

## **Appendix 1**

### **to Public Mobile Services Agreement**

#### **Terms of fair use of Services**

When using the Services under the Public Agreement, the Subscriber shall be bound by these terms of fair use of the Services in order to ensure that all Subscribers receive the best quality service and to prevent disturbance to Operator's network.

The Subscriber is not allowed to take actions that prevent other subscribers from the normal use of the Services and violate the rights and legitimate interests of the Operator or third parties through abuse of the Services, including, but not limited to:

- continuous and/or excessive use of services during one single day of voice/SMS/data allowance provided as part of a tariff/service that comes with an unlimited or limited voice/sms/data allowance, such as 150 minutes of calls to other mobile networks, 500 SMS to other mobile networks at no extra charge;
- use of mobile services in volumes far exceeding the average amounts consumed by Subscriber and / or user; use of mobile data in the amounts exceeding the 'normal' consumption. For the purpose of this Appendix 1, 'normal' consumption means broadband usage in a certain period of time which is calculated based on the consumption history of all Subscribers that use the same tariff or data service and which represents the usage pattern of 80% of such Subscribers or more.
- making extremely long voice calls or making a large number of short calls to one or several numbers, except in cases expressly provided for in the Agreement;
- sending mass SMS to one or different numbers, except in cases expressly provided for in the Agreement;
- excessive use of conference call, call forwarding or hold call services, if their duration exceeds the period of time necessary for the fair use of the Services.

as well as perform actions based on combination of tariffs, promotional offers and other services with a view to misuse the Services, as well as perform other actions that do not meet the subject matter of the Agreement and purpose of the Services.