

Our Subscribers have equal rights to receive high-quality mobile communication and Internet access services, subject to compliance with the laws of the Republic of Kazakhstan and with respect to the technical possibilities of the Operator.

To provide all the Subscribers with high-quality and stable Services, including comfortable internet access, by ensuring a fair distribution of network resources during peak load hours, as well as to prevent violations that may affect the quality of the Services provided by the Operator, the following conditions of fair use of the Services will apply.

Under standard conditions, there is no excessive use of data traffic, voice services and other Services of the Operator. The Operator provides the Subscriber with the opportunity to use the Services included in his/her service plan (tariff) in the maximum comfort way. However, individual Subscribers may consume the Services in larger (excessive) volumes compared to average users. This may cause a serious network congestion and inconvenience for other Subscribers, as well as deterioration in the quality of voice communication and connection speed for other Subscribers / network users.

To avoid the negative impact of network congestion during peak hours as well as excessive traffic on Tariffs and Services that offer unlimited data allowances, the Operator applies a soft restrictions mode, which allows to maintain the data transfer rate sufficient for a comfortable use of social media, instant messengers, email as well as streaming video in acceptable quality.

Subscriber's usage of the voice communication services, SMS and mobile Internet in a way that prevents other Subscribers from using the Services, violation of the rights and legitimate interests of the Operator or third parties are considered unfair use of the Services, including, but not limited to:

- Subscriber's use of the Operator's Services for commercial or other purposes not related to his/her family or personal use, or other similar misuse or actions performed by the Subscriber for the purposes other than receiving the Services in good faith.
- Use of the Services with a view to mislead other Subscribers and third parties, or to bypass restrictions or cheat any automatic systems, to commit any other fraudulent actions not related with the Subscriber's need for the Services.
- Subscriber's improper use of voice, conference call, call forwarding or hold call services; other actions which may adversely affect the operation of the Operator's network and (or) of the network and (or) equipment of the Partners if their duration exceeds the period of time necessary for the fair use of the Services, as well as actions based on combination of tariffs, promotional offers and other services with a view to misuse the Services, as well as to limit other Subscribers' ability to

receive the Services of sufficient quality and perform other actions that do not meet the subject matter of the Agreement and the purpose of the Services.

- Unfair use of Unlimited data allowances included in the Tariffs (downloading / transferring data on P2P (torrent) networks and applications, using VoIP/SIP telephone services, excessive consumption of streaming content, etc.).

- Using the Services to transmit various kinds of broadcasts, monitoring, authorization data, transfer of recorded materials and data or other voice connections that do not constitute a "live communication" between two or more individuals, except for interaction with automatic maintenance systems over time, necessary for the fair use of such systems;

Pursuant to the Policy and the Agreement, Operator has the right to suspend the Services, in whole or in part, and conduct its own investigation (verification), as well as limit the use of the Services for the Subscribers, or refuse to perform his obligations under the Agreement. In case of investigations, the Operator has the right to:

- with respect to the Tariffs and Services that come with unlimited data allowances - without prior notice to the Subscriber, limit the maximum bandwidth (for example, once a certain threshold has been hit) and / or limit some types of use of the Data services (for example: downloading / transferring data on P2P (torrent) networks and applications, use of VoIP/SIP telephony, streaming content, etc.), until the Subscriber eliminates violations of the Policy and notifies the Operator to that effect.

- Upon detection of malicious / criminal / illegal actions of the Subscriber / third parties, abuse of the Operator's Services, including those involving the Subscriber's personal account, or in case the Subscriber commits fraud that caused damage to the Operator, the latter has the right to claim compensation of any and all damage caused by such Subscribers.

- To limit suspected illegal actions involving the use of Subscriber numbers, which may result in damage to the Operator and to bona fide Subscribers, the Operator has the right to refuse to register more than ten Subscriber numbers to one Subscriber (an individual).

In pursuance to this Policy, the Subscriber agrees to use the Operator's Services in good faith, reasonably and fairly, observing the legislative requirements as well as the moral principles of society.