

KOMPaaS.tech GmbH
Appendix No. 1 to the Offer
Telephone Service Agreement

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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 to 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) – for the period 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 on telephone lines, including in connection with the use of load-concentrating equipment or software (for example, auto-information systems, auto-calling, etc.), the Subscriber agrees to pay an increased subscription fee for such lines in proportion to the increase in load.

2.7. The Subscriber shall not violate the load standards. In case of violation, the Operator has the right to suspend the provision of Services to the Subscriber by notifying the Subscriber. The provision of Services is resumed only after the unconditional consent of the Subscriber to comply with the regulatory requirements for the load. Such suspensions in the provision of Services will not be considered as interruptions in the provision of Services and are not subject to any compensation from the Operator.

2.8. Subscriber shall not be entitled to send to the network Operator traffic which does not comply with the current legislation (including those 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 the conduct of 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.

- The operator establishes a ban on outgoing calls to “fraudulent” directions (the cost of a call per minute for which exceeds ... euros).

2.12. The lifting of the ban on outgoing calls towards "fraud-sensitive" directions resize the Daily consumption limit telephone traffic or daily allowance of international telephone traffic carried over 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 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 MyKOMPaaS account and the rates published on the website www.kompaas.tech.