



PRE-CONTRACTUAL NOTICE

IN ACCORDANCE WITH ARTICLE 57 OF THE CONSUMER PROTECTION ACT AND ARTICLE 9 OF THE ORDINANCE ON THE MANNER AND CONDITIONS FOR THE PROVISION OF ELECTRONIC COMMUNICATIONS NETWORKS AND SERVICES

The services that you have requested through the official website of HT d.d. will be charged on the monthly invoice for electronic communication services. If you have selected a device/equipment from the offer of mobile and other devices/equipment, in accordance with your request such device/equipment will be charged upon delivery or on a monthly invoice.

This contractual relationship is subject to Article 72 of the Consumer Protection Act concerning the right to contract termination within fourteen (14) days from the date on which the device/equipment is delivered into your possession, i.e. from the date of concluding the service contract, whereby the Subscriber shall return the purchased device/equipment to HT d.d. at the Subscriber's expense and in the condition in which it was received and settle all the debts in connection with the provided services incurred up to the time of submission of the written notice of termination.

For details on the submission of the notice of termination and the return of the purchased device/equipment, please contact info@t.ht.hr or Hrvatski Telekom d.d., p.p. 21, 10020 Zagreb.

The contract will be considered terminated when Hrvatski Telekom d.d. receives the notice of termination.

In accordance with Article 79 of the Consumer Protection Act, please be advised that the consumer shall have no right to unilaterally terminate the contract if the service contract has been fully executed by the seller, and the fulfilment has begun with the express prior consent of the consumer and upon the consumer's confirmation that they are aware of the fact that they will lose the right to unilateral contract termination if the service is fully executed.

If you have purchased a device/equipment, it will be delivered to you at the address specified in this Request within 30 calendar days of the acceptance of the Request. The costs of delivery of the device/equipment to the delivery address shall be borne by Hrvatski Telekom d.d. At the reception of the selected device/equipment, please present your ID card to the authorised person of the courier service. As to the device/equipment, you have warranty rights to the device/equipment in accordance with the enclosed warranty card. HT d.d. shall be liable for material defects on devices/equipment in accordance with the Civil Obligations Act. If you find a defect on the device/equipment, you can have it serviced at your nearest T-Centre.

The subscription contract shall be concluded for an indefinite period of time, with the possibility to conclude a subscription contract with a mandatory term. If you have concluded a subscription contract for the provision of services with a mandatory term and if you terminate it during its mandatory term, you shall pay the monthly fee for the remaining duration of the mandatory term of the contract or a fee amounting to the discounts that you were granted on products and services if the payment of the latter fee is more favourable to you.

Complaints from fixed telephony services users shall be submitted in writing by email to prigovori@moj.ht.hr, by fax to 0800 9393, or to the address Hrvatski Telekom d.d., p.p. 21, 10020 Zagreb.

Complaints from mobile services users shall be submitted in writing by email to prigovori@moj.ht.hr, by fax to 098 1560, or to the address Hrvatski Telekom d.d., p.p. 526, 10020 Zagreb.



In accordance with Article 9 of the Ordinance on the manner and conditions for the provision of electronic communications networks and services, please be advised of the following:

- The conditions necessary to meet the requirements for the conclusion of the contract, as well as information on the deadlines for the provision of services can be found in the General Terms and Conditions for fixed services of Hrvatski Telekom and the General Terms and Conditions for mobile services of Hrvatski Telekom, which are available at <https://www.hrvatskitelekom.hr/pravne- napomene/opci-uvjeti>;
- A confirmation of the conclusion of the contract will be delivered to the e-mail address that you provided when ordering the service on the Hrvatski Telekom d.d. website;
- The user is identified by PIN and that data from the identity card. Any incorrectly entered information can be corrected by simply deleting it before confirming the request;
- The terms of use of services and the Price List can be found at <https://www.hrvatskitelekom.hr/pravnenapomene/opci-uvjeti>. All the documents are available for storage and printing;
- Information on the type of electronic communications service to be contracted, the name of the selected tariff plan, the fee of the electronic communications service, the price of terminal equipment and its delivery, payment terms, and the duration of the contract can be found when ordering the service on the Hrvatski Telekom website.

These Terms and Conditions of Use shall be effective as of 4 July 2016 and shall apply until notice of change.