³ or 2 tenge/MB
<i>Services available regardless of whether the tariff fee was paid or not</i>			
Onnet SMS, per text	7		
Calls to KZ landlines, per minute	18		
Offnet SMS to other KZ networks, per text	14		
Onnet MMS, per msg	7		
Always Available	0		
Roaming	Standard rates applicable on the date of service use, depending on the country visited and provider selected		

¹The full amount of fee is collected upon Tariff activation and then once in 4 weeks (28 days) between 00:00 and 02:00 (Astana time), subject to sufficient balance to cover the fee. If the fee has not been collected when due between 00:00 and 02:00 (Astana time) due to insufficient funds in the subscriber's account, it will be collected after the subscriber tops up his/her account on that particular day and full service as per the Tariff will be available during the current billing cycle until the next billing cycle starts (bill cycle – 28 days).

²Inclusive allowance becomes available after the tariff fee has been successfully collected. The minutes, sms and data allowance is valid during 4 weeks (28 days) from application and is subject to the applicable compatibility conditions. Inclusive allowance is not available while the subscriber is roaming (except for roaming allowance, see Table 1); any unused allowance is canceled when subscribers switch tariffs. The cost of allowance is included in the tariff fee.

The *If inclusive allowance is exceeded* rate applies provided only the subscriber has (in accordance with the relevant procedure established by Company) provided his consent to be charged the overage rate after his inclusive data allowance has been depleted.

Customer should dial *111*3# to check their remaining inclusive allowance. Customer is responsible to monitor their usage and allowance renewal.

Data allowance renewed while the customer is engaged in an active data session is not available for use until he terminates the session. In this case, customer must close an active session (turn off Mobile Data and then turn it on again). In order to use the data allowance, customer must set his phone's Access Point Name to *internet*.

3Daily Package ‘100MB+free onnet calls for 70 tenge/day’ (Daily Package) for customers who fail to timely pay the tariff fee. Daily Package is an integral part of the tariff and, therefore, cannot be deactivated. Daily Package is activated when the tariff fee is not paid when due, provided that customer has sufficient funds in his account to cover the Daily Package price. Daily Package is valid until 01:00am (Astana time) of the next day. The Daily Package price is collected daily between 00:00 and 02:00, Astana time.

If customer has insufficient funds in his account to cover the Daily Package price, he will be charged the data/onnet call rates applied if the Tariff fee is not paid. When customer tops up his account with the amount sufficient to cover the Daily Package price but not sufficient to cover the Tariff fee, the Daily Package price will be collected and the respective data/minutes allowance will be applied.

When customer tops up with the amount sufficient to cover the Tariff fee, the tariff fee will be collected and Daily Package deactivated. However, any unused data and minutes from the Daily Package will be available for use until its expiration.

If customer activates the tariff or buys a starter pack with Super Comfort as default tariff, and he has insufficient funds in his account to cover the tariff fee, the Daily Package will not be activated through the end of the tariff activation day, even if he has 70 tenge in his account. The first attempt to activate Daily Package and collect its price will occur between 00:00 and 02:00 of the next day (Astana time), if balance in the customer’s account is still insufficient to cover the tariff fee.

Customer should dial *111*3# to check their remaining allowance from Daily Package.

When customer has data/minutes allowance from both the Daily Package (or other services) and the Tariff, the allowance expiring soonest will take priority. When customer changes the tariff, the Daily Package allowance will be available for use until its expiration.

When data/minutes allowance from the Daily Package is used up and customer has no other data/minutes allowances, he will be charged the respective overage rates applied on the Tariff in case the tariff fee is not paid, subject to the services compatibility conditions.

After activation of the promotional SP or early tariff restart, customer will be offered a 50% discount on first 3 monthly payments, that is 995 tenge/mo.

Until 31.07.2019, customers on the Super Comfort Promo tariff will be able to activate the **Comfort Unlimited+** add-on service (Service), after payment of the tariff fee.

Service allows the customers to get unlimited non-chargeable access to YouTube, WhatsApp, Facebook, VKontakte and Odnoklassniki social media, subject to fulfillment of the following requirements:

- customer has paid the Tariff fee;
- customer has inclusive data allowance from the tariff (it should be more than 0KB after deducting the reserved data for current data session);
- customer uses the latest versions of YouTube, WhatsApp, Facebook, VKontakte and Odnoklassniki for iOS and Android.

The cost of the Service is included in the Tariff fee.

Data speed is limited to 1.5 mbps.

When the customer uses browsers, receives push notifications (including messages about events on social networks), in case of automatic software updates or when other installed applications are running the background, in case customer clicks the links to other websites or banner ads, maintenance traffic, when downloading applications from Google Play, the App Store, when using the private browsing mode, when using a smartphone in modem mode, VPN channels, proxy servers, anonymizers, InstagramStories, Live broadcasts, as well as making calls through Whatsapp, the customer will be using the data allowance included in the Tariff or add-on data services (data add-ons), if ay is active o this account; and if data allowance is used up or is not available, customer will be charged the overage data rates for their Tariff (with his consent). If consent to be charged the overage data rates has not been provided, access to mobile data will be blocked for that customer until collection of the tariff fee for the next bill cycle or he activates a data service (data add-on) or gives his consent to be the overage data rates.

Non-chargeable access is valid from the moment of Service activation and payment of the Tariff fee through the end of that bill cycle (subject to fulfillment of the conditions below).

Service remains active until the customer stays on the Tariff, including when he uses early tariff restart option or switches between the Super Comfort tariffs, i.e. additional activation of the Service is not required.

To activate the Service, customers should dial *715# (provided only that the Tariff fee for the current bill cycle has been paid).

Service is deactivated when customer changes the Tariff to any other tariff other than Comfort S, M, L and Promo).

Service is not available while roaming.

Service requires reservation of data in accordance with the data reservation rules available on activ.kz.

The '**60 minutes to other mobile networks for 390tg**' package is available to customers on the Super Comfort Promo tariff.

The '**Data package 2GB for 650tg**' package is available to customers on the Super Comfort Promo tariff.

The '**30 onnet SMS for 150tg**' package is available to customers on the Super Comfort Promo tariff.

The '**Tariff plan reactivation**' service shall be available to customers on the Super Comfort Promo tariff.

Compatibility conditions:

If customer is using the One Year Internet+ (OYI+) service while on the Tariff, data with shorter validity period will be used first. When data from both the tariff and OYI+ is used up, OYI+ data rates will apply until data provided under OYI+ or Tariff is renewed, whichever is earlier.

If customer is using the Mobile Internet Plus (MIP) promotional service while on the Tariff, the MIP service fee will be collected and data allowance provided in accordance with its standard terms. Data with shorter validity period will be used first. When data from both the tariff and MIP is used up, the MIP data rates will apply for the remainder of that billing period (28 days).

If customer is using the Internet+ service, the service fee will be collected and data allowance provided in accordance with its standard terms. Data with shorter validity period will be used first. When data from both the tariff and Internet+ is used up, the Internet+ data rates will apply for the remainder of that billing period (28 days).

If customer is using the Bonus Internet (BI) service, the service fee will be collected and data allowance provided in accordance with its standard terms. Data with shorter validity period will be used first. When data from both the tariff and BI is used up, standard data rates for the Tariff will apply for the remainder of that billing period.

If customer is using the 'Online' service, the data expiring soonest will be used up first. When data allowance from both Online and Tariff is used up, further usage will be billed based on standard data rates for the Tariff for the remainder of that billing period.

If customer is using other services that come with inclusive data, voice or sms allowance of limited validity, allowance expiring soonest will be used first.

These compatibility conditions may be reviewed or amended by the Company as it may deem appropriate.