



THE GENERAL OPERATING TERMS AND CONDITIONS OF THE COMPANY T-2

Ljubljana, 01 October 2005

Amended and revised: 14 July 2008, 14 Jan 2009, 06 June 2009, 15 Dec 2010, 27 Sept 2012, 02 March 2013, 30 April 2013, 01 Dec 2013, 21 May 2014, 29 Jan 2015, 10 May 2016, 01 Oct 2016, 01 Jan 2017, 15 June 2017, 25 May 2018, 01 July 2018, 9 Oct 2019, 1 June 2021

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I. GENERAL PROVISIONS

Article 1

Within the scope of its commercial activities, the company T-2 d. o. o. (hereinafter: T-2 or operator) creates, develops, and markets electronic communications and equipment services.

The General Operating Terms and Conditions of the company T-2 (hereinafter referred to as: the General Terms and Conditions) govern the rights, obligations, and responsibilities of the company T-2 and the Subscriber or User, as well as determine the terms and conditions for performing and ensuring market telecommunications services in the T-2 network (hereinafter referred to as: T-2 services), namely:

- name and the registered offices of the operator,
- the terms, conditions, and procedures for entering into a subscription agreement, for installing connections in the T-2 network, and for the telecommunications equipment,
- the terms and conditions for providing information, carrying out correspondence between the contractual parties, changes to price lists and prices, other parameters and technology,
- the terms, conditions, and the procedure for connecting the subscriber's terminal equipment to the T-2 network,
- the terms and conditions for changing, terminating the subscription, and for suspending or (temporarily/permanently) disconnecting the subscriber's connection,
- the method for charging and paying for the services, resolving complaints and issues,
- the terms and conditions for data processing,
- the terms and conditions for amending the Agreement and the General Terms and Conditions.

T-2 performs its services under the conditions and in a manner set forth in applicable regulations, General Terms and Conditions, the Self-regulatory Code on Compensations for Non-Functioning or Poor Functioning of the Public Communication Services by Public Communication Service Operators in the Republic of Slovenia (hereinafter referred to as: the Code), the subscription agreement, applicable price lists, and special and other agreements. The General Terms and Conditions can be complemented by special agreements made by the contractual parties, which must be made in writing. If the General Terms and Conditions and the special agreements are not harmonised, the special agreements shall prevail. The General Terms and Conditions, the special agreements, the Code, price lists, other agreements regarding the use of individual services, and instructions shall also apply to users mutatis mutandis.

The standards for assuring the quality of public communications services and the method for determining compensations for the non-functioning or poor functioning of services are set forth by the Code, unless more favourable provisions are made for the subscriber herein.

Article 2

T-2 services are mainly the following telecommunications and IT services:

- broadband internet access,
- publicly accessible phone services,
- the distribution of TV and radio signals,
- virtual private networks,
- application and server roaming,
- e-mail,
- videotelephony,
- maintaining T-2-owned equipment pursuant to these General Terms and Conditions,
- maintaining the functioning of the services pursuant to these General Terms and Conditions, and
- other telecommunications, IT, and multi-media services.

In order to include new services and/or discontinue or change old services, T-2 can change the selection of services. T-2 shall inform its subscribers regarding the changes using its website and other communications solutions.

Article 3

The terms used in these General Terms and Conditions shall have the following meaning:

- the T-2 network is a publicly accessible network owned by T-2.
- A local loop is a line for connecting the network termination point on the building of the end user with T-2's main divider.
- Terminal equipment includes devices or their appropriate part enabling the user to communicate within the T-2 network; the purpose of the equipment is to provide connection to T-2 network interfaces.

- Telecommunications equipment is the equipment owned by T-2 and installed at the subscriber's building; it determines the network termination – a standardised interface to which a subscriber can connect its terminal equipment.
- A network termination point is a point on the end user's or actual user's end, where the local loop and the house lines meet.
- The house line is a line intended to connect the network termination point with the communication equipment, and a line that enables the connection of the terminal equipment to the network termination.
- The network termination is a standardised interface on the T-2 communications equipment, to which a subscriber connects their terminal equipment.
- A subscriber is any natural or legal entity who enters into a T-2 service agreement or an agreement for the provision of services by T-2.
- A subscription agreement is a written document, which, together with the General Terms and Conditions, potential written agreements, and applicable price lists, governs the relationship between T-2 and the subscriber regarding the use of T-2 services.
- A user is a natural or legal entity using T-2 services as the end user or actual user, and a natural or legal entity who has signed an annex with T-2 for a user subscription.
- A branch office is a business unit of the company T-2.
- The price list is a price list for telecommunications and IT services in the domestic and international traffic in the T-2 network, a price list for administrative services, a price list for the cost of charged unreturned or damaged equipment, a price list for additional work, a price list for T-2 services, a price list of other operators, and all price lists that subscribers can access via the www.t-2.net website; price lists of other operators can also be accessed on the websites of these operators or elsewhere, as appropriate. All price lists are an integral part of the General Terms and Conditions.
- Guid stands for Globally Unique Identifier; it is a unique reference number used as an identifier in the field of software.
- A T-2 business day is every day except Saturday, Sunday, and days off determined by law.
- The Agency is the Agency for Communication Networks and Services of the Republic of Slovenia, with registered offices at Stegne 7, Ljubljana, which is, as an independent authority, competent for governing and controlling the electronic communications market, managing and controlling the radio frequency spectrum in the Republic of Slovenia, and for performing tasks in the field of radio and television.

Other terms used in these General Terms and Conditions have the same meaning as set forth in the Electronic Communications Act (Official Gazette of the Republic of Slovenia (Uradni list RS) No 109/2012, as amended, hereinafter: ZEKom-1), the statutory instruments adopted on the basis of this Act, and in other applicable legislation.

II. NAME AND REGISTERED OFFICES OF THE OPERATOR

Article 4

The name of the operator is: T-2 družba za ustvarjanje, razvoj in trženje elektronskih komunikacij in opreme d.o.o., and the abbreviated name is: T-2 d.o.o. The operator's registered offices are in Ljubljana. The operator's business address is Verovškova ulica 64a, 1000 Ljubljana. The company was registered on 11 May 2004 at the Maribor District Court under registration no. 11203100.

III. THE TERMS, CONDITIONS, AND PROCEDURES FOR ENTERING INTO A SERVICE SUBSCRIPTION AGREEMENT, FOR INSTALLING CONNECTIONS IN THE T-2 NETWORK, AND FOR THE TELECOMMUNICATIONS EQUIPMENT

Article 5

The company T-2 operates in Slovenia and abroad as a provider of telecommunications services in the field of electronic communications, the subscriber of which can be a natural person or a legal entity. T-2 will enter into a subscription agreement with any natural person who has reached the age of majority or any legal entity, provided that this is permitted by the technical capacities and that there will be no justified commercial or financial reservations (e.g. due unpaid obligations from other subscriptions, initiated bankruptcy proceedings, liquidation proceedings, or compulsory composition proceedings, etc.).

In order to subscribe to receive services, the subscriber shall submit the full and correctly completed subscription agreement and any appendices. If the agreement does not contain all of the data necessary to subscribe to the services, T-2 shall return it to the subscriber to complete it.

The agreement is entered into on the date of the signature of both contractual parties, while the services are activated and made accessible to the subscriber once the conditions arising from Article 9 of the General Terms and Conditions have been met. If the agreement has been entered into remotely, the provisions of the legislation applicable at the time shall apply for fulfilling the contractual provisions.

The subscriber undertakes to, and guarantees to the company T-2 that, prior to subscribing, they will obtain all written consents of third parties that are necessary to legally and uninterruptedly fulfil the subscription agreement (e.g. the consent of the actual users for personal data processing, the consent of the owner of the telephone connection or the owner of the real property on which this line or telecommunications equipment is located; this is obtained to enter the premises and carry out all tasks necessary to establish, maintain, upgrade, remove the connection, etc.). Furthermore, the subscriber guarantees that they will also submit these consents to T-2, if required. The subscriber also undertakes to provide these consents throughout the duration of the subscription and to notify T-2 regarding the cancellation of any such consent in a timely manner, i.e. at least 15 days before the validity of the consent expires. Unless otherwise stipulated by law for a specific case, T-2 shall have the right in the event of a cancelled consent to terminate the subscription without notice, whereby it shall be deemed that the grounds for the termination of the subscription arose due to the subscriber; consequently, the subscriber shall pay for all of the costs related to the termination of the subscription. If the subscriber has failed to obtain the consents referred to in this paragraph or to notify T-2 of the cancellation of such consents, the subscriber shall assume all responsibility for any consequences that arise from the omission of the said duty (e.g. the responsibility for the costs of restoring the original state, compensation for potential damage, etc.).

The responsibility for the use of services by actual users shall be borne by the subscriber as if they were using the services themselves. Moreover, the subscriber is responsible to inform the actual users of the content of the General Terms and Conditions, the subscription agreement, and the applicable price lists. It is also the subscriber's duty to obtain all of the consents from the actual users which the company T-2 requires to be able to provide and legally perform the subscribed services. Substantively, these are the same consents as the subscriber's consent which they automatically provide when they sign the subscription agreement. Because T-2 only has a contractual relationship with the subscriber, it is not obliged to verify prior to establishing the subscriber's connection whether the subscriber has obtained all of the necessary consents from the actual users; as a result, T-2 has no responsibilities arising from this.

Article 6

When T-2 provides services using a foreign network, T-2 is not the owner of the copper or optical local loop. In order to perform the subscribed services using a copper or optical local loop, T-2 shall, on the basis of the subscriber's authorisation, order the unbundling of the local loop from the owner of the local loop and also order access to the network termination point. The timing of putting the subscriber into service depends on the deadlines for the above activities set forth in the agreement entered into by T-2 and the owner of the local loop.

The subscriber shall provide space with the suitable climate conditions for installing communications equipment, a suitable number of 230 V/50 Hz supply sources, and suitable house lines/wiring. The installation of telecommunications equipment can be performed by the subscriber themselves on the basis of instructions provided by T-2 or can be ordered from T-2. The subscriber shall ensure that T-2 or their authorised contractor has uninterrupted access to the site for the installation of telecommunications equipment.

The telecommunications equipment is owned by T-2, which also has the right to manage it. The subscriber undertakes to handle the telecommunications equipment with due diligence. The subscriber is obliged to pay for any damage on the equipment incurred due to their fault. The subscriber is also obliged to pay for any damage on the equipment that is incurred while being used by the subscriber if they fail to act with due diligence in the event of force majeure (e.g. if the subscriber fails to unplug the equipment if there is a risk of a lightning strike; if they fail to secure the equipment when there is a risk of a natural disaster, etc.). T-2 assures the agreed upon quality of services under the condition that the subscriber uses the telecommunications equipment provided by T-2.

After the subscription or an individual service ends, the subscriber is obliged to return the equipment that they received for use (receipt or lease) during the subscription or during a particular service within fifteen (15) days following the end of the subscription or an individual service at their own cost to one of the authorised T-2 branch offices. T-2 shall inform the subscriber of the obligation to return the equipment in writing (via a text message, e-mail or in another suitable manner). The subscriber is obliged to return the equipment in an undamaged and operating state. If the equipment is not returned within the above deadline or if it is returned in a damaged or non-operating state, the subscriber shall be charged for the equipment according to the applicable price list.

The condition for the user to be able to begin using T-2 services is the access to the network termination point, which is carried out by the owner of the local loop, and the connection of the subscriber by T-2 after receiving the data concerning the network termination point. T-2 shall notify the subscriber that they have been put into service via the T-2 service pages or by way of a hand-over protocol at the latest within five (5) days after bringing the subscriber into service. T-2 shall begin to charge for the use of the services as of the day of bringing the subscriber into service, regardless of when the subscriber activated the use of services.

T-2 shall provide the subscriber with the best possible type and quality of the subscribed services, taking into account the parameters of the line, network properties, the work load of the exchange, the quality of the subscriber's internal installation, the equipment used, technical limitations, and other circumstances affecting the provision of services.

IV. PROVIDING INFORMATION, CARRYING OUT CORRESPONDENCE BETWEEN THE CONTRACTUAL PARTIES, CHANGES TO PRICE LISTS AND PRICES, OTHER PARAMETERS AND TECHNOLOGY

Article 7

T-2 shall provide the following information on its website <http://www.t-2.net>, via the phone number of its Call Centre 064 064 064, and in all T-2 branch offices:

- the possibilities, types, and methods for using T-2 services,
- the prices of T-2 services and potential discounts,
- the prices of additional services,
- all information necessary to enter into and carry out a subscription with the company T-2,
- the technical parameters for the required terminal equipment,
- maintenance prices, and
- changes to the contractual terms and conditions.

Price changes shall enter into force pursuant to the procedure described in Article 31 of these General Terms and Conditions.

When pricing international landline and mobile telephony, T-2 is bound by the services of other operators; for this reason, it reserves the right to change the prices, which enter into effect once posted on the <http://www.t-2.net> website. Therefore, the subscriber is obliged to regularly monitor the posts on the website and to cover the costs related to the failure to do so themselves. The information on some prices are also posted on the TV interface; by using the interface, the subscriber shall agree with the prices. The subscribers can also be informed of the prices of international telephone services by calling the Call Centre at 064 064 064.

T-2 may communicate with the subscriber via messages sent to the subscriber as text messages, regular mail, e-mail, and/or in some other reliable manner. The Subscriber may request that e-mail communication be introduced via the service web pages or in writing or in some other equal manner. In this case, T-2 only send notifications to the subscriber, for which the subscriber submitted this request, to an e-mail address that the subscriber listed in the subscription agreement or to some other e-mail address if so requested by the subscriber. If the subscriber communicates with T-2 in writing, they shall sign every written application or file an application with a signature which is deemed valid in accordance with regulations; otherwise, the application shall be returned by T-2 to be amended. The manner of communication in the event of an objection is determined in Article 27 of these General Terms and Conditions.

Article 8

T-2 can change the subscriber's settings or other parameters on the T-2-owned equipment at the user's location.

Article 9

T-2 is obliged to bring into service and activate the T-2 services agreed upon in the subscription agreement at the latest within thirty (30) days of the signing of the subscription agreement by both of the contractual parties if all conditions for this have been met, there are no restrictions imposed by T-2, and if the assumption has been met that T-2 receives the agreement within ten (10) days of its being signed by the subscriber. If there are obstacles making it impossible to put the subscriber into service within the agreed upon deadline, T-2 is obliged to inform the subscriber of the reason for the delay.

If T-2 manages to establish a connection to the subscriber, but the local loop and/or the house line/wiring fails to provide the required parameters for the connection or for the services agreed upon in the subscription agreement, T-2 shall offer the subscriber a connection with the actually possible parameters. T-2 can also inform the subscriber of the actually possible parameters within the procedure for eliminating a reported error. If the subscriber agrees with the offered parameters, they must inform T-2 of this in writing, as the changed parameters indicate a change in the subscription agreement. If the subscriber does not accept the connection or the fulfilment of the subscription agreement with the actually possible parameters, the subscriber or T-2 has the right to terminate the subscription agreement or a particular service in writing.

If T-2 does not receive a written termination of the subscription agreement or a particular service, it shall be deemed that the subscriber agrees with the parameters received, regardless of the quality of operation, and T-2 can also charge the subscriber for these parameters, as defined in the subscription agreement.

If T-2 enables the subscriber to receive the service via broadband access using xDSL or another technological solution and if there is a possibility for T-2 to enable the subscriber to have access via its own optical network, T-2 shall have the right, where possible, to connect the services or enable internet access through its own optical network. By signing the subscription agreement, the subscriber expressly agrees with the switch to the T-2 optical network. T-2 shall notify the subscriber of this in writing; if the subscriber does not agree with this, they shall have the right to terminate the subscription agreement within thirty (30) days of receiving the written notification; otherwise, it shall be deemed that the subscriber agrees with the change in technology.

Article 10

If the subscriber withdraws from the Agreement without any just cause prior to being connected, they shall reimburse T-2 for any actually incurred costs related to work performed.

Article 11

T-2 is obliged to:

- provide T-2 services in accordance with regulations and the price list valid at the time, in the best possible quality, taking into account the physical restrictions of the line and external influences,
- prevent the loss, change, or access to data in its network by unauthorised persons, considering the available technology and actual possibilities,
- post the prices of its services and their changes in a prescribed manner on the T-2 website and at points of sale authorised for signing subscription agreements, so that anyone can inform themselves of their content,
- eliminate errors as soon as possible, whereby it needs to begin eliminating them on the same day as they are reported,
- connect the terminal equipment at the request of the subscriber and at the expense of the subscriber, whereby the equipment shall meet the conditions arising from Article 19 of these General Terms and Conditions.

T-2 has the right to:

- charge a fee for monthly subscription, network traffic, and all other T-2 services according to the price list valid at the time,
- request an immediate removal of information, after-sale services, and services, or restrict access to them upon prior warning from the subscriber if they violate mandatory provisions or honest practices in industrial or commercial matters,
- temporarily prevent access to some or all services upon prior warning if potential misuse has been detected,
- prevent access to some or all services upon prior warning if the subscriber is interrupting the functionality of the T-2 network,
- disconnect the subscriber without prior notice if the violations of the subscription agreement committed by the subscriber constitute an immediate and severe threat to public order, public safety, or public health, or if they cause severe economic or operational problems,
- carry out a temporary or permanent shut down of the subscriber's connection in accordance with Articles 24, 28, and 29 of these General Terms and Conditions,
- publish the subscriber's data in a directory for free, upon the subscriber's written consent, and provide this data to third persons for the purpose of composing and printing directories,
- terminate the provision of T-2 services or terminate the agreement pursuant to the applicable regulations and applicable General Terms and Conditions,
- permanently or temporarily terminate the provision of individual or all T-2 services, even without prior notice, if this is necessary for ensuring the safety of networks and services and the functioning of services under exceptional conditions, in accordance with applicable legislation.

T-2 shall not be responsible for:

- disconnections and errors or a partial or full network malfunction if this is due to emergency maintenance, if it occurs by chance, or due to events not under its control or events that T-2 cannot influence,
- any irregularities arising from the use of unsuitable telecommunications equipment or the actions of the subscriber,
- any damage that might arise due to the improper, incorrect, or unsuitable use of the telecommunications equipment,
- the content and format of the information posted online by third persons,
- the quality of services and contents, the terms, conditions, and compliance of the provision of services offered by operators, and the contents (e.g. premium contents) regarding which T-2 operates merely as an infrastructure provider,
- any violations of copyright and related rights related to the services rendered by the providers of these services,
- providing protection and privacy for data transferred via its network,

- the safety of the subscriber's files or data which is exchanged between servers in order to enable access to external applications or which is stored on T-2 computers (the subscriber is exclusively responsible for storing backup copies),
- any errors, interruptions, and disconnections of services arising from technically inadequate house lines/wiring, the line's physical restrictions, and any external influences,
- any interruptions, the non-functioning of services, and damage caused to third persons or the subscriber if the subscriber does not use the equipment in accordance with Article 19 of these General Terms and Conditions,
- any indirect damage, lost profit, non-material damage,
- any cases that are expressly described in other provisions of these General Terms and Conditions.

Article 12

The subscriber has the right to use T-2 services within the agreed upon scope and in the agreed upon quality. The subscriber is obliged to:

- provide or submit full and credible personal data,
- pay their obligations to T-2 under issued invoices in a timely manner,
- file an objection according to the procedure set forth in Article 27 of these General Terms and Conditions, at the latest within fifteen (15) days of the date on which the subscriber was made familiar with a contested decision or action of the operator, but at the latest within sixty (60) days of the date on which the invoice was issued or the date when the event subject to the objection occurred,
- continually monitor their consumption on the T-2 service pages and the notifications sent via e-mail or posted on T-2 web pages,
- select, protect, and use access passwords,
- prevent third persons from performing unauthorised activities in the T-2 network or other network via the network termination, abstain from performing any actions or interventions in the T-2 network that could result in its improper functioning or its undermined integrity,
- ensure the control and safety of terminal and communications equipment in its premises,
- take into account the applicable regulations when using the T-2 network,
- report an error in the functioning of the services by calling 064 064 064 or e-mailing: info@t-2.net, take into account the instructions of an authorised T-2 employee in the procedure for eliminating the error, and actively cooperate in eliminating the error,
- use the services and contents that are merely disseminated by T-2 in accordance with instructions given by T-2 or the provider of these services and contents, and with applicable legislation.

Article 13

In order to ensure safe use and prevent potential misuse, T-2 shall have the right to monitor the use of services. If the subscriber's consumption significantly deviates from their average consumption or if the subscriber's consumption is increased, T-2 may warn the subscriber of such increased consumption.

If the subscriber fails to respond to the sent warning or notification within the deadline, T-2 may temporarily suspend the use of the subscriber's services and require that the spent amount be immediately paid. If the subscriber pays the amount within the deadline, the services shall be reactivated as soon as possible; however, if the subscriber fails to pay the amount, the use of the services will be disabled. T-2 is not obliged to monitor the use of the services and notify the subscriber, unless when this is expressly stated in these General Terms and Conditions or applicable regulations.

The subscriber has the right to subscribe to informative notifications on their consumption, whereby the subscriber also has the right to determine the consumption limit at which they will be notified. The subscriber agrees that this notification is informative in nature, as T-2 does not always have at its disposal up-to-date data on the subscriber's consumption due to the technical limitations of the line and due to the dependence on other legal entities.

T-2 recommends that the subscriber:

- use the equipment in accordance with the manufacturer's instructions, so as not to interrupt their surroundings, e.g. in aeroplanes, hospitals, and other places where the operation of the equipment could interrupt other devices or where this is indicated,
- not leave the terminal equipment on without supervision,
- use surge protection,
- lock the screen on all devices, particularly smart phones, using a password, so as to prevent unauthorised use in the event of theft or loss,
- carefully store and protect all agreements and other documents, passwords, and user names, and not send them via e-mail and not enter them on websites not owned by T-2, but only enter them in places where an unauthorised person cannot see the entered data,
- continually monitor the consumption of speech and data services if the services enable this (e.g. through T-2 service pages),
- verify the option of temporarily or permanently limiting access to a particular service if they do not wish to use this service,
- be informed of the content of the Recommendation on Preventing Extremely High Amounts on End User Accounts and of the

content of the Code; both can be accessed via the T-2 website,

- be informed of the manuals and guidelines of the Information Commissioner regarding personal data protection, which can be accessed at <https://www.ip-rs.si/>, and the advice and warnings of the Agency, which can be accessed at <http://www.akos-rs.si/koristni-nasveti-in-opozorila>,
- pay attention to the terms of use of the service and content providers when using the services,
- pay special attention and care particularly when the services are used by minors and/or children,
- call only those unanswered international phone numbers that are familiar to them, so as to prevent abuses,
- ensure, prior to using the "forwarding" network service, that calls are not forwarded to a connection that has already used the forwarding service or to a connection whose user has not provided their consent.

More detailed and extensive information regarding the impacts on the quality of internet access services, data limits, speed limits, and other service quality parameters affecting internet access services are available to subscribers on the websites <https://www.t-2.net/razno> and <https://www.t-2.net/faq-category>.

The subscribers or end users who have their own telecommunication devices and maintain them themselves or through a contractual partner shall be responsible for properly protecting their devices from unwanted accesses by third persons. The subscriber or end user is responsible for having a suitable security policy in the event of remote access to their own devices. In the event of unsuitable access security, intrusions into telecommunication devices can occur, resulting in unwanted costs.

Article 14

T-2 services are available 24/7/365.

In the event of a planned interruption lasting more than two (2) hours, T-2 shall inform the subscriber via their website or via e-mail of this interruption at least seven (7) days beforehand.

Article 15

T-2 provides publicly accessible phone services in the T-2 network at the subscriber's fixed location, including:

- making or receiving domestic or international phone calls,
- access to networks and services of other operators,
- access to the emergency phone number (112), police phone number (113), and providing information regarding the caller's number and location to the authority processing the call in accordance with Article 134, ZEKom-1 (considering technical capacities),
- access to the number for reporting missing children: 116 000,
- tone dialling in the event of an analogue termination point,
- call forwarding on non-reachable (CFNR), call forwarding busy (CFB), and call forwarding unconditional (CFU),
- calling line identification restriction (CLIR),
- call waiting (CW),
- call line identification presentation (CLIP),
- three-point conferencing,
- selective call barring for particular types of outgoing calls (e.g. calls to the 090 network, calls to international networks, etc.), which the subscriber can order by sending a request with their signature in manuscript or other equivalent signature or a signature determined to be valid and acceptable by applicable regulations,
- for users of phone services in the T-2 network using analogue terminal equipment: tone dialling and any other supplementary phone services within the telecommunication services provided by T-2.

For all of its services, T-2 provides:

- error reporting using the phone number 064 064 064 or e-mail address: info@t-2.net,
- general information, phone no. 064 064 064.

During an outage in the public power supply system or an outage in the electronic communications network and maintenance work on the network, call services to the single European emergency phone number "112", calls to the police phone number "113", and calls to the phone number for reporting missing children "116 000" are not available. The subscriber or user can ensure access to services during an outage in the public power supply system themselves by using an uninterruptible power supply system (UPS for network elements and terminal equipment).

Article 16

T-2 provides its subscribers with radio and TV signal distribution pursuant to applicable standards and recommendations. T-2 is not responsible for the poor quality of radio and TV signals if this is caused by the producers working for radio and TV channels.

The channel structure of radio and TV channels in the T-2 network is decided by T-2 and the channel council. The monthly subscription to RTV Slovenija and other channels set forth by law is not included in the monthly subscription to the service providing the distribution of radio and TV signals which the subscriber pays to T-2. T-2 reserves the right to change channel packages.

T-2 has the right to black out or terminate its broadcasting of any TV channel if the holders of the right ask it to black out the signal or when this is set forth by regulations. Because the blackout constitutes the enforcement of the statutory rights of the right holders and is in accordance with contractual relationships entered into by T-2 for the purpose of broadcasting TV channels, T-2 shall not be responsible for the blackout. The subscriber has been informed that the blackouts do not give them the right to receive compensation for the TV service when issuing monthly invoices. T-2 notifies subscribers regarding blackouts on its website (<https://www.t-2.net/zatemitve>) as soon as possible.

Within the scope of the services provided by T-2, the subscriber may not reproduce, distribute, lease out, publicly execute, publicly transmit, publicly broadcast, publicly show, transmit by radiodiffusion, adapt, audiovisually adapt, or use copyrighted works in any other way contrary to applicable legislation.

In addition to the right to use or distribute channels, T-2 also enables its subscribers to use additional functions on some channels. The subscriber has been informed that the change in a channel's additional functions does not constitute a change in the service, as T-2 undertakes to take into consideration the terms and conditions given by channel providers when providing additional functions.

Article 17

If T-2 plans a change to the existing services, it shall inform the subscriber of this on its website <http://www.t-2.net/> or in some other suitable way, at least thirty (30) days before enforcing the change or new development. If the subscriber does not agree with the change, they have the right to terminate the subscription agreement or an individual service in writing within thirty (30) days of the date of its publication or of the enabled access to the foreseen change; otherwise, it is deemed that the subscriber agrees with the change.

Article 18

The subscriber is aware that broadband internet access is a basic service that ensures the use of publicly accessible phone services and the service for distributing TV and radio signals.

V. THE TERMS, CONDITIONS, AND THE PROCEDURE FOR CONNECTING THE SUBSCRIBER'S TERMINAL EQUIPMENT TO THE T-2 NETWORK

Article 19

In order to connect the terminal equipment to the T-2 network, the subscriber shall provide technically suitable and faultless house lines/wiring and they may use terminal equipment meeting the requirements of the Rules on Radio Equipment and Telecommunications Terminal Equipment (Official Gazette of the Republic of Slovenia (Uradni list RS), No 17/2009 of 6 March 2009, as amended) and the Rules on Electromagnetic Compatibility (Official Gazette of the Republic of Slovenia (Uradni list RS), No 132/06, as amended), and the subscriber shall maintain the equipment in a suitable condition not causing interruptions in the T-2 network or a threat to the life and health of people and property or a threat to the functioning of the T-2 network.

The subscriber may not connect radio or terminal equipment to a public communications network not meeting the requirements arising from the regulations governing radio and telecommunications terminal equipment. The equipment used by the subscriber shall be in compliance with the standards the application of which creates an assumption on the compliance of the products with the requirements of the applicable Rules on Electromagnetic Compatibility and the standards the application of which creates an assumption on the compliance of the products with the requirements of the applicable Rules on Radio Equipment and Telecommunications Terminal Equipment. T-2 posts the list of standards on the <http://www.t-2.net> website.

The subscriber may, upon prior arrangement, also select T-2 as the contractor to arrange house lines/wiring on their connection. The valid price list related to arranging house lines/wiring and providing materials can be accessed on the official www.t-2.net website, on the phone number 064 064 064 and at all T-2 branch offices.

Article 20

The connection of the house lines/wiring to the network termination point shall be carried out by T-2 or its authorised contractor.

VI. MODIFYING, TERMINATING A SUBSCRIPTION AND SUSPENDING OR DISCONNECTING A SUBSCRIPTION CONNECTION

Article 21

If any data listed in the subscription agreement or any data related to the accounts through which the subscriber operates change, or if there is a change in any other data or terms and conditions affecting the subscription, the subscriber is obliged to inform T-2 of this in writing by registered mail, or in any other way deemed equivalent by regulations, or by fax, at the latest within eight (8) days of the change.

The subscriber is obliged to inform T-2 of any desired change to the subscription agreement by way of a written message. The written message shall be signed by the subscriber or, in the event of a legal entity, by a legal representative of the legal entity, in manuscript or signed with a signature that is deemed equivalent by regulations. A change – if possible – shall be carried out at the latest on the last day of the calendar month in which it was requested or, if it was requested within the last five (5) days of the month, at the latest by the tenth (10th) day of the following month. The subscriber may also order a change to the subscription agreement through service websites. If a change is requested this way, it is deemed that it was ordered by the subscriber or the legal representative or authorised person of the subscriber, as the subscriber alone is obliged to ensure data security for the access to the service web pages. If the desired change is not possible, T-2 shall inform the subscriber of this.

Article 22

A subscription can be transferred to another person:

- if the subscriber who is a natural person dies,
- when a legal entity ceases to operate due to reorganisation, demerger, merger, or association, and other changes of status.
- in other cases taking into consideration these General Terms and Conditions.

The subscriber or their successor is obliged to inform T-2 of the changes arising from indents 1 and 2 of paragraph one of this Article in a timely manner, in writing, and in a manner set forth in Article 21 of these General Terms and Conditions. The new and the previous subscriber shall be jointly responsible for any costs incurred due to the late reporting of the listed types of changes; the exception is indent 1 according to which the successors are responsible for the late reporting of changes.

The subscriber is obliged to inform T-2 in writing of all other cases of desired subscription transfers; T-2 then sends a suitable annex to the subscriber to be signed. The subscriber is obliged to ensure that the transferee also signs the annex. If the annex has not been completed correctly or fully, the subscription shall not be transferred, nor shall it be terminated, and all obligations and rights arising from this subscription shall still be carried out by the subscriber who wished to transfer the subscription, and this subscriber shall continue to be responsible for these rights and obligations. This shall also apply *mutatis mutandis* to the user subscription.

At its own discretion, T-2 also provides a user subscription, which is entered into by way of a suitable annex, as a form of partial transfer of a subscription to a third person (a user with a user subscription).

If the subscriber terminates the subscription agreement, the subscriber is obliged to inform the user with a user subscription of this in writing. The subscriber shall be exclusively responsible for the consequences of failing to inform. In this case, T-2 shall offer the user the option to enter into a subscription agreement.

If the user does not sign the subscription agreement and does not return it to T-2's address within eight (8) days of receiving the letter, T-2 shall disconnect the services used by the user from the network, as the user subscription ceases to be valid when the main subscription terminates. The date of receiving the letter shall be two (2) days of the date when T-2 sent it to the user.

Article 23
(suspending, blocking services)

T-2 is obliged to temporarily disconnect the subscriber's entire connection (suspension) at the request of the subscriber and at the subscriber's expense. If the subscriber wishes to keep active their mobile services which are included in the package that also contains a mobile phone number, the subscriber shall expressly require this, otherwise it is deemed that they requested a suspension of all of the subscribed services. In the event of an express request to keep active the mobile services, the subscriber agrees that, in addition to the suspension costs, they shall also pay for the mobile subscription and use of mobile services according to the price list valid at the time. An active connection is a condition for activating a suspension. A suspension may be requested for a minimum period of one (1) and a maximum period of six (6) months in a particular calendar year. During a suspension, all of the subscriber's rights and obligations arising from the subscription are suspended, with the exception of the payment for the suspension. The subscriber may file the request for temporary disconnection in writing or by fax at least five (5) business days prior to the date of disconnection. The subscriber shall order the re-connection in writing, by fax, or on the service web pages. The connection shall be carried out as soon as possible or at the latest within five (5) business days of receiving the request. If the suspension is turned on or off in the middle of a month, the subscriber is obliged to cover the suspension cost proportionally.

T-2 is obliged to suspend outgoing calls at the written request or request given via the service web pages at the expense of the subscriber according to the valid price list. The subscriber shall file a request for blocking services at least five (5) business days prior to the desired blocking date; if the subscriber files the request in person at one of T-2's branch offices, the services shall be blocked as soon as possible.

Article 23a
(term of the subscription agreement)

The subscription agreement has been entered into for an unspecified period; it can be terminated by the subscriber in writing at any time, whereby the termination shall enter into effect at the latest on the last day of the calendar month in which it was requested or, if it was requested within the last five (5) days of the month, at the latest by the tenth (10th) day of the following month. The subscriber shall sign in manuscript the letter by way of which they wish to notify T-2 of the desired termination of the subscription and send it by registered mail; in it, the subscriber shall clearly, unconditionally, and unambiguously express their will. The signature in manuscript may also be another equivalent signature or a signature determined as valid by regulations. If the will of the subscriber has not been expressed clearly, it is deemed that the termination of the subscription has not been requested. T-2 shall charge the subscriber for the cost of carrying out the termination of the subscription in accordance with the price list valid at the time. If the subscriber files a request upon terminating the subscription to transfer their phone number to a different operator, T-2 shall charge the subscriber after the performed transfer for the cost of transferring the number from the T-2 network in accordance with the valid price list.

If the subscription agreement sets forth a special arrangement, commitment to keep the subscription agreement in force for a specified time following the date of its signing, this means that the subscription agreement has been entered into for an unspecified period, but with a contractual commitment for a specified period. The subscriber has the right to terminate the subscription agreement prior to the expiration of the specified period (commitment period), but in this case the subscriber is obliged to also cover the amount of the loss of the special benefits as determined in the subscription agreement and the cost of the termination of the agreement. If, due to the termination of the agreement, T-2 incurs damages greater than the amount of the loss of the special benefits, T-2 has the right to be paid the difference to the full compensation amount.

After the expiration of the period for which the agreement has been entered into, the agreement is automatically extended for a period of one (1) year, and the subscriber has the right to terminate it in writing at any time according to the procedure specified in paragraph one of this Article.

If the subscription is terminated, the subscriber shall pay T-2 for all obligations that arise by and in connection with the termination of the subscription. All financial consequences that arose due to the late reporting of changes shall be borne by the subscriber or the subscriber's successors.

The loss of special benefits is the amount that represents the costs of early termination resulting from agreements and potential annexes or arrangements. The amount of the loss of special benefits shall be determined proportionally for the withdrawal from the agreement prior to the expiration of the benefit period.

T-2 may, upon prior warning, terminate the subscription if it discovers that the subscriber continues to violate the provisions of these General Terms and Conditions, the subscription agreement, or applicable regulations despite being warned. T-2 may also terminate the subscription agreement in the event of personal bankruptcy, bankruptcy, compulsory composition, or liquidation of the subscriber.

The subscriber is obliged to inform T-1 of any circumstances that may lead to the initiation of such proceedings and shall bear all of the consequences of failing to provide a timely notification. T-2 may terminate the subscription agreement with a fourteen (14) day notice if, due to commercial reasons, T-2 decides to cancel the connection through which it provides services to the subscriber (e.g. but not exclusively the cancellation of the collocation connected to the subscriber's connection)

Article 24

T-1 is obliged to inform the subscriber of the reasons for the early disconnection due to non-payment in advance – either in writing or through other communications channels (e.g.: text message, MMS, e-mail) and set forth an additional deadline for the subscriber to eliminate the violations. The written notification prior to disconnection can be included in a late payment letter, request for payment, or an arrangement for the payment of obligations. If the subscriber fails to eliminate the violations within the deadline stated in the notification, T-2 has the right to suspend the subscriber's connection at any time after this deadline. T-2 shall charge the subscriber for the cost of performing the suspension in accordance with the price list valid at the time. In the notification, T-2 also informs the subscriber of the consequences that arise if the subscriber fails to eliminate the violations even after thirty (30) days of the date of the suspension. In this case, T-2 may perform a permanent disconnection at any time after this deadline (and not necessarily immediately after the expiration of the thirty (30) day period following the warning), whereby the subscription agreement will be terminated.

The subscriber shall, upon paying the due amounts in accordance with the notification (which has been received in writing or has been sent to the subscriber through other communications channels), send a payment confirmation by mail addressed to the Department of Finances and Accounting (Oddelek za finance in računovodstvo) or by e-mail to info@t-2.net. T-2 shall perform the re-connection as soon as possible. The subscriber does not have a right to receive compensation or damages for the period from T-2 receiving the payment confirmation to the re-connection.

T-2 is not held liable for disconnecting the connection if the subscriber, prior to the disconnection, failed to file an objection regarding the notification concerning the suspension, even if, after the disconnection, it is found on the basis of the subscriber's objection that the disconnection was performed due to an excusable error by T-2 (e.g. system error). Furthermore, T-2 is not held liable for disconnecting the connection if the subscriber pays the invoice, but states the incorrect reference and, as a result, the payment is incorrectly charged.

In the event of other violations, as determined in Article 28 of these General Terms and Conditions (with the exception of indents six, nine, and thirteen), T-2 may temporarily exclude the subscriber from the network according to the following procedure. In the event of minor violations, T-2 asks the subscriber to end such violations. If the subscriber fails to end such violations within three (3) days, a suspension is performed. In the event of severe violations, T-2 notifies the subscriber by telephone of the violation due to which the subscriber's connection is disconnected immediately after the call, and a notification is sent to the subscriber on the same day. A re-connection is performed when the subscriber notifies T-2 in writing or in another equivalent manner that the violations have ended. T-2 is not obliged to notify the subscriber of the suspension in advance if the violation constitutes an immediate and severe threat to public order, public safety, or public health, or if it causes severe economic or operational problems. If the subscriber performs the violations again despite a warning or suspension, T-2 has the right to terminate the subscription agreement, which shall be done within eight (8) days after the subscriber received the notification.

In the meantime, T-2 has the right to temporarily disconnect the subscriber. During the suspension, the subscriber is obliged to reimburse the operator for any costs related to maintaining the suspension of the connection.

Article 24a

T-2 only cancels those services on behalf of the subscriber for which the subscriber has authorised it in writing in the subscription agreement. T-2 is obliged to carry out the cancellation at the latest within fourteen (14) days after its services have been connected.

T-2 shall not be held liable for any failure to cancel or failure to cancel in a timely manner, resulting from an incorrectly completed or incomplete authorisation for cancellation or from an error performed by the previous operator.

VII. COMPLAINTS, METHOD FOR CHARGING FOR SERVICES AND PAYING FOR THEM

Article 25

T-2 issues monthly invoices to its subscribers for the use of T-2 services. The invoices are issued in hard copy, sent by mail; with the subscriber's consent, they may also be sent by e-mail (e-invoice). An e-invoice is an invoice sent as an attachment to a selected e-mail

address or directly to the e-bank inbox if the e-bank enables receiving e-invoices. By activating e-invoices, invoices are no longer sent in hard copy. If an e-invoice is issued, the subscriber shall ensure continuous and uninterrupted operation of the selected e-mail address. The terms and conditions that apply to payers upon importing invoices into an e-bank are determined in the general terms and conditions of the bank that manages the payer's bank account. The methods, terms, and conditions for activating any of the said methods for paying monthly invoices can be accessed by subscribers on the www.t-2.net website.

The data held by the company T-2 are used for charging T-2 services. The prices of T-2 services are set forth in the price list valid at a specific time. Information regarding prices and services can be accessed by calling 064 064 064, visiting any of the T-2 branch offices, and visiting the web pages of the company T-2 at <http://www.t-2.net>.

The subscription fee is charged and paid for the past charging period. The subscription fee shall be charged for the period from putting the subscriber into service to the last day of the charging period.

If the subscriber does not receive an invoice within fifteen (15) days after the end of the charging period (calendar month), the subscriber is obliged to inform T-2 of this in writing or in any other equivalent way at the latest by the 25th day of the month; otherwise it is deemed that the subscriber received the invoice on the fifteenth (15th) day of the month for the previous month.

T-2 enables the payment of monthly invoices using a universal payment order or by way of direct debit (SEPA). T-2 does not charge the subscriber for any costs related to paying invoices and does not have any influence on the costs of performing various payment methods, as these are determined by payment service providers according to their own business policies. For information regarding the costs of carrying out various payment methods, the subscriber may turn to their payment service provider.

The subscriber is obliged to settle all of their obligations within ten (10) days after the invoice was issued. The subscriber is obliged to also cover all of the costs incurred due to the unauthorised use of the subscriber's password or equipment (security intrusion). The subscriber is also obliged to provide T-2 with the payment for any late payment letter costs and any default interest.

If the subscriber and the user of the services under the same subscription agreement are not the same person, the subscriber shall be held fully liable for such a user; in relation to T-2, it shall always be deemed that the subscriber is obliged to fulfil the obligations arising from the subscription agreement and other obligations towards T-2.

If the subscriber has failed to settle their due obligations and has previously overpaid T-2 for other obligations or if T-2 owes a debt to the subscriber, T-2 has the right to offset the mutual claims, if the conditions for this are met, and shall inform the subscriber of this in writing.

Article 26

The subscriber shall be charged for basic and other (additional) services for the previous charging period. T-2 shall issue a summary invoice according to service categories.

T-2 is obliged to provide the subscriber with itemised services on the invoice for publicly accessible phone services, according to the basic itemisation level, which contains:

1. the charging period,
2. potential connection fee,
3. the type and amount of any other one-time payments in the charging period for which the invoice is issued,
4. a subscription fee,
5. the type and amount of all potential other monthly payments,
6. the number of calls, the duration of these calls, the number of charging units, the amount, separately for:
 - domestic calls,
 - international calls,
 - calls to mobile public communications networks,
 - premium service calls,
 - data transfer,
7. the type and amount of other potential services rendered,
8. the total invoice amount.

The basic-level invoice itemisation is sent to the subscriber free of charge each time an invoice is issued.

The subscriber can access a review of calls made and other subscription information on T-2 web pages at: <https://horizont.t-2.net/>.

On the monthly invoice, prices for calls to Slovenian landline networks, to Slovenian mobile networks, and international calls are shown according to the weighted average price for individual networks to which the subscriber made calls in a particular month. The same applies to all other call items.

T-2 also offers a higher level of invoice itemisation containing data on: the date and time of a call, the length of a call in minutes, the number of the caller or the called party, the value of individual calls, the name of the network for individual outgoing calls, a summary overview of calls according to individual networks with the number of calls, the number of call minutes, the price per minute and the amount.

The subscriber may order the higher level of invoice itemisation (call list) in writing or by way of another equivalent signature in a letter sent to the operator's address, in which the subscriber defines the desired type of calls (outgoing or incoming calls). The subscriber shall be charged for the higher level of itemisation according to the price list.

Because the operator is obliged to regularly delete call information referring to the subscriber, the subscriber may request a call list only for the period of the last three (3) months prior to submitting a written request.

The operator shall issue a higher-level itemised invoice with such a level of itemisation of outgoing calls so as to ensure the protection of the privacy of callers who are natural persons and of the called parties by omitting or covering the last three digits of the called phone numbers. The operator does not need to cover the called numbers:

- on an itemised invoice for calls made between the phone numbers of the same subscriber,
- if the subscriber is a consumer, or
- if the subscriber who is a natural person or legal entity performing commercial or other independent activities on the market requests an unredacted itemised invoice and encloses to their request a document showing to which user the number for which the itemised invoice is requested was allocated, and the user's consent for the disclosure of the called numbers, which indicates that the consent was given to prove that the agreed upon work phone costs were exceeded with just grounds. The operator forwards the itemised invoice to the user, who can then redact the phone numbers for calls made for private matters.

The provisions arising from these General Terms and Conditions defining the higher level of invoice itemisation or call list shall also apply, *mutatis mutandis*, to the text message (SMS), MMS, and data (network) traffic services.

If the subscriber significantly exceeds the average monthly use during the charging period and if there are grounds to suspect that misuse has occurred, T-2 shall inform the subscriber of this.

If the subscriber reports in writing that they are receiving nuisance calls or messages, T-2 shall temporarily record the origin of all calls completed at the network termination of this subscriber, even those for which blocked caller ID is requested. T-2 shall inform the subscriber who requested the tracking of malicious or nuisance calls in writing of the result of the monitoring, i.e. of the identification number of the caller (e.g. phone number).

Article 27

Every subscriber or end user has a right to object to a decision or action taken by T-2 regarding access to services or their performance according to the described procedure. In order to protect personal data, the reply to the objection filed by an end user shall be sent directly to the subscriber. If the subscriber gave their consent upon signing the subscription agreement to receive replies to objections via e-mail or if the consent was given upon filing a complaint, T-2 shall send the reply or the access point for the reply to their e-mail listed in the agreement.

The subscriber is obliged to inform the operator concerning a potential change in the e-mail address referred to in the preceding paragraph immediately as the change occurs. T-2 shall enter the change into its records within the deadlines set forth in Article 21 of these General Terms and Conditions. The subscriber shall be held liable for the consequences of not reporting the changes referred to herein in a timely manner or not at all. The subscriber or the end user shall file an objection at the latest within fifteen (15) days of the date on which they were made familiar with a contested decision or action of the operator, but at the latest within sixty (60) days of the date on which the invoice was issued or the date when the event subject to the objection occurred.

The subscriber or end user shall file the objection in writing per regular mail to the address of the operator, adding the text 'Attn.: the complaint department', by e-mail to info@t-2.net, or by calling 064 064 064. If filing the objection verbally, the subscriber or end user is obliged to expressly warn that they wish to file an objection. If the subscriber fails to warn the operator, it is deemed as if the objection has not been filed.

T-2 shall respond to every objection in writing within fifteen (15) days. T-2 has the right to extend the deadline for the response due to justified grounds, with which the subscriber or end user expressly agrees. The objection against an issued invoice shall not delay the obligation to pay the part of the invoice not subject to the objection.

The said provision does not affect the rights of subscribers which they hold according to the Consumer Protection Act (Official Gazette of the Republic of Slovenia [Uradni list RS], No 20/98, as amended; ZvPot).

If T-2 does not decide in favour of the subscriber's objection or if it fails to reach a decision on the objection within fifteen (15) days of receiving it, the subscriber may file an appeal to the Agency. If the subscriber files an appeal to the Agency, the subscriber is obliged to immediately notify T-2 of this.

If the subscriber files an appeal or objection, but settles the part of the invoice not subject to the objection/appeal and informs T-2 regarding this in writing on the date on which the objection was filed with the Agency, T-2 undertakes not to disconnect the subscriber from the T-2 network and not to cease providing the subscriber with the service until the procedure is finalised. The provisions of this paragraph shall not apply to the non-fulfilment of the subscription agreement by the subscriber arising from the obligations for which the subscriber has not filed an objection, or has filed it, but the procedure has already been finalised.

T-2 shall not recognise any providers of out-of-court settlements of consumer disputes as competent for resolving the consumer dispute that a private user might initiate pursuant to the Out-of-Court Settlement of Consumer Disputes Act. As a provider dealing with online sales, T-2 shall post on its website a link to a platform (<http://ec.europa.eu/odr>) for online resolution of consumer disputes (ODR).

Article 27a.

The subscriber has the right to a compensation in the event of the non-functioning or poor functioning of services (hereinafter referred to as: compensation) for the charged services pursuant to the provisions of the Code if T-2 finds within the complaint or objection procedure that the services have not been carried out in accordance with the quality agreed upon in the agreement and if the following terms and conditions have been met. The subscriber or user is obliged to report the non-functioning of services or an error in the functioning of services by calling 064 064 064 or e-mailing to info@t-2.net as soon as this is detected. The subscriber or end user may report an error in the functioning of services 24/7/365. The subscriber may not hire third parties to eliminate errors in the functioning of services at their own initiative (i.e. without the consent of T-2), otherwise T-2 will not reimburse the subscriber for the costs incurred due to the elimination of the error by third parties. In the event of reporting an error verbally, it is deemed that an error has been reported if the subscriber or end user has established contact with a person at T-2 authorised for receiving error reports, stated the connection ID information, and explained what the problem was. The same applies to reporting an error via an e-mail. The subscriber or end user shall take into consideration potential instructions for resolving the error received by T-2's authorised person and actively cooperate in eliminating the error. If the authorised person at T-2 asks the subscriber to provide specific information required to eliminate the error, but the subscriber fails to do so, it is deemed that the error has not been properly reported or that the error has been eliminated without the need for T-2 to intervene. If the subscriber provides the missing information, the time from when the T-2 employee asked the subscriber for the information until the necessary information was provided by the subscriber shall not be counted in the time of the non-functioning or poor functioning.

The subscriber or end user shall file an objection pursuant to the provisions of Article 27 of these General Terms and Conditions. If the subscriber's objection is founded, T-2 shall provide a compensation to the subscriber for the period of the non-functioning or poor functioning of the service in response to the complaint against the invoice in accordance with the provisions of the Code. T-2 shall issue a credit note the amount of which the subscriber shall deduct themselves when paying the next monthly invoice. If the subscriber settles their obligations via debit, T-2 shall wire the compensation amount to the subscriber's bank account. The same applies in the event that the subscription ends, provided that the subscriber has paid all of the invoices due arising from the subscription. The maximum compensation amount for the period for which the subscriber has filed an objection shall be the compensation for the full subscription for a non-functioning service during this period. T-2 does not recognise a compensation for calls made and potential other services rendered. Neither damages nor profit lost due to the non-functioning or poor functioning of the services shall be reimbursed to the subscriber, unless the non-functioning or poor functioning was the result of intentional actions by T-2.

If the subscriber or end user fails to file an objection pursuant to the provisions of Article 27 of these General Terms and Conditions and fails to report an error in the functioning of the services or the non-functioning of the services pursuant to paragraph one of this Article, the subscriber shall not be entitled to a compensation for the charged services.

T-2 has the right to reject a complaint against an invoice or an objection or to dismiss it in accordance with the General Terms and Conditions and the provisions of the Code, and shall assess the functioning or poor functioning of the services on the basis of its own

technical data regarding the functioning of the subscriber's line. In no event is T-2 held liable for profit lost, direct damage, and non-material damage.

VIII. TEMPORARY AND PERMANENT DISCONNECTION

Article 28

T-2 may temporarily disconnect the subscriber's connection in the following cases:

- if it causes disruptions in the T-2 network,
- if its functioning prevents or hinders the normal work of other subscribers,
- if it attempts to break the protective systems of the T-2 network or any other system,
- if it attempts to access data for which it is not authorised,
- if the violations of the subscription agreement committed by the subscriber constitute an immediate and severe threat to public order, public safety, or public health, or if they cause severe economic or operational problems, even without prior warning,
- if the subscriber fails to settle their obligations even in the required deadline, as stated on the notification sent by T-2 by mail or via other communications channels (e.g.: text messages (SMS), MMS, e-mail),
- if the subscriber who markets their services in the T-2 network fails to take into account the General Terms and Conditions and T-2 rules regarding best practice in business or applicable regulations despite receiving a warning
- if the subscriber offers T-2 services to other users for payment without the consent of T-2,
- if the subscriber fails to notify the change in data according to Article 21 of these General Terms and Conditions,
- if the subscriber, when using premium services (090,080, video store, recorder, etc.), significantly exceeds the consumption of an average user as estimated by T-2 and fails to cover these costs within the required or agreed upon deadline following the date of receiving a notification from T-2,
- if the subscriber, even after being warned by T-2, fails to stop making nuisance calls – in which case, only the phone connection (mobile or landline) from which the nuisance calls are made is disconnected,
- if the subscriber fails to respond to the warning or notification sent by T-2 within the deadline in the event of a significant deviation of consumption from the subscriber's average consumption or in the event that the consumption is increased during the first month of the subscription,
- when this is necessary in order to ensure the safety of networks and services as well as the functioning in emergencies,
- in other events related to violations of the subscription agreement by the subscriber.

Article 29

T-2 may permanently disconnect the subscriber's connection and terminate the subscription in the following cases:

- if the subscriber continually commits violations despite receiving a warning or despite being temporarily disconnected,
- if the subscriber fails to settle their obligations within thirty (30) days of the temporary disconnection or at any time following this deadline despite having received a warning within thirty (30) days following the temporary disconnection,
- if the subscriber enters false or untrue data into the agreement,
- when this is necessary in order to ensure the safety of networks and services as well as the functioning in emergencies,
- when disruptions in the functioning of telecommunications services cannot be eliminated by way of technical measures or because the subscriber is not acting in accordance with the instructions given by T-2,
- and in other events pursuant to these General Terms and Conditions or the applicable legislation.

The subscription agreement shall cease to be in effect upon permanent disconnection.

IX. DATA PROCESSING

Article 30

Data processing performed by T-2 as the data controller is carried out in accordance with the Information on Personal Data Processing at the company T-2 d. o. o.

X. MODIFICATION OF THE AGREEMENT AND THE GENERAL TERMS AND CONDITIONS

Article 31

T-2 may change these General Terms and Conditions and the terms and conditions of the subscription agreement in accordance with its business policy, and shall inform the subscriber of this by posting this on the website <http://www.t-2.net/> and upon filing invoices for the services, or in some other suitable manner. The change shall be posted thirty (30) days prior to the change entering into effect on the website <http://www.t-2.net/> and shall be available by calling 064 064 064, as well as in all T-2 branch offices. Unless a change in the terms and conditions set forth in the subscription agreement is necessary for the purpose of harmonisation with ZEKom-1, the subscriber has the right to withdraw from the subscription agreement without notice within the same deadline (30 days), without paying the costs related to terminating the subscription and without paying a contractual penalty if the subscriber does not agree with the proposed changes. This right does not affect or interfere with the due and unpaid financial obligations of subscribers and the obligations for fulfilling the contractually agreed upon obligations of subscribers. If the subscriber does not terminate the agreement or a particular service in writing within thirty (30) days after the change was posted, it is deemed that the subscriber agrees with the change. An exception from this procedure is determined in Article 7 of these General Terms and Conditions.

Ljubljana, 01 June 2021

T-2 d.o.o.

Gregor Štampohar, Member of the Management Board