

TERMS AND CONDITIONS OF USE OF THE MY TELECOM PORTAL AND THE TELECOM ID USER ACCOUNT

(hereinafter: Terms and Conditions)

1. General Provisions

1.1. Hrvatski Telekom d.d., personal identification number (OIB): 81793146560, Radnička cesta 21, Zagreb (hereinafter: HT), regulates as provided for in these Terms and Conditions: (i) the registration of a unique Telecom ID username and a password (hereinafter: Telecom ID user account) for persons who register a unique Telecom ID user account in compliance with item 2 of these Terms and Conditions (hereinafter: Customers) and (ii) a Customer-unique and personalised access to and use of customer-friendly contents and services of HT available on HT web pages, as specified in more detail in item 3 of these Terms and Conditions.

The access to and use of HT contents and services relate to: HT content and services provided in fixed and mobile electronic communications networks (hereinafter jointly referred to as: HT services), the service of online purchase of HT products and services and the service of use of personalised content on the T-Portal.

1.2. Upon registering their data as described in item 2 of these Terms and Conditions, the Customer shall be granted a Telecom ID user account.

1.3. By clicking the button "I have read and agree to the Terms and Conditions of Telecom ID and Use of Telecom ID User Account", the Customer acknowledges to have been fully informed of and to agree to these Terms and Conditions.

2. Creation of a Telecom ID User Account

2.1. A unique Telecom ID user account can be created by an existing Customer of any HT service provided in a mobile or fixed electronic communications network and is required for the use of functionalities of the My Telecom portal and mobile application. Customers whose HT services have been temporarily or permanently disconnected shall not be able to register a Telecom ID user account. The Customer creates their Telecom ID user account by following a voluntary registration procedure that implies a voluntary provision of Customer data. The Customer shall be bound by their acceptance of these Terms and Conditions to create only one Telecom ID user account, representing a Customer's unique digital identity to be used by the Customer to identify themselves in relation to HT.

2.2. If the Customer opts for registration, in the registration procedure they shall provide accurate and complete personal data in accordance with the registration instructions. The scope and type of data required by HT for registration are necessary mainly to protect the rights and obligations of the Customer, as they provide for an adequate level of identity verification for the purpose of registration and in order to fulfil all the rights and obligations arising from the Customer's relation with HT upon completed registration.

The data entered during the registration are processed also for the purpose of allowing HT to provide the Customer with all the services and content of the user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions requested by the Customer. In order to use and access these user pages, in addition to what is described in this item of the Terms and Conditions, the Customer is required, as a proof of their contractual or customer status, to enter personal data that belong exclusively to that Customer and/or user data for the services that the Customer uses under their subscriber/customer relation with HT, as follows:

2.2.1. For fixed-line services provided by HT: name and last name and personal identification number, fixed-line telephone number and temporary password to be provided by HT to the Customer at their request submitted to 0800 9000, MAXtv user account, main MAXtv PIN and internet, MAXdsl and Webbill services (username and password).

2.2.2. For mobile services provided by HT: name and last name and personal identification number, mobile connection number and temporary password to be provided by HT to the Customer at their via an SMS message.

2.3. By entering their data, the Customer confirms the accuracy and completeness of the data provided voluntarily during the registration. The Customer shall inform of any changes to their (registration) data within a maximum of 7 (seven) days after the changes to the data were made and shall be solely responsible for any damage that may arise in the case this obligation has not been fulfilled.

2.4. The registration procedure consists of four main steps:

2.4.1. Acceptance of these Terms and Conditions;

2.4.2. Selection of the desired Telecom ID username as a Customer's primary identifier and password;

2.4.3. Definition of the activation e-mail address to be used to subsequently authorise the Customer for the use of services and contents of the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions, which shall become an integral part of the Telecom ID as a Customer's secondary identifier in addition to the selected Telecom ID username. For the existing customers of the My Telecom Portal, activation e-mail address is automatically defined as a secondary identifier for access to their profile.

2.4.4. Entering of contact data.

During the registration, the Customer is required to enter their contact data, such as e-mail address and mobile phone number. Such data shall be used to deliver important information pertaining to the requested/ordered service of the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions (including the HT service), but also to confirm the registration of the Telecom ID user account and deliver a new password if the Customer forgets the existing one. Such data shall also be used to inform the Customer about HT products and services, subject to the prior consent of the Customer, i.e. in compliance with the corresponding terms and conditions regulating the provision of the relevant HT service in the mobile or fixed electronic communications network used by the Customer (e.g. for fixed-line services provided by HT: <https://www.hrvatskitelekom.hr/ResourceManager/FileDownload.aspx?rId=1550&rType=2>, for mobile services: <https://www.hrvatskitelekom.hr/ResourceManager/FileDownload.aspx?rId=1549&rType=2>).

2.5. Upon successful registration, the Customer shall have a unique Telecom ID user account. The Telecom ID account is used for authorised access, i.e. as an authorisation for the use of services and contents on the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions. Changes to the Telecom ID username selected and entered during the registration shall not be allowed, whilst the password and activation e-mail address for access to the HT user pages can be changed by the Customer at any moment.

2.6. If the Customer forgets their Telecom ID password for access to the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions, by clicking the "Forgotten password" button, the Customer can ask for and will be provided assistance in accordance with the existing instructions.

2.7. By registering a Telecom ID user account, the Customer guarantees that the Customer enjoys full legal capacity and is entitled by the law to perform registration and to take all necessary legal actions with HT provided for under these Terms and Conditions, and confirms, by pressing the appropriate option in accordance with item 1.3 of these Terms and Conditions, that the Customer has read and fully accepts these Terms and Conditions.

2.8. Creating a Telecom ID user account on behalf of another Customer is not allowed, unless expressly permitted by that Customer.

2.9. If a Customer wants to have more than one Telecom ID profile with different services (for example, for several family members), each Telecom ID must have a unique e-mail address.

2.10. The Customer may associate their Telecom ID with a social network. Supported social networks are Facebook, Google+ and Twitter.

The Customer may link a social network only if they have already created a Telecom ID. If the Customer does not have a Telecom ID, they need to create a unique Telecom ID.

2.10.1. Two processes can be used for logging in via a social network.

2.10.1.1. The Customer can select on the homepage the icon of the social network with which they want to link their profile and then enter the data of the social network with which they wish to associate their Telecom ID. Upon entering their data, the Customer is redirected to a page where they enter their Telecom ID and password. If the Customer has provided correct data, a link with the social network has been created and the Customer is logged in to their profile.

2.10.1.2. The second process for linking a profile with a social network takes place under the "Edit user data" tab. By selecting the "Login" option, the Customer can associate their profile with the selected social network.

2.10.2. The Customer who has an associated social network can automatically log in to their user account by clicking the social network icon (if not logged in to the social network) or by automatically logging in to their profile (if logged in to the social network) after selecting the icon of the social network with which they have connected their profile.

2.10.3. At any time, the Customer can cancel the link with the social network by selecting the "Disconnect" option.

3. Content and Services Accessible to the Customer through the Telecom ID User Account

3.1. By acquiring a Telecom ID user account, Customers are provided with a functional access to the personalised HT user pages referred to in item 1.1 of the Terms and Conditions in conjunction with item 3 of the Terms and Conditions, including access to and use of many different internet applications and services available on these pages, which are provided in accordance with special terms and conditions made available on the pages concerned, i.e. rules of use of such pages. Access to these pages can be partial, depending on the selection and rights of an individual Customer. Also, by acquiring a Telecom ID user account, Customers are provided with a functional access to the personalised HT user pages via a mobile application, where also a login by means of a mobile connection number is enabled in order to facilitate the process of accessing the personalised HT user pages. Login is possible:

- By means of an automatic login via a mobile connection number (MSISDN) during the first activation of the application if the mobile connection number is linked with the Customer's Telecom ID (this option is possible only in the HT 3G/4G mobile network). Automatic login can be deactivated in the application settings at any moment.
- By means of Telecom ID, where the Customer logs in to their Telecom Profile by entering their user data. If the Customer selects the "Remember me" option during the login, they do not have to re-enter their data. The "Remember me" option can be deactivated in the application settings at any moment.

3.2. Telecom ID user account provides the Customer with the following:

3.2.1. Use of the My Telecom Portal

My Telecom Portal provides Customers who use one of HT services in mobile or fixed electronic communications network with the following possibilities:

- Insight into invoices and itemised invoices in accordance with item 3.2.1 of these Terms and Conditions, use of electronic account activation service and overview of invoice payment information;
- Administration of telephone, internet and MAXtv services (e.g. e-mail settings, modem line status, roaming service, change of internet password, change of MAXtv purchase PIN, modem settings), TV recording service, overview of MAXdsl connections list for internet services, overview of rentals from the MAXtv Video Library for MAXtv services, insight into the utilisation of additional minutes for registered telephone services, insight into the status of the Customer's subscription contracts;
- Insight into and administration of the existing HT mobile services, change of tariff plans, activation and deactivation of paid options; Activation and deactivation of SMS services, editing of favourite numbers list, sending SMS messages over the internet, insight into Simpa and HT mobile prepaid (voucher) accounts, overview of the status of a device sent for repair, insight into the status of the Customer's subscription contracts, overview of Simpa and HT mobile prepaid (voucher) accounts, promotions and award activations, recharging of Simpa and HT mobile prepaid (voucher) accounts;
- Access to personalised support and advice, questions and answers, disturbance report, insight into disturbance status, video instructions, leaflets and explanations of invoices;
- Additional HT services to be developed in the future and made available on the website www.moj.hrvatskitelekom.hr.

HT reserves the right to discontinue and change the appearance and content of the My Telecom Portal and all applications/services and subpages that make its integral part. Moreover, HT reserves the right to add new applications/services, i.e. functionalities to the My Telecom Portal. HT shall not be held liable towards the Customer for any potential damage arising from such changes.

My Telecom Portal will show up-to-date data on registered HT customer services, regardless of the manner in which service details have been changed, that is via a T-Centre, Customer Service, My Telecom Portal or otherwise (for example, if the Customer has changed their Halo service telephone number in a T-Centre, My Telecom Portal will show the new, current telephone number).

By accepting these Terms and Conditions, the Customer acknowledges to have been notified beforehand of and to agree to the fact that the services and content of the My Telecom Portal include, on the portal concerned, advertisements, notifications, administrator's messages and similar notifications provided by HT with a view to regularly informing the Customer and ensuring the proper functioning of the corresponding services and content.

By accepting these Terms and Conditions, the Customer gives consent to have, on the basis of their customer/subscriber relation with HT, the HT services that the Customer uses displayed on the My Telecom Portal so the Customer would be able to, without engaging in any additional activation procedures, have control over them on the portal concerned.

The acceptance of these Terms and Conditions shall also imply a request by the Customer to have insight into electronic itemised invoices as of the moment of registration to the My Telecom Portal since this is a functionality of the portal concerned. Accordingly, the Customer shall have the opportunity to consult itemised invoices for electronic communications services provided, notably in electronic form.

3.2.2. The use of the service of online purchase of HT products and services (terms and conditions of the service are available at <https://www.hrvatskitelekom.hr/ResourceManager/FileDownload.aspx?rId=813&rType=2>), thus providing the Customer with a unique and personalised access, as well as the use of this service, as provided for under these Terms and Conditions, including accordingly the corresponding:

- Purchase of products and services included in the portfolio of HT fixed-line services; ordering of new HT fixed-line services and products, as well as upgrades and changes of the existing ones (change of tariff options, activation of additional services, change of MAXdsl speed, change of MAXdsl package, etc.);
- Purchase of products and services included in the portfolio of HT mobile services; ordering of new HT mobile services and products, as well as upgrades and changes of the existing ones (change of tariff plans, activation of paid options and additional services, etc.);

3.2.3. Online purchase of products and services included in the portfolio of Simpa and HT mobile prepaid (voucher) accounts, packages, mobile devices, additional equipment, Start package, Internet package and Internet start package and e-vouchers, subject to the application of the corresponding payment terms applicable to the HT webshop.

3.2.4. The use of tportal content (provided in accordance with the terms and conditions for that service, which are available at http://www.tportal.hr/WebResources/Documents/T-Portal_uvjeti_koristenja.pdf), thus providing the Customer with a unique and personalised access to the tportal, as well as the use of tportal contents, as provided for under these Terms and Conditions, including accordingly the corresponding Customer's access to a number of different internet services and content sources, including but not limited to: web e-mail, internet forum, chat, web calendar, online directory and notes, MAXtv guide with the recording option, blog, web page creation service, photo galleries, music internet/online shopping service.

3.2.5. The use of MAXtv To Go (service provided in accordance with the terms and conditions for that service, which are available at <https://www.hrvatskitelekom.hr/ResourceManager/FileDownload.aspx?rId=5246&rType=2>), thus allowing the Customer to have video, audio, interactive and multimedia contents delivered via mobile devices and personal computers connected to the internet.

3.2.6. The use of Spremalica (storage service provided in accordance with the terms and conditions for that service, which are available at <https://www.hrvatskitelekom.hr/ResourceManager/FileDownload.aspx?rId=2238&rType=2>), thus providing the Customer with a certain capacity (space) on the server over which users of this service can store and share their photos, music and video clips over network and devices.

3.2.7. The use of the "All invoices" service, which allows the Customer to pay invoices for electronic communications services provided by a credit/debit card on the Portal, in accordance with the terms and conditions of use of the "All invoices" service of Hrvatski Telekom d.d., available at www.sviracuni.hr.

4. Copyright and Related Rights on HT Web Pages

4.1. The content on HT web pages is protected by copyright and related rights, with the exception of Customer's user data, i.e. Customer's user content, within the content on the HT web pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions.

4.2. The content published on the HT web pages concerned shall not be reproduced, distributed or used otherwise without the explicit consent of HT or in any manner that may cause damage to HT or any third party.

4.3. The content published on the HT web pages concerned may be used only for the individual needs of the Customer and under their own responsibility, subject to the observance of copyright and related rights, as well as any other third party's rights and in accordance with these Terms and Conditions.

5. Obligations of the Customer and Liability for Damages

5.1. The Customer shall keep their Telecom ID user account strictly confidential and protect it with due care (as well as to any other user identifier assigned by HT for the duration of their customer/subscriber relation with HT), in particular against unauthorised access by third parties, and shall not disclose or otherwise make available their Telecom ID user account to third parties, i.e. unauthorised persons. The Customer shall be solely responsible for any action, including any expression of will given under their Telecom ID user account, which shall be considered the expression of will of the person who is regarded as the Customer whose Telecom ID user account is concerned. HT shall not be held liable on any basis and for any damage that may be caused to the Customer and/or third parties as a result of a conduct contrary to these provisions and/or incorrect treatment of the Telecom ID user account of the Customer and/or misuse and/or unauthorised use of the Telecom ID user account of the Customer, that is for any damage that pertains to or may pertain to such conduct/treatment and/or misuse.

5.2. When using the HT web pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions, the Customer shall not act in a manner that would represent the following:

- Publication, sending and exchange of contents infringing the current Croatian and/or international laws, as well as contents that are offensive, vulgar, threatening, racist, sexist or otherwise damaging;
- Publication, sending and exchange of information that are known or assumed to be false and the use of which may cause damage to other customers;
- Misrepresentation, i.e. representation in the name of another legal or natural person;
- Manipulation of identifiers in order to cover the origin of the content published on or sent via the web pages concerned;
- Violation of Article 7 of these Terms and Conditions, including publication, sending and exchange of contents and/or use of subject matter or rights protected by intellectual property rights of either HT or third parties;
- Publication, sending and exchange of unsolicited contents to Customers or other persons without their consent or request, or by deception;
- Deliberate publication, sending and exchange of contents containing viruses or similar computer files or programmes designed to destroy or limit the functioning of any computer software and/or hardware and electronic communications equipment;
- Unauthorised collection, i.e. any type of unauthorised processing of personal data within the meaning of the applicable regulations;

5.3. Customer's education (including but not limited to education on proper conduct on the internet and avoidance of related risks and frauds) and the application of safety and other measures necessary to protect Customer's subscriber/user equipment, computer programmes and data are the sole responsibility of each individual Customer. The same applies to taking all the necessary protection measures to avoid different types of online frauds. The Customer explicitly confirms that they have been informed of the fact that, for security reasons, HT shall never request from the Customer to enter their user data by e-mail, including, without limitations, the data on their Telecom ID user account. When using the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions, the Customer shall undertake the appropriate safety measures, in particular:

- The Customer shall log off each time after using the aforementioned pages, especially if they are not using their own computer, in order to avoid any possibility of misuse;
- In the event of any suspected misuse and/or unauthorised use of their Telecom ID user account or any other user identifier, the Customer shall immediately inform the HT Customer Service thereof at the following numbers: 098 1520 for prepaid customers in the public mobile electronic communications network of HT; 098 1550 for residential subscribers in the public mobile electronic communications network of HT, 0800 9000 for residential subscribers in the public fixed electronic communications network of HT and 0800 9100 for business subscribers in the public mobile and fixed electronic communications network of HT. Upon receipt of such notification, HT shall undertake all possible measures to protect the user account.
- HT shall in no way be held liable towards the Customer for any potential damage and/or consequences arising out of the conduct that is contrary to the obligations provided for in this item.

5.4. The Customer shall not use servers or other HT infrastructure, including services, in any manner that may jeopardise their work, proper functioning and/or full functionality. In the event of any suspected misuse of services, servers and/or other HT infrastructure, including services, HT reserves the right to undertake any admissible actions necessary to ensure proper work of servers and other HT infrastructure, including services, which encompasses control of server-hosted contents, which can be removed if it is determined that the provision of such contents, i.e. the use of the HT web pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions is contrary to these Terms and Conditions and/or applicable laws and regulations, in

which case HT shall not in any way be held liable towards the Customer for the aforementioned actions.

5.5. HT reserves the right to remove Customer's contents that would represent a violation of the manner in which the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions are to be used, in compliance with item 8.2 of these Terms and Conditions.

5.6. HT cannot and shall not be held liable for damage arising from the misuse of contents and services on the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions by an unauthorised person, as well as for any damage that may be caused to the Customer or any third party in relation to the use of contents that can be accessed through the pages concerned.

5.7. HT waives all liability for any damage that may arise from the use of contents and services on the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions that is contrary to the provisions of the applicable laws and regulations, these Terms and Conditions and the instructions provided to the Customer during the use of the pages concerned, regardless of whether damage is material or non-material, direct or indirect, ordinary damage, lost profits or non-material damage, if it is in any way related to the use of contents and services available on or stemming from the pages concerned. HT cannot and shall not be held liable for any damage that may arise from the interruption of the internet connection during the access to the pages concerned.

6. Privacy and Data Protection

6.1. By registering in accordance with these Terms and Conditions, the Customer agrees that HT will process their personal data for the purpose of registration, i.e. with a view to fulfilling the rights and obligations under these Terms and Conditions, as well as for other purpose in accordance with the HT Privacy Protection Policy. Detailed information on the treatment of personal data can be found in the HT Privacy Protection Policy, available on HT web pages and at HT points of sale at request.

6.2. User data provided during the registration for Telecom ID user account, i.e. as part of interaction with the HT user pages during the registration for Telecom ID user account, shall be transferred over a secure communications channel – they are protected by encryption and transferred by means of a secure network protocol (HTTPS) that prevents third parties in the communications channel from reading and falsifying data. HT user pages can be used only by the Customers who access them through web browsers supporting the HTTPS protocol. For the purpose of system security, when visiting the HT user pages in order to register for Telecom ID user account, the internet server records the IP address of the computer from which access is made, the date of access, the success rate of the HTTPS request in the form of a numeric code, the size of the file delivered to the Customer's web browser in octets, the URL page from which we are accessed and the Customer's web browser code (name and version).

6.3. For the purpose of system security, when visiting the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions, the HT internet server temporarily records the IP address of the computer from which access is made, the date of access, the success rate of the HTTPS request in the form of a numeric code, the size of the file delivered to the Customer's web browser in octets, the URL page from which we are accessed and the Customer's web browser code (name and version).

6.4. During the use of the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions, HT server stores certain information in the form of cookies on the Customer's computer. The My Telecom Portal uses cookies in order to provide its service free of charge to Customers, including all functionalities and contents of the highest possible quality. Cookies represent a set of data generated by the web page server which the web browser stores on the Customer's disc in the form of a small text file.

- A session-based cookie is stored on the Customer's computer at the session level, i.e. for the duration of the Customer's visit to the My Telecom Portal, thus allowing the Customer to use it in a more efficient manner, and expires automatically when the Customer closes their web browser, as well as in the process of registration and authorisation of the HT services described in item 4.1, in which case the cookie is stored for 24 hours so that the Customer, in the event that the whole process has not been completed within one session, does not have to re-enter the required data.
- The "Remember me" functionality allows the Customer to, following the initial login, perform automatic successive logins to HT portals (via SSO), only at the request of the Customer. When, during the login to the My Telecom Portal, the Customer marks the "Remember me" field, in addition to the standard SSO session management cookie, the Customer will also be issued an additional login cookie. Login cookie includes the following information: token, session identifier and the date by which the issued cookie is valid. Username is never sent by cookie, but only internally stored to a database in order to establish connection between the Customer and the corresponding cookie. By clicking the "Remember me" button during the login to the My Telecom Portal, the Customer also receives a login cookie and is automatically logged in to the following HT web pages: sviračuni.hr, webshop and tportal, including their respective services.

Moreover, on its user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions, HT follows statistics on the visiting rate, exclusively for the purpose of collecting necessary information on the attractiveness and successfulness of its pages on the market, using third-party services known as Google Analytics. Detailed information of the provider of this service about the service and Customer's options with regard to the configuration of cookies required for that purpose is available on <http://www.google.com/intl/en/analytics/privacyoverview.html>. The Customer can always use their web browser settings to configure on their own how cookies are to be accepted. HT disclaims any liability for any loss of service functionality and contents quality on the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions in all cases where the Customer has opted to configure the acceptance of cookies. The Customer confirms that they have been informed of data processing during the use of the service in accordance with these Terms and Conditions on the HT web pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions and related options, as provided herein, and, by accepting these Terms and Conditions, i.e. further using the pages concerned, gives their consent to it.

6.5. HT finds the protection of Customers' personal data important and has established for this purpose corresponding technical, staff and organisational safeguard measures to protect Customers' personal data against misuse, destruction, loss, unauthorised access and change. HT uses a secure server to store personal data provided by Customers during registration or online purchase. Personal data sent by the Customer online shall be encrypted for security reasons. HT shall take all reasonable measures to protect Customers' personal data, however it cannot be held liable for violations caused by unlawful interception of communications or other criminal acts. In the case of online purchase, it shall protect Customers against malicious downloading and use of login by preventing multiple simultaneous logins and continued use after the change of the IP address. Network traffic that includes personal data transfer shall take place over an encrypted (https) connection, including traffic during the registration and any subsequent entry of Customer's data.

7. Cancellation, Consolidation and Prohibition of Use of the My Telecom Portal Service and the Telecom ID Username and Password

7.1. HT reserves the right to cancel or temporarily withhold the possibility to use the Customer Telecom ID user account, which may include cancellation or temporary withholding of the possibility to use one or more services available on the HT user pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions, without prior announcement and/or explanation, if the Customer acts contrary to the rules of these Terms and Conditions, the terms and conditions of use of the relevant HT user pages, the contract concluded with HT and/or the applicable legal regulations. HT shall not be held liable for any damage arising from the aforementioned cancellation or temporary withholding of the possibility to use the Telecom ID user account, that is one or more services of the pages concerned.

7.2. If there are multiple Telecom ID user accounts related to the same Customer (as a precondition, the personal identification number (OIB) and activation e-mail address must be identical for all Telecom ID user accounts), HT reserves the right to consolidate all Telecom ID user accounts into a single unique Telecom ID user account for the Customer concerned. In the event that Telecom ID user accounts are consolidated in such a manner into a single unique Telecom ID user account, the Customer shall keep as their primary and final user account the one they have used most recently. The Customer shall be notified of the consolidation procedure with regard to their Telecom ID user account in a timely and appropriate manner. HT shall not be held liable for any potential damage arising from the consolidation of the Telecom ID user account.

7.3. Permanently disconnected Customers of HT services cannot access the web pages referred to in item 1.1 in conjunction with item 3 of these Terms and Conditions. Temporarily disconnected Customers of HT services can access the web pages concerned, in which case they only have the right to browse content on the web pages concerned, but cannot purchase new or upgrade and edit the existing HT services and products.

8. Final Provisions

HT reserves the right to change these Terms and Conditions, of which Customers shall be informed in a timely and appropriate manner. Amendments to the Terms and Conditions shall enter into force on the day of their publication. In the event that these Terms and Conditions are amended, Customers will not accept the amended Terms and Conditions, but the new Terms and Conditions shall apply to Customers as of the day of their publication.

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