

## **TERMS AND CONDITIONS OF USE OF THE FLAT SURF OPTION FOR PREPAID CUSTOMERS OF HRVATSKI TELEKOM D.D IN THE MOBILE ELECTRONIC COMMUNICATIONS NETWORK**

1. By activation of the weekly Flat Surf Option (hereinafter: Option), the prepaid customer of Hrvatski Telekom d.d. (hereinafter: HT) in the mobile electronic communications network confirms acceptance of these Terms and Conditions of Use of the Flat Surf Option (hereinafter: Terms and Conditions of Use).
2. The Flat Surf Option will be available from 1st of July 2020 to all HT's prepaid Customers on SIM cards from the "Unlimited Surfing in Croatia" package.
3. The fee for use of the Option is defined by the Hrvatski Telekom mobile services pricelist.
4. The Option cannot be combined (concurrently activated) with the following prepaid options of HT: Internet S/M/L/XL, Internet Day. If, at the moment of the Option's activation, the Customer has any of the options running that cannot be activated concurrently with the Flat Surf Option, such options will be automatically deactivated.
5. The weekly fee referred to in point 3 of these Terms and Conditions of Use shall include 7 days of mobile Internet use in HT's network in the territory of the Republic of Croatia, at maximum network available speed, with unlimited data traffic.
6. Upon expiry of the Option's validity, the possibility to use mobile Internet at maximum network available speed, and data traffic rates shall be charged in accordance with the currently valid Price List.
7. The Customer can activate the Option by sending an SMS message containing the keyword "Flat" to the number 13636, at a T-Center, or by calling Customer Support.
8. Upon activation of the Option, the Customer will receive an SMS message containing a notification about the time of the Option's activation, and from the moment of activation, all Customer's rights and obligations established under these Terms and Conditions of Use will start running.
9. Option Flat Surf after activation will be automatically reactivated 7th day of activation of which the Customer will be informed by SMS 24 hours before the automatic reactivation and the amount of weekly fee will be charged from the Customer's account.  
The automatic reactivation will be made on conditions that the Customer's account is active, there are sufficient funds on the account and that the Customer has not previously deactivated claimed Option. If in time of automatic reactivation the Customer has on the account an amount insufficient to charge a weekly fee, therefore the Option is not reactivated, and surcharges account with voucher sufficient to cover the weekly fee within the next 30 days, the Option will be automatically reactivated 24 hours after recharge of the account, of which will Customer be notified by SMS (24 hours before the automatic reactivation).
10. The Customer can deactivate the Option by calling Customer Support, at a T-Center, or by sending an SMS message containing the character "D" to the number 13636. Deactivation of the Option shall become effective on the last day of the period covered by the fee charged for the use of the Option, during which the Customer's request for deactivation was received.
11. Due to roaming regulation changes, Flat Surf option will be implemented with limited amount of data without roaming surcharge as defined in Hrvatski Telekom pricelist for prepaid customers.

12. All other services of Hrvatski Telekom d.d. in HT's mobile network not covered by this Option shall be charged in accordance with the currently valid Price List and in accordance with other special terms and/or specifications of services used by the Customer.
13. To all cases not resolved or regulated by these Terms and Conditions of Use, the General Terms and Conditions of Hrvatski Telekom d.d. the for Provision of Services in the Public Mobile Communications Network and other special terms and/or specifications of services used by the Customer shall be applied accordingly.
14. HT reserves the right to modify these Terms and Conditions of Use, of which the Customer shall be notified via HT's website or in another adequate manner.
15. These Terms and Conditions of Use are valid from March 16th 2023.