





21. **The service user may file complaints with T-Mobile concerning the scope** or the quality of the m-payment service, or the price billed for a product, in particular if:
- a. he/she has not received the confirmation SMS after making the transaction or another confirmation proving the transaction has been made, or
  - b. the price billed in the monthly Statement of Services as the price for the m-payment service, or the price deducted from the credit of the prepaid service, does not correspond to the prices for products that the user has ordered via the m-payment service.
22. **Complaints concerning the scope and the quality of the products** purchased using the m-payment service shall be filed by the service user directly with the vendor (by using data that enable the service user to clearly identify the relevant transaction). Service users may request the provision of a tax document issued for a product also solely with the vendor.
23. **Complaints as per Article 21.** may be filed solely in writing within two calendar months from the date when the fact that is subject of the complaint occurred (e.g. transaction was made) and sent to the following address: T-Mobile Czech Republic a.s., Tomíčková 2144/1, 149 00 Praha 4. Complaints shall be resolved no later than within 30 days from the day of their filing.

#### V. **Joint and final provisions**

24. **Terms and Conditions of T-Mobile Payment Services** as well as the m-payment Terms and Conditions are available upon request at T-Mobile shops and their electronic version is available at [www.t-mobile.cz](http://www.t-mobile.cz).
25. T-Mobile shall be entitled to amend and supplement the m-payment Terms and Conditions at any time; any amendments shall be published at the T-Mobile website or WAP pages.
26. These m-payment Terms and Conditions shall come into force and effect on 2<sup>nd</sup> July 2013.