

APPENDIX No. 1 TO THE OFFER

Telephone Service Terms

1. Description of Service

- 1.1** The Operator provides the Subscriber with access to the local telephone network, access to Services and interconnection to the networks of other operators, which provide long-distance and international telephone Services, in accordance with the terms of the present Agreement and with the technical standards for telecommunications Services of the Republic of Austria.
- 1.2** The Operator, on the basis of the Subscriber's request, also provides other Services that are technologically inextricably linked to telephone Services, namely telematics Services.
- 1.3** When providing telephone Services, the Operator ensures that the Subscriber is provided with:
- access to the information and inquiry service system;
 - the possibility of free round-the-clock emergency call Services.
- 1.4** Providing access to local, long-distance and international telephone Services to the Subscriber is carried out with the consent of the Subscriber to access such Services and to provide information to other Operators on using these Services.
- 1.5** The list of basic and additional Services of the Operator, as well as the current tariffs, are published on the Operator's website www.kompaas.tech.
- 1.6** Under the Agreement, and in accordance with the composition of the Services specified in the MyKOMPaaS Account, the Operator, in order to provide the Services to the Subscriber, performs a set of actions to provide the Subscriber with access to its local telephone network (hereinafter — the “Connection Services”).

2. The procedure for providing the Service

- 2.1** On the basis of the Subscriber's request or order of Services through the MyKOMPaaS Account, the Operator allocates one or more city phone numbers for the Subscriber's use. At the same time, the Subscriber can independently manage the option of the number of simultaneous connections for the telephony numbers in the MyKOMPaaS Account, each of which is carried out on a separate telephone port of the Equipment.
- 2.2** During the initial connection, the Operator provides the Subscriber with the opportunity to connect the Service to the test tariff in accordance with the terms and conditions published on the Operator's website www.kompaas.tech.
- 2.3** After the conclusion of the Contract, the Subscriber can choose any commercial tariff offered by the Operator.

- 2.4** The date of activation of the Service, the city phone numbers, indicating the tariff chosen by the Subscriber and the list of connected options, are specified in the MyKOMPaaS Account.
- 2.5** The Subscriber is obliged to comply with the regulatory requirements for the load (traffic) on the communication lines (channels). The load on one line should not exceed 0.2 Erlangs during the hours of maximum load (peak time) — from 10:00 to 18:00 local time on working days; for all Subscriber lines, no more than one connection attempt per second is allowed (Calls Per Second no more than 1).
- 2.6** If the specified limit is exceeded, the Operator shall notify the Subscriber via the MyKOMPaaS Account at least 15 calendar days in advance, proposing an adjusted tariff plan reflecting the increased load. The Subscriber may agree to the adjusted tariff or reduce the load to comply with the limit. Any increase in the subscription fee shall only apply upon the Subscriber's explicit acceptance of the new tariff via the MyKOMPaaS Account.
- 2.7** In case of persistent violation of load standards after notification, the Operator may suspend the provision of Services by informing the Subscriber at least 5 calendar days in advance. Services shall resume upon the Subscriber's confirmation of compliance with the load requirements. Such suspensions shall not be deemed interruptions in Service provision and are not subject to compensation unless caused by the Operator's fault.
- 2.8** The Subscriber shall not be entitled to send to the network Operator traffic which does not comply with the current legislation (including traffic initiated from spoofed numbers or numbers that are not allocated to the Subscriber under this Agreement).
- 2.9** The Operator has the right to complete or partial interruption of the provision of Services related to the replacement of equipment, software or other scheduled work caused by the need to maintain the operability and development of the network for a total period of no more than 4 hours within a month, notifying the Subscriber at least 5 calendar days before this interruption. A complete or partial interruption of the provision of Services associated with emergency recovery work on the Operator's communication network is allowed for a period of no more than 2 hours within a month.
- 2.10** The Operator has the right to replace the telephone number allocated to the Subscriber by notifying the Subscriber at least sixty days in advance.
- 2.11** In order to prevent illegal actions on the part of third parties that may cause material damage to the Subscriber or the Operator associated with the provision of the Service:
- the Operator sets for the Subscriber's MyKOMPaaS Account the daily limit of calls to international directions in the amount of three times the actual average daily consumption of international telephone Services.
- 2.12** The lifting of the ban on outgoing calls towards “fraud-sensitive” directions, or the resizing of the daily consumption limit of telephone traffic or the daily allowance of

international telephone traffic, is carried out upon the written request of the Subscriber sent to the Operator through the MyKOMPaaS Account or by e-mail.

- 2.13** The line of differentiation of responsibility for the proper functioning of the Telephony Service between the Operator and the Subscriber is established at the port of the Operator's equipment.
- 2.14** If the Subscriber violates the terms of the Communication service offer, this Agreement or the current legislation, the Operator has the right to suspend the provision of the Service until the violation is eliminated, or to unilaterally terminate this Agreement by notifying the Subscriber.
- 2.15** The Subscriber may unilaterally terminate this Agreement and cancel the Service from the date of the end of the tariff write-off period, through the MyKOMPaaS Account or by notifying the Operator no later than 10 days before the end of the tariff write-off period.

3. Cost of Services and payment procedure

- 3.1** Payment for Services provided to the Subscriber is in a manner and amount according to the Communication service offer, this Agreement, in accordance with the composition of the Services specified in the MyKOMPaaS Account and the rates published on the website www.kompaas.tech.