



# PRICE LIST OF T-MOBILE TARIFF PLANS AND SERVICES FOR KEY ACCOUNTS VALID FROM 1. 3. 2019



VY ROZUMÍTE PODNIKÁNÍ, MY KOMUNIKACI

# Content

■ Currently offered tariff and add-ons plans for key accounts.....	3
■ Internet tariff plans and add-ons.....	9
■ Roaming services.....	14
■ International calls.....	20
■ T-Cloud services.....	22
■ Online Cash Register.....	23
■ Other T-Mobile services.....	23
■ Notes.....	32
■ Annexes.....	34

Prices are stated in CZK without (in brackets with) VAT.

# Currently offered tariff and add-ons plans for key accounts

## MINUTE-BASED TARIFF PLANS

	T 30		T 80		T 160		T 300		T 600		T 1 500	
	Standard offer	HIT	Standard offer	HIT	Standard offer	HIT	Standard offer	HIT	Standard offer	HIT	Standard offer	HIT
Monthly fee	190.– (229.90)	190.– (229.90)	450.– (544.50)	450.– (544.50)	650.– (786.50)	650.– (78.50)	990.– (1 197.90)	990.– (1,197.90)	1,790.– (2,165.90)	1 790.– (2,165.90)	3,750.– (4,537.50)	3,750.– (4,537.50)
Free minutes*	30	30	80	80	160	160	300	300	600	600	1,500	1,500
Calls to T-Mobile numbers	4.– (4.84)	3.20 (3.87)	3.50 (4.24)	2.80 (3.39)	3.50 (4.24)	2.80 (3.39)	3.50 (4.24)	2.80 (3.39)	3.– (3.63)	2.40 (2.90)	2.50 (3.03)	2.– (2.42)
Calls – other Czech number	6.– (7.26)	4.80 (5.81)	4.50 (5.45)	3.60 (4.36)	4.– (4.84)	3.20 (3.87)	3.50 (4.24)	2.80 (3.39)	3.– (3.63)	2.40 (2.90)	2.50 (3.03)	2.– (2.42)
SMS	1.70 (2.06)	1.– (1.21)	1.70 (2.06)	1.– (1.21)	1.70 (2.06)	1.– (1.21)	1.70 (2.06)	1.– (1.21)	1.70 (2.06)	1.– (1.21)	1.70 (2.06)	1.– (1.21)
MMS	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)

The first minute is charged in full, after which the call is charged per second. Calling rates are stated in CZK per minute. Free minutes are roll over to the next bill cycle.

\* When changing the tariff plan, the unused free minutes for the part of the billing period in which the Subscriber used the original tariff plan do not roll over. These free minutes expire at the moment of changing the tariff plan. In the event of changing of tariff plan, suspension of the provision of services, transfer of the Subscriber Contract or change of the billing groups and in the event of a systemic change of the billing period, if any, the unused free minutes that have been rolled over shall expire.

## PROFI TARIFF PLANS FOR KEY ACCOUNTS

	PROFI 120 <sup>1)</sup>		PROFI NA MÍRU 1 <sup>2)</sup> (CUSTOMIZED PROFÍ 1)	PROFI NA MÍRU 2 <sup>2)</sup> (CUSTOMIZED PROFÍ 2)	PROFI NA MÍRU 3 <sup>2)</sup> (CUSTOMIZED PROFÍ 3)	PROFI NA MÍRU 5 <sup>2)</sup> (CUSTOMIZED PROFÍ 5)
	Standard offer	HIT				
Monthly fee	549.– (664.29)	549.– (664.29)	1,500.– (1.815.–)	1,500.– (1.815.–)	1,500.– (1.815.–)	3 000.– (3 630.–)
Free minutes	120	120	–	–	–	–
Calls to T-Mobile numbers	3.– (3.63)/min.	2.40 (2.90)/min.	6.– (7.26)/min.	6.– (7.26)/min.	6.– (7.26)/min.	6.– (7.26)/min.
Calls to other Czech numbers	3.60 (4.36)/min.	4.50 (5.46)/min.	6.– (7.26)/min.	6.– (7.26)/min.	6.– (7.26)/min.	6.– (7.26)/min.
Voice mailbox (3311) <sup>3)</sup>	1.– (1.21)/min.	1.– (1.21)/min.	1.– (1.21)/min.	1.– (1.21)/min.	1.– (1.21)/min.	1.– (1.21)/min.
Short text messages (SMS)	1.70 (2.06)	1.– (1.21)	5.– (6.05) <sup>4)</sup>	5.– (6.05) <sup>4)</sup>	5.– (6.05) <sup>4)</sup>	5.– (6.05) <sup>4)</sup>
MMS	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)	8.20 (9.92)

The first minute is charged as a whole, thereafter the call is charged per seconds.

1) The Profi 120 tariff plan is intended for customers who have concluded the Frame Contract or Important Customer Contract. The tariff plan can be combined with any of the currently offered tariff add-ons, unless it is stipulated otherwise. The provision of the tariff plan will be terminated automatically after the effectiveness of the Frame Contract or Important Customer Contract terminates. Within 5 days following the termination of the respective contract, the customer is entitled to activate any of the tariff plans currently offered to customers without the aforementioned contracts. Should the customer fail to do so within the stipulated period of time, T-Mobile is entitled to change Profi 120 to another tariff plan selected by T-Mobile that most closely corresponds to Profi 120.

2) The Profi na miru 1,2,3 (Customized Profi 1,2,3) and Profi na miru 5 (Customized Profi 5) tariff plans are only intended for customers who have concluded the Frame Contract. The Profi na miru tariff don't contains data limit, unless agreed otherwise in the Frame Contract. No item-based volume discounts apply to the Profi na miru (Customized Profi) tariff plan, unless stipulated otherwise in the Frame Contract. The tariff plan can be combined with any of the currently offered tariff add-ons, unless it is stipulated otherwise. The provision of the tariff plan will be terminated automatically after the effectiveness of the Frame Contract terminates. Within 5 days following the termination of the respective Frame Contract, the customer is entitled to activate any of the tariff plans currently offered to customers without a concluded Frame Contract. Should the customer fail to do so within the stipulated period of time, T-Mobile is entitled to change Profi na miru (Customized Profi) and Profi na miru 5 (Customized Profi 5) to another tariff plan selected by T-Mobile that most closely corresponds to Profi na miru (Customized Profi) and Profi na miru 5 (Customized Profi 5).

3) The voice mailbox is also accessible from another phone via the phone number 603 12 3311. The rate applicable to these calls from a T-Mobile phone is CZK 1 /min for both standard tariff plans and for the HIT add-on. Data and fax services are activated automatically and free of charge for all the tariff plans listed above. Prices are stated in CZK per minute. The first minute is charged in full, after which the connection is charged per second. No peak/off-peak hours are distinguished for the above-listed tariff plans. Multinumbering allows customers to use three special numbers with one SIM card (for fax, data and voice calls). Activation and use of the service are free of charge. International SMS: CZK 5 without VAT, CZK 6.05 including VAT.

4) The SMS prices also apply to international SMS messages.

## UNLIMITED TARIFF FOR KEY ACCOUNTS

PROFI NA MÍRU 4 (CUSTOMIZED PROFI 4)	
Monthly fee	750,- (907.50)
Free minutes /SMS	unlimited
Calls toT-Mobile numbers	0,- (0,-)* /min.
Calls to other Czech numbers	0,- (0,-)* /min.
Short text messages (SMS)	0,- (0,-)
MMS	4.05 (4.90)
International SMS	4.17 (5,-)
Data limit	2 GB
Data billing unit	1 B
Maximum data transfer speed (download/upload)	42/5,76 Mbit/s
Maximum speed after data allowance is used (download/upload)	64/32 kbit/s

The first minute is charged as a whole, thereafter the connection is charged per 30-second units.

The Profi na míru 4 (Customized Profi 4) is only intended for customers who have concluded the Frame Contract. No item-based volume discounts apply to the Profi na míru 4 (Customized Profi 4) tariff plan, unless stipulated otherwise in the Frame Contract. The provision of the tariff plan will be terminated automatically after the effectiveness of the Frame Contract terminates. Within 5 days following the termination of the respective Frame Contract, the customer is entitled to activate any of the tariff plans currently offered to customers without a concluded Frame Contract. Should the customer fail to do so within the stipulated period of time, T-Mobile is entitled to change Profi na míru 4 (Customized Profi 4) to another tariff plan selected by T-Mobile that most closely corresponds to Profi na míru 4 (Customized Profi 4).

The tariff is intended in particular for the Subscriber or User to use the voice services (including text messages) and data services provided by the Operator in a standard and active manner. The SIM card with the tariff cannot be used in devices that operate as GSM gateways. The Operator is authorised to restrict the Subscriber's access to services (and, as the case may be, transfer the Subscriber to a prepaid Service) in the event that the Subscriber's traffic is found not to be standard or exhibits signs of automatically generated or otherwise systematically set traffic (e.g. repeated sending of text messages in regular intervals, sending of bulk text messages etc.) and in the event that the SIM card is used in devices that operate as GSM gateways.

\*) Free calls do not apply to private calls within the Company Network; such calls are charged at CZK 2.40 / minute. No discounts defined by the Frame Contract will be applied to the Profi na míru 4 tariff plan, unless stipulated otherwise in the particular Frame Contract.

## TELEPHONE LINE PREMIUM – UNLIMITED TARIFFS

	TELEPHONE LINE PREMIUM	
	On-Net Calls and Calls to Fixed Networks	Calls to All Networks
Monthly fee	270,- (326,70)	550,- (665,50)
Monthly fee HIT	230,- (278,30)	500,- (605,-)
Intercompany calls	0,-	0,-
Calls toT-Mobile numbers	0,-	0,-
Calls – fixed network	0,-	0,-
Calls to other mobile numbers	3,50 (4.24)/min.	0,-

Calls are charged pre minute. The maximum call length is 2 000 minutes a month, then the connection is charged at a rate of CZK 3.50 / min. without and 4.24 CZK / min. (incl. VAT).

## TELEPHONE LINE PREMIUM

TELEPHONE LINE PREMIUM			
	Standard offer	HIT	Voice Line Premium 12***
Monthly fee	169,- (204,49)	149,- (180,29)	159,- (192,39)
Calls to T-Mobile numbers	3,50 (4,24)/min.	3,50 (4,24)/min.	3,50 (4,24)/min.
Calls – Other Czech mobile numbers	3,50 (4,24)/min.	3,50 (4,24)/min.	3,50 (4,24)/min.
Calls – fixed network	0,90 (1,09)/min.	0,90 (1,09)/min.	0,90 (1,09)/min.
Intercompany calls*	0,-	0,-	0,-
Calls to numbers with the following prefixes**: 81x, 83x, 843, 844, 845, 846	1,30 (1,57)/min.	1,30 (1,57)/min.	1,30 (1,57)/min.
Calls to numbers with the following prefixes**: 840, 841, 842, 847, 848, 849	2,- (2,42)/min.	2,- (2,42)/min.	2,- (2,42)/min.
Calls – voice mailbox	1,- (1,21)/min.	1,- (1,21)/min.	1,- (1,21)/min.
Free minutes for T-Mobile network and fixed network	100 min.	100 min.	100 min.

\* Calls between fixed numbers and from fixed to mobile numbers within the customer's Virtual Network, VN (PS).

\*\* Free units do not apply to these services.

\*\*\* If concluding a twelve-month contract, the customer shall pay the basic price of the hardware.

The putting of this service into operation involves initial consultations and an activation fee. Its price may reach up to CZK 10,000 depending on the particular situation. The first minute is charged in full, after which the call is charged per second. Contracts with a "HIT" variant are of limited duration 24 months. Prices of international voices are included in price list of service International calls for fixed lines. Service agreement Telephone Line Premium may conclude with T-Mobile subscriber only as an entrepreneur.

## FREE MINUTE BUNDLES ABROAD FOR TELEPHONE LINE PREMIUM

PACKAGE	MONTHLY FEE	ZONE
International calls 1000 - zone 1	100,- (121,-)	1
International calls 1000 - zone 1+2	200,- (242,-)	1 and 2
International calls 1000 - zone 1+2+3	500,- (605,-)	1, 2 and 3
International calls 1000 - zone 1+2+3+4	600,- (726,-)	1, 2, 3 and 4
International calls 1000 - zone 3	400,- (484,-)	3
International calls 1000 - zone 4	200,- (242,-)	4

The package includes 1000 minutes for calls abroad. Minutes shall be applied to zones defined in this list in Chapter International calls to fixed lines. Unused free minutes are not transferred to the next billing period. Each phone line may have an active Premium only one package. Minutes of the package are not shared and can draw only one phone line premium to which the package is activated.

## VALUE ADDED SERVICES FOR TELEPHONE LINE PREMIUM

SERVICE PACKAGE	MONTHLY FEE	NOTE
Enhanced service package	50,- (60,50)	
Auto attendant*	200,- (242,-)	
Hunt group*	10,- (12,10)	
Meet-me conference- small*	300,- (363,-)	Max. 15 callers
Meet-me conference- big*	1 000,- (1210,-)	Max. 50 callers
Receptionist - basic	250,- (302,50)	
Receptionist - advanced	300,- (363,-)	
Unified communication – voice and video	30,- (36,3)	

\* Additional services may be ordered only for Telephone Line Premium. On the bill relating to the relevant ancillary service is a service billed as a separate item with its own telephone number.

## ONE-OF FEES

Installation fee	1,200.– (1,452.–)
Unauthorized service intervention	1,200.– (1,452.–)

## FREE UNIT BUNDLES FOR VOICE LINES

	FREE MINUTES	MONTHLY FEE FOR FREE MINUTES (CZK)
TMCZ and fix 100	100	180.– (217.80)
TMCZ and fix 200	200	340.– (411.40)
TMCZ and fix 500	500	800.– (968.–)
TMCZ and fix 1000	1,000	1,400.– (1,694.–)
T TMCZ and fix 15000	15,000	7,500.– (9,075.–)
Fix only 100	100	80.– (96.80)
Fix only 200	200	140.– (169.40)
Fix only 500	500	300.– (363.–)
Fix only 1000	1,000	500.– (605.–)

Free minutes can be used for calls to T-Mobile number and to fixed networks of all operators within the Czech Republic. Free minutes are shared by all fixed-line numbers activated under a specific business registration number (IČ) using the Hlasová linka (Voice Line), Hlasová linka Multi (Multi Voice Line) or Hlasová linka Premiun (Premium Voice Line) service. Unused free minutes are not rolled over to the next billing period. Only one bundle may be activated under each business registration number.

## INTERNATIONAL CALLS FOR FIXED LINES

	FIXED NETWORKS	MOBILE NETWORKS
<b>Zone 1</b> Slovakia, Austria, Germany, Poland	2.00 (2.42)/min.	4.90 (5.93)/min.
<b>Zone 2</b> Europe – EU countries, Andorra, Monaco, San Marino, Vatican, Switzerland	5.40 (6.53)/min.	5.40 (6.53)/min.
<b>Zone 3</b> Europe – non-EU countries, Russia, Algeria, Armenia, Azerbaijan, Georgia, Libya, Morocco, Tunisia	5.90 (7.14)/min.	5.90 (7.14)/min.
<b>Zone 4</b> Israel, USA, Canada, Australia, Japan, Palestine	6.90 (8.35)/min.	6.90 (8.35)/min.
<b>Zone 5</b> Asia, Oceania, Africa, South and Central America, North America (except the USA and Canada), China	16.90 (20.45)/min.	16.90 (20.45)/min.

## VIRTUAL NETWORK, VN (PS)

Inclusion of a SIM card in the VN	170.– (205.70)
Monthly fee for the service	35.– (42.35)
Calls within the VN	1.50 (1.82)*

\* The first minute is charged in full, after which the call is charged per second. More information and conditions of the VN service are contained in the VN Order form.

## HAPPY PARTNER TARIFF PLAN

Monthly fee	39.– (47.19)
T-Mobile numbers	3.50 (4.24)/min.
T-Mobile-Moji blízcí (My Loved Ones)	1.90 (2.30)/min.
Other Czech numbers	5.50 (6.66)/min.
SMS	1.70 (2.06)

The first minute is charged in full, after which the call is charged per second.

SIM cards with the Happy Partner tariff plan ("Partner SIM cards") can be ordered with T-Mobile tariff plans. Their activation is free of charge. It is not possible to purchase a phone at a special price with the Happy Partner tariff plan.

**Number of Partner SIM cards you can use:**

	NUMBER OF PARTNER SIM CARDS
≥ 150.–	1
≥ 450.–	2
≥ 900.–	3

Entitlement to Partner SIM cards is calculated on the basis of sum of the monthly fees for the activated tariff plans under one contract (one birth ID/company ID), including the older-type tariff plans (for their list see [www.t-mobile.cz](http://www.t-mobile.cz)), without extra charges for tariff add-ons.

## CHYTRÉ AUTO WIFI STANDARD TARIFFS

	SMART CAR WIFI STANDARD FOR 24 MONTHS	SMART CAR WIFI STANDARD FOR AN INDEFINITE PERIOD
Monthly fee	205.79 (249.-)	205.79 (249.-)
Data limit (monthly)	5 GB	5 GB
Full price of the device	3,304.96 (3,999.-)	3,304.96 (3,999.-)
Targeted device subsidy	2 066,712 (2 500.-)	-
Price of device with targeted subsidy	1 238,84 (1 499.-)	-
Calling all numbers	6.- (7.26)	6.- (7.26)
SMS	2.50 (3.03)	2.50 (3.03)
MMS	4.50 (5.45)	4.50 (5.45)

The offer is valid until 31. 5. 2019 or while supplies last when entering into an agreement for two years with the Smart Car WiFi Standard or Premium tariff and observing the agreement.

## CHYTRÉ AUTO WIFI PREMIUM TARIFFS

	SMART CAR WIFI PREMIUM FOR 24 MONTHS	SMART CAR WIFI PREMIUM FOR AN INDEFINITE PERIOD
Monthly fee	412.40 (499.-)	412.40 (499.-)
Data limit (monthly)	20 GB	20 GB
Full price of the device	3,304.96 (3,999.-)	3,304.96 (3,999.-)
Targeted device subsidy	2 892,56 (3 500.-)	-
Price of device with targeted subsidy	412,40 ( 499.-)	-
Calling all numbers	6.- (7.26)	6.- (7.26)
SMS	2.50 (3.03)	2.50 (3.03)
MMS	4.50 (5.45)	4.50 (5.45)

The offer is valid until 31. 5. 2019 or while supplies last when entering into an agreement for two years with the Smart Car WiFi Standard or Premium tariff and observing the agreement.



# Internet tariff plans and add-ons

## MOBILE INTERNET BUNDLED WITH A VOICE TARIFF PLAN

MOBILE INTERNET					
Data limit	150 MB	400 MB	1,5 GB	3 GB	10 GB
Monthly fee	123.14 (149.-)	205.78 (249.-)	288.43 (349.-)	371.07 (449.-)	536.36 (649.-)
Maximum data transfer speed (download/upload)	42/ 5.76 Mb/s	42/ 5.76 Mb/s	42/ 5.76 Mb/s	42/ 5.76 Mb/s	225/ 50 Mb/s
Maximum speed after data allowance is used (download/upload)	64/ 32 kb/s	64/ 32 kb/s	64/ 32 kb/s	64/ 32 kb/s	64/ 32 kb/s
Data billing unit	1 B	1 B	1 B	1 B	1 B

The discounted price applies to a tariff plan used on an independent data SIM card and is not intended for customers having an Important Customer Contract or a Frame Contract. The Mobile Internet service is suitable for smart phones. Its price depends on the selected data limit, after reaching of which the transmission speed will be limited. The transmission speeds listed are the maximum attainable speeds and they depend on the technology used and on local conditions. The fastest currently available service/access technology supported by the terminal device is always used.

## MOBILE INTERNET AS A TARIFF PLAN ON A SEPARATE SIM CARD

MOBILE INTERNET			
Data limit	1,5 GB	3 GB	10 GB
Monthly fee	288.43 (349.-)	371.07 (449.-)	536.36 (649.-)
Maximum data transfer speed (download/upload)	42/5.76 Mb/s	42/5.76 Mb/s	225/50 Mb/s
Maximum speed after data allowance is used (download/upload)	64/ 32 kb/s	64/32 kb/s	64/32 kb/s
Data billing unit	1 B	1 B	1 B

The discounted price applies to a tariff plan used on an independent data SIM card and is not intended for customers having an Important Customer Contract or a Frame Contract. The Mobile Internet service is suitable for tablets and notebooks. Its price depends on the selected data limit, after reaching of which the transmission speed will be limited. The transmission speeds listed are the maximum attainable speeds and they depend on the technology used and on local conditions. The speed specified above is the maximum speed in an area covered with 3G signal with HSPA+42 technology. The fastest currently available service/access technology supported by the terminal device is always used.

## INTERNET KOMPLET

INTERNET KOMPLET	
Monthly fee	412.40 (499.-)
Maximum data transfer speed (download/upload)	10.8 Mb/s / 5.76 Mb/s
Data limit	3 GB
Data billing unit	1 B

The transmission speed depends on the technology used, local conditions and the tariff plan selected. The aforementioned speed is the maximum speed in an area covered with 3G signal.

## M2M TARIFF PLAN

Monthly fee	99.– (119.79)
Free minutes	5
Free SMS to the T-Mobile numbers	30
Free MB (GPRS/EDGE)	1 MB (in the Czech Republic)
Calls to all networks	7.–/min. (8.47)
Calls within the VN (PS)	3.–/min. (3.63)
SMS to the T-Mobile numbers	1.50 (1.82)
SMS to other Czech numbers	3.– (3.63)
Data transfer via GPRS – rates Internet/Intranet	17.37/MB (21.02)
WAP	0.50/kB (0.61)
CSD – rates	3.–/min. (3.63)

Calls are charged pre minute. In the case of CSD data transfer, the first minute is charged in full, after which the connection is charged in 30-second increments. The SMS price applies to all Czech networks (with the exception of premium-rate services). GPRS transmissions are charged in 1 kB increments. The aforementioned prices only apply to data connections. With the M2M tariff plan, it is not possible to use the Happy Partner option or the DATA2400 service. It is not possible to purchase a phone at a special price with the M2M tariff plan.

Please note: After switching to the M2M tariff plan, it might be necessary in some cases to switch off and on the device that uses the SIM card with the M2M tariff plan to ensure proper functioning of such device.

When using this tariff plan, it is necessary to use a device that supports data and voice services and is able to receive data calls. T-Mobile shall in no event be responsible for the content of websites accessed by the customer using T-Mobile data services. The price of the monthly fee for the free period is contained in the price of the monthly fee for the subsequent period without any increase in such monthly fee.

## M2M PREMIUM TARIFF PLAN

Monthly fee 0 - 50MB	100.– (121.–)
Monthly fee 51 - 200MB	250.– (302.50)
Monthly fee 201 - 500MB	500.– (605.–)
Calls to all networks	6.–/min. (7.26)
SMS	2.50 (3.03)
MMS	8.33 (10.08)
Price of 1 000 MB data limit increase	81.82 (99.–)
Data transfer via GPRS – rates Internet/Intranet	17.37/MB (21.02)
Internet/Intranet Intranet/Internet/Intranet	0.50/kB (0.61)

Monthly fee of tariff M2M Premium is flexible and customer pays according to actual data consumption in given month (50MB, 200 MB or 500 MB). After using 500 MB there is a speed drop from 512 kbps to 16 kbps. In the case of CSD data transfer, the first minute is charged in full, after which the connection is charged in 30 second increments. The SMS price applies to all Czech networks (with the exception of premium-rate services). GPRS transmissions are charged in 1 kB increments. The aforementioned prices only apply to data connections. It is not possible to purchase a phone at a special price with the M2M Premium tariff plan.

Please note: After switching to the M2M Premium tariff plan, it might be necessary in some cases to switch off and on the device that uses the SIM card with the M2M Premium tariff plan to ensure proper functioning of such device.

When using this tariff plan, it is necessary to use a device that supports data and voice services and is able to receive data calls. T-Mobile shall in no event be responsible for the content of websites accessed by the customer using T-Mobile data services. The price of the monthly fee for the free period is contained in the price of the monthly fee for the subsequent period without any increase in such monthly fee.

## INTERNET V MOBILU (MOBILE INTERNET)

INTERNET V MOBILU NA DEN (MOBILE INTERNET FOR ONE DAY)	
Daily fee	19.83 (24.–)
Maximum data transfer speed (download/upload)	10,8 Mb/s / 5,76 Mb/s
Data limit	25 MB
Data billing unit	1 B

The use of data services with Internet v mobilu na den (Mobile Internet for One Day) always applies for 24 hours from the activation by the Subscriber; the Subscriber is charged the daily fee of CZK 24 for this period.

## T-MOBILE AUTOPARK

Tariff	T-Mobile Autopark bez závazků	T-Mobile Autopark 24 months	T-Mobile Autopark 36 months	T-Mobile Autopark 48 months	T-Mobile Autopark 60 months
Monthly flat rate	CZK 490 (592.90)	CZK 469 (567.49)	CZK 449 (543.29)	CZK 419 (506.99)	CZK 399 (482.79)
Calls to numbers in the Czech Republic			CZK 6/min. (7.26)		
SMS			CZK 2.50 (3.03)		
MMS			CZK 4.50 (5.45)		
GPRS data transmission – Internet/Intranet*			CZK 17.37/MB (21.02)		
WAP			CZK 0.50/kB (0.61)		
Data billing unit			5 kB		

\* Data transmissions made as part of the T-Mobile Autopark service on the territory of the Czech Republic are included in the monthly flat rate (not charged separately).

## TRAVEL&SURF ROAMING DATA PACKAGE FOR T-MOBILE AUTOPARK

	ZONE 1	ZONE 2	ZONE 3
30 days	CZK 75 (90.75)	CZK 250 (302.50)	CZK 700 (847)

The Travel&Surf package is only available along with the T-Mobile Autopark service.

## TARIFF CHYTRÉ AUTO

	CHYTRÉ AUTO FOR 24 MONTHS	CHYTRÉ AUTO INDEFINITELY
Monthly fee	CZK 61.98 (75.-)	CZK 61.98 (75.-)
Price of device	CZK 1 197.52 (1 449.-)	CZK 2 147.93 (2 599.-)
Data limit (monthly)	50 MB	50 MB
Calls to all numbers	CZK 6.- (7.26) /min	CZK 6.- (7.26) /min
SMS	CZK 2.05 (3.03)	CZK 2.05 (3.03)
MMS	CZK 4.50 (5.45)	CZK 4.50 (5.45)

Equipment can be purchased only at the conclusion of a contract with one of the tariffs Smart car or as part of a Twist set. Price devices for 1 197.52 CZK (1 449 CZK with VAT) is valid until 30.6.2018.

## OTHER CHARGES AND PRICES

Other charges and prices (for installation work, hardware, accessories etc.) are subject to the document "T-Mobile Autopark Service Price List and Description" as applicable. The updated T-Mobile Autopark Service Price List and Description enters into force on 1 July 2015. Changes include modifications to the content and prices of selected HW packages and accessories and an extension of the offer of installation work. The current version of the Price List is available at [www.t-mobile.cz/autopark](http://www.t-mobile.cz/autopark)

## TWIST CHYTRÉ AUTO

	CHYTRÉ AUTO FOR 24 MONTHS
Device of Twist set	3 499.- including prepaid services for the entire first year
Monthly fee	900.- for the second year and next year; first year of service is included in the kit Twist
Data limit (monthly)	50 MB
Calls to all numbers	7.26 /min
SMS	3.03
MMS	5.45

The annual fee for the service is deducted from the credit on the SIM card with a Twist Smart car. Equipment can be purchased only at the conclusion of a contract with one of the tariffs Smart car or as part of a Twist set. The prices include VAT.

## PEVNÝ INTERNET

	PEVNÝ INTERNET ZÁKLAD	PEVNÝ INTERNET STANDARD	PEVNÝ INTERNET PREMIUM
Monthly fee	412.40 (499.-)	453.72 (549.-)	536.36 (649.-)
Max. data speed ADSL kb/s (download/upload)	2,048 / 256	8,192 / 512	16,384 / 768
Max. data speed VDSL kb/s (download/upload)	2,048 / 256	20,480 / 2,048	51,200 / 5,120
Aggregation	1:50	1:50	1:50
Data limit	unlimited	unlimited	unlimited

An integral part of the service is the allocation of IP address space. The price of Pevný internet is assigned a public IPv4 address a public IPv6 static range of size / 56th Service agreement Pevný internet with some of the tariffs given on this side of the participant concluded for a term of 24 months or for an indefinite period. At the base tariff Pevný internet – Základ can also conclude a contract for 12 months.

With regard to the gradual transfer of customers to the new system, the customer can activate Pevný internet, only the participants, already in the new system they were included. Whether the new system has been ranked the customer, provide information Customers Center T-Mobile, any T-Mobile shop or your sales representative.

## ONE-OFF FEES

Service intervention	1 652.07 (1 999.-)
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The "ONE-OFF FEES" items apply to Subscriber Agreements made by 13 January 2019.

## PEVNÝ INTERNET VZDUCHEM

	PEVNÝ INTERNET VZDUCHEM S	PEVNÝ INTERNET VZDUCHEM M	PEVNÝ INTERNET VZDUCHEM L
Monthly fee	329.75 (399.-)	412.40 (499.-)	495.04 (599.-)
Max. data speed (download/upload)	20 Mb/s / 5 Mb/s	50 Mb/s / 15 Mb/s	100 Mb/s / 25 Mb/s
Data limit	unlimited	unlimited	unlimited

The price of the service includes the allocation of one dynamic private IPv4 address. The Fixed Internet Air Service contract with one of the tariffs listed on this page may be terminated for a fixed period of 24 months or for an indefinite period of time. With the Fixed Internet Air S tariff, the contract can also be concluded for 12 months.

## ONE-OFF FEES

Installation fee (for a fixed term contract) with a conditional discount of 2 147.11 (2 598.-)	0.83 (1.-)
Installation fee (for an indefinite term)	2,147.93 (2 599.-)
Service intervention (eg relocation, installation, reinstallation or modem exchange, inactivity)	1,652.07 (1 999.-)

The "ONE-OFF FEES" items apply to Subscriber Agreements made by 25 July 2018.

## PEVNÝ INTERNET DO ZÁSUVKY

	PEVNÝ INTERNET DO ZÁSUVKY S
Monthly fee	329.75 (399.-)
Maximum data transfer speed (download/upload)	20/5 Mb/s
Data limit	unlimited
Additional address – per month	81.75 (99.-)

Up to five Additional addresses can be activated with one Subscriber Agreement. If the Subscriber starts to use an Additional address in the course of a billing period (as opposed to at the beginning of the billing period), the full amount of CZK 81.75 (not a proportional part) will be charged for the use of the Additional address.

The price for the service includes the allocation of one dynamic private IPv4 address. Subscribers may enter into an agreement on the provision of the Pevný internet do zásuvky ("Fixed Internet in the Socket") service for a fixed term of 12 or 24 months. Agreements for an indefinite period of time apply only for the Subscribers who enjoy the benefits under a Master Agreement or a Key Account Agreement.

## ONE-OFF FEES

Service intervention	1,652,07 (1,999.-)
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The "ONE-OFF FEES" items apply to Subscriber Agreements made by 25 July 2018.

## TARIFF PLANS FOR INTERNET ADSL/VDSL

	INTERNET ADSL STANDARD		INTERNET ADSL PREMIUM		INTERNET VDSL STANDARD		INTERNET VDSL PREMIUM	
	with fixed line	without fixed line	with fixed line	without fixed line	with fixed line	without fixed line	with fixed line	without fixed line
Monthly fee	399.– (482.79)	582.50 (704.83)	599.– (724.79)	660.33 (799.–)	399.– (482.79)	582.50 (704.83)	599.– (724.79)	660.33 (799.–)
Max. data speed kb/s (download/upload)	8,192 / 512	8,192 / 512	16,384 / 768	16,384 / 768	20,480 / 2,048	20,480 / 2,048	51.200 / 5.120	51.200 / 5.120
Aggregation	1:50	1:50	1:50	1:50	1:50	1:50	1:50	1:50
Data limit	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited	unlimited

An integral part of the service is allocating IP address space. The price of Internet services ADSL / VDSL is the allocation of a single public IPv4 addresses and IPv6 public static range of size / 56<sup>th</sup> Sending SMS / MMS via the My T-Mobile numbers of T-Mobile are free to other networks SMS price is CZK 1.70 without VAT (CZK 2.06 including VAT) and MMS CZK 5 without VAT (CZK 6.05 including VAT). Service agreement Internet ADSL / VDSL with some of the fares listed on this page may conclude with a T-Mobile subscriber only as an entrepreneur. The price does not include the price for using landline, the participant uses under contract with another provider of publicly available telephone Services.

## OTHER ONE-OFF FEES

Unauthorized service intervention	1,200.– (1,452.–)
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The fee for an unauthorized service intervention covers the costs associated with the detection and removal of a defect if it is found following a notification of a defect by a Subscriber that the defect is on the part of the Subscriber (user) or that there is no defect at all or that following a prior arrangement, the Subscriber did not allow the service engineer to access the equipment or related parts of the installations or otherwise failed to provide the necessary assistance. If, based on such a notification, T-Mobile performs a service intervention: such intervention is considered to be an "unauthorized service intervention or unavailing journey" (jointly referred to as "unauthorized service intervention"). Fees for unauthorized service interventions are billed to Subscribers based on the number of unauthorized service interventions and the flat fee specified in the Price List. Defects caused by third parties, e.g. a power supply failure at the terminal point of the Service, are considered defects on the part of the Subscriber. T-Mobile may charge the fee for an unauthorized service intervention in relation to Subscriber Contracts for the Internet ADSL/VDSL service concluded from 1 September 2012 onwards.

## TARIFF PLANS FOR INTERNET BEZ DRÁTU

	INTERNET BEZ DRÁTU STANDARD	INTERNET BEZ DRÁTU PREMIUM	INTERNET BEZ DRÁTU PREMIUM PLUS
Monthly fee	329.75 (399.–)	412.40 (499.–)	990.91 (1,199.–)
Max. speed of data transfer (download/upload)	20 Mb/s / 5 Mb/s	40 Mb/s / 10Mb/s	100 Mb/s / 25 Mb/s
Data limit for speed	20 GB	40 GB	100 GB
10 GB data limit increase	165.29 (200.–)	165.29 (200.–)	165.29 (200.–)

The price of the service includes the allocation of one dynamic private IPv4 address. Data billing unit is 1 B.

# Roaming services

## DIVISION OF COUNTRIES INTO INDIVIDUAL AREAS

<b>Zone 1</b>	<b>Europe – EU and EEA:</b> Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, the UK as well as the Åland Islands, the Azores, the Canaries, French Guyana, Gibraltar, Guadeloupe, Madeira, Martinique and Réunion
<b>Zone 2</b>	<b>Europe – outside EU:</b> Albania, Belarus, Bosnia and Herzegovina, Canada, China, Egypt, Faroe Islands, Hongkong, Israel, Kosovo, Macedonia, Moldova, Monaco, Montenegro, Palestine, Russia, San Marino, Serbia, Switzerland, Turkey, Ukraine, USA and Vatican
<b>Zone 3</b>	The rest of the world and satellite networks

## T-MOBILE ROAMING\*

All T-Mobile Roaming\* services are charged at flat rates depending on the area where you are. Your calls across all networks in the area are at the same price. T-Mobile Roaming can be activated with all T-Mobile tariffs. With effect from 1 July 2014, you may choose an alternative roaming provider in the EU if one is available.

	OUTGOING CALLS	INCOMING CALLS	SMS	MMS	INTERNET (CZK/MB)
Zone 1	5,20 (6,29)	1,37 (1,66)	1,64 (1,98)	5,48 (6,63)	5,48 (6,63)
Zone 2	28.93 (35.-)	14.88 (18.-)	7.93 (9.60)	13.72 (16.60)	61.98 (75.-)
Zone 3	57.02 (69.-)	40.50 (49.-)	12.07 (14.60)	17.85 (21.60)	297.52 (360.-)

\* Upon activation of a new SIM card, T-Mobile Roaming Start is activated. This service can be used for traffic within the country visited and to the Czech Republic. In countries where this service can be used T-Mobile Roaming prices apply: EU, Norway, Liechtenstein, Iceland, Albania, Andorra, Belarus, Bosnia and Herzegovina, Egypt, Faroe Islands, Macedonia, Moldova, Montenegro, Serbia, Switzerland, Turkey, Tunisia. After three months, T-Mobile Roaming Start is automatically changed to T-Mobile Roaming.

In Zone 1, incoming calls are charged per second (1+1); for outgoing calls the first 30 seconds are charged as a block and then the service is charged per second (30+1), data in 1 kB increments. In Zones 2 and 3, the billing scheme for both outgoing and incoming calls is 60+60; data are charged in 10 kB increments. The aforementioned prices of outgoing calls apply to calls to the Czech Republic, in the country visited and to another country in the same area. If a call is made between two different areas, the price applicable to the higher area is charged. (Example: When making a call from area 1 to area 3, the price of an outgoing call is CZK 69/min., i.e. based on the price for area 3). The connection time is charged per minute. Received MMS are free of charge, only the information from the T-Mobile Info service is charged based on the price list of this service. The division into individual areas is listed at the beginning of the Roaming Services chapter. For billing purposes, the amount of data transmitted is rounded up to the next multiple of the billing unit. This process takes place upon the termination of the connection, after each hour of duration of a single connection, and after each transmission of 1 MB during a single connection. Note on roaming: In the border areas of the Czech Republic, the phone may look up a foreign network due to the signal overlap of foreign GSM networks, and your calls thus might be made via such foreign GSM network. This also applies to incoming

calls, SMS, MMS and data. Therefore, please pay attention to the GSM network through which you are making your call in such areas. Calls to numbers other than subscriber numbers (such as audiotext services or coloured lines) are subject to a special charge. The roaming partner determines the call price for these services and TMCZ only transfers to the Customer the price that it is informed of and charged by the roaming partner. Prior to making a call, contact T-Mobile's Customer Centre for more information.

Roaming services can be billed only after we receive information from the respective roaming partner. Therefore, roaming traffic may be included in Statements of Services relating to a period later than that in which the service was used.

Country without roaming partner: American Samoa, Bhutan, Botswana, Comoros, Eritrea, East Timor, Falkland Islands (Malvinas), Greenland, Guam, Guinea, Guinea-Bissau, Lesotho, Mauritania, New Caledonia, Palau, Saint Pierre and Miquelon, Sao Tome and Principe, Swaziland, Western Samoa, Zambia, North Korea, Federated States of Micronesia, French Southern and Antarctic Lands, South Sudan, Kiribary, Marshall Islands, Nauru, Niue, Norfolk Island, Pitcairn Islands, Northern Mariana Islands, Saint Helena, Ascension and Tristan da Cunha, Solomon Islands.

Countries where roaming partner does not provide data services: Aruba, Brunei, Burkina Faso, Burundi, Central African Republic, Cook Islands, Djibouti, Equatorial Guinea, French Polynesia, Gabon, Gambia, Guinea, Chad, Iran, Malawi, Maldives, Mali, Martinique, Mauritania, Namibia, Nepal, Niger, Republic of Congo, Somalia, Sudan, Suriname, Syria, Togo, Turkmenistan, Yemen, Zimbabwe.

### Automatic call transfer between the Czech Republic and Austria

The call is charged to the customer depending on the country in which it was initiated:

- Calls initiated in the Czech Republic and continuing in Austria are billed according to TMCZ's standard price list (not roaming price list),
- Calls initiated in Austria and continuing in the Czech Republic are billed according to TMCZ's roaming price list.

This offer can be used at the following border crossings with Austria: České Velenice/Gmünd; Dolní Dvořiště/Wullowitz; Halámky/Neunagelberg; Hatě/Kleinhaugsdorf; Hevlín/Laa an der Thaya; Hnanice/Mitterretzbach; Mikulov/Drasenhofen; Nová Bystřice/Grametten; Nové Hradky/Pyhrabruck; Poštorná/Reintal; Přední Výtoň/Guglwald; Slavonice/Fratres; Studánky/Weigetschlag; Valtice/Schrattenberg; Vratětin/Drosendorf; Zadní Zvonková/Schöneben. For the complete list of roaming crossings see [www.t-mobile.cz](http://www.t-mobile.cz)

### Automatic call transfer between the Czech Republic and Slovakia

The call is charged to the customer depending on the country in which it was initiated:

- Calls initiated in the Czech Republic and continuing in Slovakia are billed according to TMCZ's standard price list (not roaming price list),
- Calls initiated in Slovakia and continuing in the Czech Republic are billed according to TMCZ's roaming price list.

This offer can be used at the following border crossings with Slovakia: Lanžhot – Brodské, Starý Hrozenkov – Drietoma, Makov – Bumbálka, Mosty u Jablunkova - Svrčinovec, Hodonín – Holič, Sudoměřice – Skalice, Velká nad Veličkou – Vrbovce, Strání - Moravské Lieskové, Březová - Nová Bošáca, Brumov - Bylnice - Horné Srnie, Nedašova Lhota - Červený Kameň, Střelná - Lysá pod Makytou, Velké Karlovice – Makov, Bílá – Klokočov, Šance - Čadca – Milošová.. For the complete list of roaming crossings see [www.t-mobile.cz](http://www.t-mobile.cz).

## EU ROAMING

	OUTGOING CALLS (CZK/min.)		INCOMING CALLS (CZK/min.)	SMS		MMS	DATA (1 MB)	INTERNET
	If you have free units	After the exhaustion of free units		If you have free units	After the exhaustion of free units			
Profi 120	0.-	4.50 (5.46)	0.-	-	1.70 (2.06)	8.20 (9.92)	By package / MB rates	-
Profi 120 HIT	0.-	3.60 (4.36)	0.-	-	1.00 (1.21)	8.20 (9.92)	By package / MB rates	-
T 1500	0.-	2.50 (2.90)	0.-	-	1.70 (2.06)	8.20 (9.92)	By package / MB rates	-
T 1500 HIT	0.-	2.00 (2.42)	0.-	-	1.00 (1.21)	8.20 (9.92)	By package / MB rates	-
T 160	0.-	4.00 (4.84)	0.-	-	1.70 (2.06)	8.20 (9.92)	By package / MB rates	-
T 160 HIT	0.-	3.20 (3.87)	0.-	-	1.00 (1.21)	8.20 (9.92)	By package / MB rates	-
T 30	0.-	6.00 (7.26)	0.-	-	1.70 (2.06)	8.20 (9.92)	By package / MB rates	-
T 30 HIT	0.-	4.80 (5.81)	0.-	-	1.00 (1.21)	8.20 (9.92)	By package / MB rates	-
T 300	0.-	3.50 (4.24)	0.-	-	1.70 (2.06)	8.20 (9.92)	By package / MB rates	-
T 300 HIT	0.-	2.80 (3.39)	0.-	-	1.00 (1.21)	8.20 (9.92)	By package / MB rates	-
T 600	0.-	3.00 (3.63)	0.-	-	1.70 (2.06)	8.20 (9.92)	By package / MB rates	-
T 600 HIT	0.-	2.40 (2.90)	0.-	-	1.00 (1.21)	8.20 (9.92)	By package / MB rates	-
T 80	0.-	4.50 (5.45)	0.-	-	1.70 (2.06)	8.20 (9.92)	By package / MB rates	-
T 80 HIT	0.-	3.60 (4.36)	0.-	-	1.00 (1.21)	8.20 (9.92)	By package / MB rates	-
Profi na míru 4	0.-	-	0.-	-	0.-	4.05 (4.90)	By package / MB rates	Until the data limit is exhausted
Profi na míru 2	-	6.00 (7.26)	0.-	-	5.00 (6.05)	8.20 (9.92)	By package / MB rates	-

Profi na míru 3	-	6.00 (7.26)	0.-	-	5.00 (6.05)	8.20 (9.92)	By package / MB rates	-
Profi na míru 5	-	6.00 (7.26)	0.-	-	5.00 (6.05)	8.20 (9.92)	By package / MB rates	-
Profi na míru 1	-	6.00 (7.26)	0.-	-	5.00 (6.05)	8.20 (9.92)	By package / MB rates	-
Mobilní internet 1.5 GB, 3 GB, 10 GB, Internet Komplet	-	-	-	-	-	-	0	Until the data limit is exhausted
Mobilní internet 1.5 GB, Mobilní internet Pro Firmu	-	-	-	-	-	-	0	Until the data limit is exhausted
Mobilní internet 3 GB	-	-	-	-	-	-	0	Until the data limit is exhausted
Mobilní internet 10 GB	-	-	-	-	-	-	0	Until the data limit is exhausted
Happy Partner	-	5.50 (6.66)	0.-	-	1.70 (2.06)	8.20 (9.92)	By package / MB rates	Until the data limit is exhausted
Tarif M2M	0.-	7.00 (8.47)	0.-	0.-	3.00 (3.63)	4.50 (5.45)	0	Until the data limit is exhausted
Tarif M2M Premium	-	6.00 (7.26)	0.-	-	2.50 (3.03)	8.33 (10.08)	0	Until the data limit is exhausted
Tarif Pro Firmu	-	1.90 (2.30)	0.-	-	1.90 (2.30)	4.05 (4.90)	By package / MB rates	-

Prices are in CZK. Incoming calls to zone 1 are charged in seconds (1 + 1), outgoing calls for the first 30 seconds, and then in seconds (30 + 1), data for 1 kB. The offer is valid in the EU (including Norway, Liechtenstein and Iceland).



## OF THE SURCHARGE AND THE MAXIMUM PRICE SET BY REGULATION EU

Price premiums and the maximum price set by EU Regulation below the EU roaming are set in euros, without VAT. Conversion of these prices on the Czech crown and thus the final price in CZK depends on the diameter of the reference exchange rates published by the European Central Bank in the Official Journal of the European Union. From 1 July 2018, the rate for the conversion of surcharges is CZK 25,542/EUR and a conversion rate for maximum prices of CZK 25,462/EUR. VAT is always added to the price after calculating the surcharge, respectively maximum prices from EUR to CZK according to the mentioned course. VAT is always added to the price after calculating the surcharge, respectively. maximum prices from EUR to CZK according to the mentioned course.

	OUTGOING CALLS (min.)	INCOMING CALLS (min.)	SMS (price per unit)	MMS (price per unit)	INTERNET
Excess fare (in EUR without VAT)	0.032	0,0085	0.01	0	4.5 EUR / GB (valid from 1.1.2019) 3.5 EUR / GB (valid from 1.1.2020) 3 EUR / GB (valid from 1.1.2021) 2.5 EUR / GB (valid from 1.1.2022)
Maximum price (in EUR without VAT)	0.19	0.0108	0.06	0.20	0.20 EUR / MB

Example of Application of Article 17 of the EU Terms of Business Terms of Roaming to a Subscriber Using the Operator's Service on a Profi-based Tariff with No Boundaries Package: Tariff Price (1238, 84 CZK excluding VAT) / 16 GB Data Rate Limit = 77.43 CZK Unit price (1GB). The unit price in the tariff is lower than the regulated price. The maximum price set by the EU Regulation (207.08 CZK without VAT / 1 GB). The EU data limit for the Profi tailor made tariff is 11.96 GB.

## DATA ROAMING LIMIT

Financial limit of spending on data roaming services. When the financial limit is reached in connection with the provision of data roaming services during one calendar month for TWIST users and one billing period for other subscribers, the data roaming service will be interrupted. The service can be activated or deactivated free of charge.

	495,87 (600,-)
	1,198,35 (1 450,-)
	1,225,- (1 482,25)
Spending limits for data services while roaming	4,132,23 (5 000,-)
	8,264,46 (10 000,-)
	14,876,03 (18 000,-)
	26,446,28 (32 000,-)

The data roaming limit applies to the whole world. The limit is applied to the basic data roaming rate, i.e. without the application of any discounts or free units. The data roaming limit cannot be set up for all special T-Mobile offers – "bundles" offered with existing tariff plans that contain free units for data roaming activated after 1 March 2010.

## FAX AND DATA SERVICES

Activation/Monthly fee

Free of charge

Use of fax and data services

Rate identical to that applicable to voice calls according to your tariff plan (also applies to roaming)\*\*

\*\* Special rates apply to the Data&SMS, Internet and Internet HIT tariff plans based on the price list applicable to these tariff plans.

## CALLS, SMS AND INTERNET ON PLANES

This service applies to planes companies that have concluded a contract with OnAir, the provider of this service. The service is charged in the same way as calls, SMS, MMS and data for area 3, for more details see the T-Mobile Roaming chapter.

Outgoing calls (CZK/min.)	57.02 (69.-)
Incoming calls (CZK/min.)	40.50 (49.-)
SMS / MMS	12.07 (14.60) / 17.85 (21.60)
Internet (CZK/MB)	297.52 (360.-)

Incoming and outgoing calls are charge per minutes, data per 10 kB. You can call, sent SMS or be on-line in Air Lingus, Air France, British Airways, Eva Air, Egyptair, Etihad Airways, Emirates, Hong Kong Airlines, KLM, Libyan Airlines, Lufthansa, Oman Air, Qatar Airways, Royal Jordanian, SAS, Saudi Arabian Airlines, Singapore Airlines, TAM, Transaero Airlines and Virgin Atlantic.

## TRAVEL&SURF DATA BUNDLES

	ZONE 1	ZONE 2	ZONE 3
One-day (up to 3 MB)	19.83 (24.-)	49.59 (60.-)	148.76 (180.-)
One-day (20 MB)	57.85 (70.-)	198.35 (240.-)	599.17 (725.-)

You can activate data volume in individual zones according to your needs and have the option to easily purchase more after using up the bundle. Travel & Surf na den (One-day Travel&Surf) is charged in 2 steps. If the customer uses only up to 3MB, the lower amount will be charged. After exceeding 3 MB, the full amount of the bundle is charged.

	ZONE 1	ZONE 2	ZONE 3
30-day (5 MB)	45.- (54.45)	150.- (181.50)	450.- (544.50)
30-day (10 MB)	75.- (90.75)	250.- (302.50)	700.- (847.-)
30-day (25 MB)	100.- (121.-)	400.- (484.-)	1,300.- (1,573.-)
30-day (50 MB)	152.89 (185.-)	702.48 (850.-)	2,272.73 (2,750.-)
30-day (100 MB)	250.- (302.50)	1,200.- (1,452.-)	4,000.- (4,840.-)
30-day (200 MB)	400.- (484.-)	2,000.- (2,420.-)	6,500.- (7,865.-)
30-day (500 MB)	800.- (968.-)	3,500.- (4,235.-)	14,500.- (17,545.-)
30-day (1 GB)	1,350.- (1,633.50)	6,000.- (7,260.-)	25,000.- (30,250.-)

You can activate the data volume in individual zones according to your needs and have the option to easily purchase more after using up the bundle. The above also applies to the Travel&Surf Nastálo (Permanent Travel&Surf) bundle.

## INTERNET ABROAD DATA PACKAGES

	DATA LIMIT	ZONE EU	ZONE EVROPA+	ZONE SVĚT	
Internet abroad for day	30 MB	first 5 MB	-	49.59 (60)	148.76 (180)
		over 5 MB	-	198.35 (240.-)	599.17(725.-)
Internet abroad for day	40 MB	40.49 (49.-)	-	-	
Internet abroad	100 MB	-	702.48 (850.-)	2 272.73 (2 750.-)	
Internet abroad	200 MB	164.46 (199.-)	-	-	
Internet abroad	500 MB	329.75 (399.-)	-	-	

You can activate your data volumes in the various zones depending on your needs and simply purchase more once your package is depleted. Internet v zahraničí na den is in Zone EU+ and Svět two-stage product. If you only use up to 5 MB of data, you will be charged a lower amount for the package. Once you exceed 5 MB, the total amount for the package will be charged. The package for Zones EU can be used in Zone 1 and Zone 2 countries. The package for Zones Svět can be used in the Zone 1, Zone 2 and Zone 3 countries.

## EVROPA (EUROPE) DATA ROAMING

10 MB	399.- (482.79)
15 MB	549.- (664.29)
20 MB	699.- (845.79)
30 MB	999.- (1,208.79)
50 MB	1,499.- (1,813.79)
150 MB	2,999.- (3,628.79)

The terms and conditions of the Evropa (Europe) Data Roaming service are contained in Annex 2 of this price list.

## SVĚT (WORLD) DATA ROAMING

20 MB	995.- (1,203.95)
100 MB	3,250.- (3,932.50)
200 MB	5,000.- (6,050.-)
500 MB	10,000.- (12,100.-)
1 GB	16,500.- (19,965.-)
5 GB*	59 500,- (71 995,-)
10 GB*	95 500,- (115 555,-)

Under the Svět Data Roaming Bundle (hereinafter referred to as the "Svět Bundle"), a particular data allowance can be used for the price specified in the table. The Subscriber will be informed, via SMS and/or e-mail, about reaching 80% and 100% of the total data allowance available to the Subscriber within the Bundle.

The bundled data limit may only be used in the zones of T-Mobile's roaming partners. The bundled free units will be used first and rates or data limit from other roaming add-ons, if activated, will apply only after the bundled data limit have been used up. Unused bundled data limit do not roll over to the following billing period and cease to exist without any compensation. The Svět Bundle cannot be paid or used only in part (when not used for a full billing period). The Svět Bundle cannot be combined with any other data roaming bundle or with Data Roaming Limit.

\* The World bundle with the data limits of 5 GB and 10 GB cannot be used in the following countries: Angola, Belize, Ethiopia, Cameroon, Lebanon, Libya, Madagascar, Maldives, Mozambique, Cote d'Ivoire, Seychelles and Venezuela, and aboard vessels and aircraft.

## OTHER T-MOBILE ROAMING SERVICES

Calls to the voice mailbox	As an outgoing roaming call to CR
Calls to 4603	Free (area 1, other areas based on roaming tariff)
SMS to 4603	Based on the roaming tariff

# International calls

## INTERNATIONAL CALLS WITH THE S NÁMI TARIFF PLANS

ZONE	PRICE PER MINUTE
Neighbouring countries	5.78 (6.99)
Europe	9.92 (12.–)
World	24.79 (30.–)
Satellite networks	165.29 (200.–)

Charged by minute (60 + 60).

Neighbouring countries	Slovakia, Germany, Poland, Austria
Europe	Albania, Andorra, Belgium, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Montenegro, Denmark, Estonia, Faroe Islands, Finland, France, French Guyana, Gibraltar, Guadeloupe, Ireland, Iceland, Italy, Kosovo, Cyprus, Liechtenstein, Lithuania, Latvia, Luxembourg, Hungary, Macedonia, Malta, Martinique, Monaco, Moldova, the Netherlands, Norway, Portugal, Reunion, Romania, Russia, Greece, San Marino, Slovenia, United Kingdom, Serbia, Spain, Sweden, Switzerland, Turkey, Ukraine, Vatican
World	Rest of the world
Satellite networks	Inmarsat B, Inmarsat M, Iridium (8817, 8818), Maritime Comm. Inmarsat A, Inmarsat Aero, Inmarsat M4, Iridium (8816)

Applies to the following tariffs: S námi v síti, S námi v síti bez závazku, S námi v síti+, S námi v síti + bez závazku, S námi v sítích, S námi v sítích bez závazku, S námi v sítích+, S námi v sítích+ bez závazku, S námi sdílený, S námi sdílený bez závazků, S námi síť nesít, S námi síť nesít bez závazku, S námi bez hranic, S námi bez hranic bez závazku, S námi bez hranic+, S námi bez hranic+ bez závazku, S námi síť nesít v podnikání a S námi síť nesít v podnikání bez závazků.

## CALLS AND SMS ABROAD FOR OTHER TARIFFS

	I	II	III	IV
1	13.– (15.73)	13.– (15.73)	12.– (14.52)	9.90 (11.98)
2	21.– (25.41)	20.– (24.20)	18.– (21.78)	9.90 (11.98)
3	24.– (29.04)	21.– (25.41)	19.– (22.99)	9.90 (11.98)
4	30.– (36.30)	27.– (32.67)	25.– (30.25)	9.90 (11.98)
5	35.– (42.35)	31.– (37.51)	29.– (35.09)	29.– (35.09)
6	64.– (77.44)	62.– (75.02)	59.– (71.39)	59.– (71.39)
7	65.– (78.65)	63.– (76.23)	63.– (76.23)	63.– (76.23)
8	95.– (114.95)	93.– (112.53)	89.– (107.69)	89.– (107.69)
9	97.– (117.37)	95.– (114.95)	95.– (114.95)	95.– (114.95)
10	110.– (133.1)	104.– (125.84)	99.– (119.79)	99.– (119.79)
11	154.– (186.34)	145.– (175.45)	139.– (168.19)	139.– (168.19)
12	250.– (302.50)	240.– (290.40)	229.– (277.09)	229.– (277.09)

## Prices of calls to individual zones differ based on the tariff plan:

I	T1, T 30, Tarif 20 Start, Tarif 20, Partner III., Profi na míru, Tarif Pro Firmy
II	T 80, Bav se tariff plan, Happy Partner, Tarif 80, Tarif 60, Data&SMS, Partner II., Team Call
III	S námi 390, S námi 590, S námi 790, S námi 1490, T 160, T 300, T 600, T 1 500, Profi 120, Tarif 200, Tarif 120, Grand tariff plans, Grand v síti tariff plan, Grand do všech sítí tariff plan, Profi tariff plans, Partner I., Tarif 400, Tarif 300, Kredit 150, Kredit 250, Kredit 300, Kredit 450, Kredit 500, Kredit 700, Kredit 750, Kredit 1 000, Kredit 1 200, Kredit 2 000, Mých5, Přátelé, Rodina, Tým
IV	Podnikatel tariff plans, Firma tariff plans, TOP tariff plans (zones 5 to 9), Podnikatel+

In the case of calls in zones 1-4 with tariff plans in Category IV, the first minute is charged in full, after which the call is charged in 30second increments. In the rest of the zones, the first minute is charged in full, after which the call is charged per second.

If you have any of the older tariff plans, the following rules apply to the prices of international calls: For 20 Start and Partner III, the prices of international calls are identical to T 30; for Tarif 80, Data&SMS and Partner II. they are identical to T 80; for Tarif 200, Tarif 400 and Partner I. they are identical to T 300.

### International zones overview

1. Slovak Republic
2. Austria, Germany, Poland,
3. Andorra, Belgium, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Faroe Islands, Finland, France, French Guyana, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Portugal, Réunion, Romania, San Marino, Slovenia, Spain, Sweden, Switzerland, United Kindgdom, Vatican
4. Albania, Algeria, Armenia, Ázerbajjan, Belarus, Bosnia and Herzegovina, Georgia, Kosovo, Libya, Macedonia, Moldavia, Montenegro, Morocco, Russia, Serbia, Tunisia, Turkey, Ukraine
5. Australia, Canada, Israel, Japan, United States of America
6. Brasil, Egypt, Hong Kong, Kazakhstan, Kyrgyzstan, Malaysia, Mexico, New Zealand, Philippines, Singapore, South Africa, Taiwan, Tajikistan, Turkmenistan, United Arab Emirates, Uzbekistan
7. Cuba, Greenland, Mongolia, North Korea, South Korea, Syria, Vietnam
8. Angola, Argentina, Chile, Čhina, Costa Rica, Ethiopia, India, Indonesia, Íran, Jordan, Kuwait, Lebanon, Nigeria, Pakistan, Peru, Saudi Arabia, Thailand, Venezuela, Yemen
9. Other countries
10. Thuraya Telecom, Emsat, Inmarsat Mini-M – satellite networks
11. Inmarsat B, Inmarsat M, Iridium (8817, 8818), Maritime Comm. – satellite networks
12. Inmarsat A, Inmarsat Aero, Inmarsat M4, Iridium (8816) – satellite networks

## INTERNATIONAL SMS

All zones	4.17 (5.05)
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The price applies to SMS sent from the Czech T-Mobile network to foreign subscriber numbers (i.e. with a prefix other than +420).

# T-Cloud services

## SPONTANIA

	SPONTANIA LITE	SPONTANIA VIDEOMEETING	SPONTANIA CLASSROOM
Monthly fee	289.26 (350.-)	389.26 (471.-)	589.27 (713.-)
Parameter of service (number of users)	8	5	25

## HELIOS ONE

	FREE 365	PROFI 365	ENTERPRISE 365
Number of companies	5	1	No limit
Number of records	50 per year	No limit	No limit
Functionality	Full	Full	Full
Business access	1 per company	1 per company	1 per company
Monthly payment per user	Free	247.- (299.-)	388.- (469.-)

## T-CLOUD ORDER (ZAKÁZKA)

	1 RANGE PACKAGE	3 RANGES PACKAGE	7 RANGES PACKAGE
Price	123.14 (149.-)	299.- (361.79)	499.- (603.79)
Number of ranges	1	3	7

## T-CLOUD TEAM ADVANCE (TÝMOVÁ ZÁLOHA)

	199.- (240.79)	399.- (482.79)	799.- (966.79)	1 599.- (1 934.79)	2 499.- (3 023.79)
Price					
Data limit	50 GB	100 GB	200 GB	500 GB	1 000 GB
Number of users	3	15		No limit	
Number of devices			No limit		

## T-CLOUD ADVANCE FOR INDIVIDUAL (ZÁLOHA PRO JEDNOTLIVCE)

	0.-	49.- (59.29)	79.- (95.59)	149.- (180.29)
Price				
Data limit	2 GB	20 GB	40 GB	100 GB
Number of users			1	
Number of devices			No limit	

## T-CLOUD OFFICE 365

	BUSINESS ESSENTIALS	BUSINESS	BUSINESS PREMIUM
Testing version	Not available	Free	Free
1 licence /1 month	109.- (131.89)	249.- (301.29)	279.- (337.59)

# Online Cash Register

## ONLINE CASH REGISTER

SERVICE VARIANT	CALCULATOR	TERMINAL with acceptance	TERMINAL without acceptance	PRINTER
Monthly fee	195,- <sup>1)</sup> (235,95)	395,- (477,95)	490,- <sup>2)</sup> (592,90)	155,- (187,55)
Price of the device	3,695,- (4,470,95)	8,150,- (9,861,50)	6,723.75 (8,135.74)	1 649,- (1,995.29)

### Example of the installment sale:<sup>3)</sup>

The down payment	83.43 (100,95)	546.69 (661.50)	70.86 (85.74)	128.34 (155.29)
Monthly installment (23 installments in total)	157.02 (190,-)	330.58 (400,-)	289.26 (350,-)	66.12 (80,-)
Total price of the device	3,695,- (4 470,95)	8,150,- (9 861,50)	6,723.75 (8,135.74)	1,649,- (1,995.29)

## ADDITIONAL SERVICES AND DEVICES FOR ONLINE CASH REGISTER

Monthly fee for additional service PLUS	40,- (48.40)
Monthly fee for additional service Card Acceptance <sup>4)</sup>	95,- (114.95)

## ONE-OFF FEES

Installation by provider <sup>5)</sup>	0,-
Intervention of a service technician in vain	1,580,- (1,911.80)
Price of the transport of service technician (transport only)	1,100,- (1,331,-)
Price for each started hour of the service works not including in recurring monthly fee of Online Cash Register service (incl. diagnostics within non-warranty failure)	500,- (605,-)
Price of 2 hours training regarding Online Cash Register service	1,990,- (2,407.90)

## ACCESSORIES

Paper thermo roundel 58x35 mm	8,- (9.68)
Wired scanner <sup>6)</sup>	1,795,- (2,171.95)

<sup>1)</sup> Additional service "PLUS" is obligatory for the service variant "Calculator".

<sup>2)</sup> The additional service "Card Acceptance" is compatible with the service variant "Terminal".

<sup>3)</sup> The Installment sale follows The rules for installment sale.

<sup>4)</sup> The "Acceptance of payment cards" service can only be used with the Terminal Services option.

<sup>5)</sup> Installation by provider is obligatory in case of additional service "Card Acceptance".

<sup>6)</sup> The scanner is suitable as an accessory for "Calculator".

# Other T-Mobile services

## T-MOBILE GSM BANKING

Sending of request	As the SMS price according to your tariff plan
Prices for receipt of response	Charged by your bank

To be able to use this service, you need a banking SIM card and a GSM banking enabled phone, and you need to have a banking application downloaded on your SIM card by your bank. T-Mobile shall not be responsible for any damage that might be incurred by users as a result of using banking services via T-Mobile GSM Banking. On 5610, you can order an update of your banking application "over the air", i.e. without having to go to your bank. The call to this number and downloading of application are free of charge.

## T-MOBILE M-PAYMENT

	TARIFF CUSTOMERS	TWIST CUSTOMERS
Agency fee	3,-	3,-
Agency fee for transactions at EZE International Ltd.	5% from each transaction (min CZK 5.00 max CZK 100.00)	5% from each transaction (min CZK 5.00 max CZK 100.00)

The price for the goods or services purchased will be included in your T-Mobile Statement of Services. If paying via WAP, access to the wap site is charged at the rates of the T-Mobile W@P service. If paging via Mobile Internet, access to the internet is charged at the rates of the T-Mobile Mobile internet service. For the list of internet shops where you can pay using the T-Mobile m-payment service see [www.t-mobile.cz](http://www.t-mobile.cz) | [www.platmobilem.cz](http://www.platmobilem.cz) or call 603 603 603 (4603 from T-Mobile).

## MY T-MOBILE

Activation/monthly fee	Free of charge
Activation/deactivation of services	Based on the currently valid price list of the respective services

## T-MOBILE TWIN

Monthly fee	99,- (119.79)
Calling prices (identical for both SIM cards)	According to your tariff plan

The T-Mobile Twin service can be activated only at T-Mobile company shops.

## SMS TO FIXED-LINE NUMBERS

Activation/monthly fee	Free of charge
Sending of SMS	According to your tariff plan
Information SMS from the message delivery system	Free of charge

For more information on this service see [www.t-mobile.cz](http://www.t-mobile.cz). The service is provided by T-Mobile in cooperation with Fincom – Materna Communications a.s. that processes customers' SMS.

SMS to fixed-line numbers are deducted from the free SMS or credit. Each SMS sent is charged, even if the target telephone station is not available for a period of 72 hours. A SMS sent to a fixed-line number in the Czech Republic from abroad is charged identically to a standard SMS sent from abroad. If the roaming partner charges incoming SMS, the information SMS from the message delivery system is also charged according to such partner's price list.

## PREMIUM SMS

Premium SMS numbers start with 90. The last two digits (seven-digit numbers) or the last three digits (eight-digit numbers) express the price of the respective SMS. The price of a SMS sent to a five-digit number depends on the customer's tariff plan.

Example: If sending a SMS to 90xxx03, its price is CZK 3 (incl. VAT). If a service is delivered from 90xxx025, its price is CZK 25 (incl. VAT).

T-Mobile is not the provider of the services offered in this manner, it only enables their operation. For more information, go to [www.platmobilem.cz](http://www.platmobilem.cz).

## AUDIOTEX SERVICES

The per-minute price of calls to audiotex (ATX) numbers can be derived from the format of the respective ATX number (based on the Numbering Plan issued by the Czech Telecommunications Office)

ATX number format: 90x ab cd zz

x = defines the type of the service (this can be 0, 6, 8 or 9)

ab = determines the per-minute price charged to end users, including VAT (in the case of ATX numbers with the 908prefix, ab determines the price, including VAT, charged to end users per call)

cd zz = number allocated by the Czech Telecommunications Office

The prices of these services range from CZK 5 to 99 (incl. VAT). Calls to ATX services can be blocked free of charge on the customer's request on 603 603 603 (4603 from T-Mobile). T-Mobile is not a provider of the services offered in this manner; it only enables their operation. For more information see [www.platmobilem.cz](http://www.platmobilem.cz)



## CALLS TO THE 1180, 1181 AND 1188 INFORMATION LINES

Calls to the 1180, 1181 and 1188 lines is charged at CZK 28.02 (33.90) per minute of call based on the 60+60 tariff.

Free units (free minutes or tariff credit in flat-rate tariffs) do not apply with these services.

T-Mobile is not the provider of the services offered in this manner; it just enables their operation. For more information on the services visit [www.platmobilem.cz](http://www.platmobilem.cz)

## CALL FORWARDING

Activation/monthly fee	Free of charge
Forwarding to T-Mobile voice mailbox	Free of charge
Forwarding to another phone number in the CR	As an outgoing call to the redirected number

If conditional forwarding to the voice mailbox or to another telephone number in the CR is active and you are abroad, you pay the incoming international call and the outgoing call back to the CR according to the valid Price List.

## DĚTSKÝ ZÁMEK (CHILD LOCK)

The service allows restricting access to services or content not suitable for children and youth from a specific SIM card. The service can be also used by the customers of other mobile operators.

### KEY ACCOUNTS, CUSTOMERS OF ANOTHER MOBILE OPERATOR

Activation	Free of charge
Monthly fee	Free of charge

For more information on this service and activation options see [www.t-mobile.cz](http://www.t-mobile.cz).

## MŮJ LIMIT (MY LIMIT)

Limit set-up/change/cancellation	5.– (6.05)
Information SMS about reaching limit	5.– (6.05)
Incoming confirmation SMS	0.– (0.–)
SMS sent to 4603	0.– (0.–)

The information SMS on reaching the limit is charged upon a successful delivery. These SMS are sent during the period from 8.00 a.m. to 8.00 p.m. (if the limit is reached after 8.00 p.m., the SMS will be sent on the following day). The activation of the service (first limit set-up) will be applied from the start of the next billing period. If your phone has been switched off for several days, the information SMS may not be delivered. The following payments are not included in the limit: monthly fees, one-off payments (such as for SIM card exchange), discounts, contractual penalties, etc. For their complete list see [www.t-mobile.cz](http://www.t-mobile.cz).

## MOJE ÚTRATA (MY SPENDING)

You can easily find out how much you have spent and how many free units are left for your phone number. The service is intended for contract customers.

Activation/monthly fee	Free of charge
Price for finding out via My T-Mobile	Free of charge
Incoming information SMS	5.– (6.05)

This service only serves for orientation purposes – information on spending is usually available with an 8-hour delay; in case of some services (such as roaming calls) with a delay of up to several days. The information on the amount spent does not take into account volume or other discounts. SMS sent to 4603 from the Czech Republic are free of charge (if sent from abroad, they are charged according to the roaming tariff). For more information see [www.t-mobile.cz/mojeutrata](http://www.t-mobile.cz/mojeutrata).

## CALL HOLDING, CALL WAITING

Activation of this service is free of charge and you do not pay any monthly fees for its use.

## CONFERENCE CALLS

Each set-up call is charged (to the conference initiator) based on the tariff for calls to the respective network. Activation of this service is free of charge and no monthly fees are charged for its use.

For activation and more details on this service call 603 603 603 (4603 from T-Mobile).

## ITEMIZED STATEMENT OF SERVICES

Printed Statement of Services	23.97 (29.-)
Copy of Statement of Services	50.-/Statement (60.50)
Copy of invoices for goods	50.- (60.50)/1 ks
Copy of contract <sup>1)</sup>	50.- (60.50)/1 ks
Payment of contract at shop	81.82 (99.-)
Fee for Statements sent by registered mail	16.- (19.36)
Electronic Itemized Statement of Services	40.- (48.40)
(My T-Mobile)	65.- (78.65)
Hardcopy Itemized Statement of Services	65.- (78.65)
Hardcopy and electronic Itemized Statement of Services	99.- (119.79)*
Electronic additional Itemized Statement of Services	49.- (59.29)*
Electronic Itemized Statement of Services with el. Statement	1.- (1.21)
Costs for 1 <sup>st</sup> written reminders when enforcement participant's debt <sup>2)</sup>	107,44 (130.-)
Costs for 2 <sup>nd</sup> written reminders when enforcement participant's debt <sup>2)</sup>	148,76 (180.-)
Express payment <sup>3)</sup>	81.82 (99.-)

\* The list can be obtained for two billing periods retrospectively.

- 1) The price also applies to Combi customers.
- 2) According to Article 4.3. VPST we are entitled to claim compensation for recovery costs claims.
- 3) Fast payment of your Statement of Services at any T-Mobile shop. The amount due will be settled no later than within six hours from making the payment (if your services have been blocked due to late payment, they will be unblocked within that period).

The price is charged for the list relating to one billing period. When switching to the Twist prepaid service, terminating the contract or porting the phone number to another operator, it is not possible for technical reasons to retain access to the existing set-up in My T-Mobile. Thus, the customer loses access to the electronic Statements of Services and itemized lists of calls in electronic form. If the customer has set up electronic Statements for tax purposes, we recommend, before making the above-mentioned change, archiving all necessary electronic Statements of Services. The last Statement of Services will be sent in hardcopy form. The Itemized Statement of services can be converted to a printed form.

## ADDITIONAL SERVICES

Emergency calls: 112, 150, 155, 156, 158	Free of charge
Children's help line: 116111	Free of charge
Bílý kruh bezpečí: 116006	Free of charge
Missing children's hot line: 116000	Free of charge
Emotional support's help line: 16123	Free of charge
Calls to numbers with prefixes 8001) and 00800	Free of charge
Drivers' information: 1204, 1205, 1213, 1214, 1220, 1222, 1225, 1227, 1230, 1233, 1234, 1240, 14012, 14088, 14314 <sup>1)</sup>	8.-/min. (9.68)
Mountain rescue service	4.17/min. (5.05)
Calls to other short numbers (1200, 1201, 1202, 1211, 1212, 1215, 1221, 1224, 1236, 1239, 12412, 12444, 12600, 12612, 12726, 12777, 12800, 12888, 12900, 12937, 13100, 14000, 14001, 14004, 14014, 14015, 14041, 14111, 14112, 14114, 14116, 14120, 14141, 14144, 14222, 14292, 14333, 14400, 14414, 14441, 14444, 14499, 14500, 14007) <sup>1)</sup>	4.17/min. (5.05)
Calls to numbers with prefixes 81x, 83x, 843, 844, 845, 846 <sup>1)</sup>	3.33/min. (4.03)
Calls to numbers with prefixes 840, 841, 842, 847, 848, 849 <sup>1)</sup>	4.-/min. (4.84)
Public universal personal telecommunications (UPT) network: Access code 700 <sup>1)</sup>	Rate to the fixed network 5,05 (4,17)/min.
Public universal personal telecommunications (UPT) network: Access code n701 <sup>1)</sup>	Rate to the fixed network 5,05 (4,17)/min.
SMS access to certain services <sup>1)</sup> : 876x1 (x = numbers 0 – 9)	3.31 (4.-) / back SMS
SMS access to certain services <sup>1)</sup> : 876x2 (x = numbers 0 – 9)	7.44 (9.-) / back SMS
Call barring upon customer's request <sup>2)</sup>	Free of charge
Contractual penalty for payment delayed for more than 1 day	150.-
Contractual penalty for payment delayed for more than 21 days	1 000.-
Service interruption: (e.g. for holidays) <sup>3)</sup>	Free of charge

Activation of an uninterrupted number series: Extra charge with activation	250.- (302.50)
SIM card replacement <sup>4)</sup>	81.82 (99.-)
SIM replacement due to malfunction of card (the malfunction not caused by customer) <sup>4)</sup>	Free of charge
Tariff plan change <sup>5)</sup> : From a lower to a higher plan	Free of charge
Tariff plan change <sup>5)</sup> : From a higher to a lower plan	Free of charge
Set up of the NEJ number:	Free of charge / 94.17 (113.94)
first/every other change	1 000.- (1 210.-)
Phone number change	5 000.- (6 050.-)
Gold number	5 000.- (6 050.-)
Selected number	3 000.- (3 630.-)
Silver number	3 000.- (3 630.-)
Identification of annoying calls	206.61 (250.-) <sup>6)</sup>

1) Free units do not apply to these services (neither free minutes, SMS nor credit included in contract plans).

2) The Call Barring service can only be used by T-Mobile's contract customers. Twist users can only request blocking of incoming calls abroad or block outgoing calls free of charge in their phone's settings.

3) The minimum period of service interruption is 7 days, the maximum period is 12 weeks in a calendar year. In the case of a fixed-term contract, the contract will be extended for the period for which service was interrupted.

4) Replacement of SIM required by customer with prepaid Twist tariff can be done only if such customer provides the original SIM card carrier containing security codes assigned to replacing SIM card. Replacement of SIM card coming from impossibility to register in any of available networks is provided at T-Mobile branded shops.

5) Contract customers can change their tariff plan once in a billing period; the first tariff plan change is allowed after the first Statement of Services.

6) The price will only be charged if the telephone number has been identified successfully.

7) Customers who use tariffs may change their tariff once in every accounting period and the first change of the tariff is possible after the issue of the first Service Bill after the execution of the contract.

## ACTIVATION AND MIGRATION PRICES

	CENY
Activation prices	0.-
Migration from Twist to a tariff plan	0.-
Migration from a tariff plan to Twist <sup>1)</sup>	0.- <sup>2)</sup>
Migration to Happy Partner	0.-
Migration from Happy Partner to a T-Mobile tariff plan	0.-

1) Migration to Twist is only allowed if you have a valid open-ended Subscriber Contract with T-Mobile, on the migration date.

2) In addition, the customer receives CZK 20 credit.

## CONTRACT TRANSFER

Transfer of Subscriber Contract	0.–
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The Transfer of a Subscriber Contract is understood as the transfer to a new subscriber or transfer to another customer segment. For details on the terms and conditions and information on how to proceed when transferring a Subscriber Contract visit [www.t-mobile.cz](http://www.t-mobile.cz) or call the T-Mobile Customer Centre - 603 604 644.

## PORTING A PHONE NUMBER TO T-MOBILE

Porting a phone number to T-Mobile	0.–
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For details on the terms and conditions and information on how to proceed when porting a number to the T-Mobile CZ network or another mobile operator visit [www.t-mobile.cz](http://www.t-mobile.cz) or call the T-Mobile Customer Centre -603 604 644.

## RECORDING SERVICES VOICE MAILBOX

Activation/monthly fee	Free of charge
Information on newly saved messages in CR	Free of charge
Calls to the voice mailbox	1.– (1.21)/min.*

## AVAILABILITY INFORMATION

Incoming SMS	Free of charge
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## MISSED CALLS REGISTER

Activation/monthly fee	Free of charge
Price for delivered SMS*	Free of charge

\* Free of charge until further notice; for up-to-date information see [www.t-mobile.cz](http://www.t-mobile.cz)

The Missed Calls Register cannot be active along with the Voice Mailbox or MMS Voice Courier services. While roaming, missed calls are registered only during the period your phone was switched off. For more information see [www.t-mobile.cz](http://www.t-mobile.cz).

## E-MAIL TO SMS

Activation	Free of charge
SMS	Free of charge

E-mail to SMS service can be activated with all Twist prepaid plans and with all tariff plans with a monthly Statement for up to 5 e-mail accounts. For more information visit [www.t-mobile.cz/emaildosms](http://www.t-mobile.cz/emaildosms)

## MMS VOICE COURIER

Activation/monthly fee	Free of charge
Price for delivered MMS/SMS	Free of charge
Call to the voice courier	According to the caller's tariff plan

The maximum length of a message for one call is 30 seconds. The validity of a MMS with a message is 48 hours, after which the MMS with the message is deleted. If the MMS is not delivered to the called party in 36 hours, the called party will receive a SMS with a link to a website where they can open the message in their mobile. The MMS Voice Courier service cannot be used along with the Voice Mailbox or Missed Calls Register. To be able to use this service, you need a phone supporting EDGE/GPRS and AMR coding. For more details see [www.t-mobile.cz](http://www.t-mobile.cz).

## INFORMATION SERVICES AND ENTERTAINMENT SHORT TEXT MESSAGES (SMS)

Activation/monthly fee	Free of charge
Sending of SMS	According to your tariff plan
Receipt of SMS	Free of charge*

\* Only T-Mobile Info information and some SMS types in the Můj limit (My Limit) service are charged based on the price list of this service.

SMS sent from the SMS gateway on [www.t-mobile.cz](http://www.t-mobile.cz) to Mých5 (MyFaves) numbers are always charged as SMS to other numbers.

## MULTIMEDIA MESSAGES (MMS)

Activation/monthly fee	Free of charge
Sending of MMS	According to your tariff plan
Receipt of MMS	Free of charge*

\* Only T-Mobile Info information are charged.

## SMS AND MMS GATEWAY

Activation/monthly fee	Free of charge
Sending of SMS/MMS	According to your tariff plan

MMS and SMS sent to T-Mobile numbers are free of charge.

## T-MOBILE INFO

SMS Info <sup>1)</sup>	From 0,- to 6,- (7.26)
MMS Info <sup>2)</sup>	From 0,- to 29,- (35.09)
Regular use <sup>3)</sup>	From 1,- (1.21) to 22,- (26.62)
Subscription <sup>4)</sup>	From 40.83 (49.40) to 82.50 (99.83)

\* The price of the given type of service is listed with its description during purchase.

1) Price of one SMS ordered on a one off basis. In the case of the DOPRAVNÍ INFORMACE (traffic information) channel the price includes incoming SMS for next 8 hours from the ordering.

2) Price of one MMS ordered on a one off basis.

3) Price of one SMS/MMS from an ordered info channel (i.e. in case of regular receipt).

4) The subscription is automatically renewed. All incoming messages are sent free of charge during the validity of the subscription. Subscription validity: 30 days from payment. In the case of the DOPRAVNÍ INFORMACE (traffic information) channel it is 7 days. T-Mobile is not the provider of the information.

T-Mobile shall not be responsible for the content of information of which it is not the provider.

Sending of regist	As the sending of SMS-according to your tariff plan
Signing up for/cancellation of info channel	As the sending of SMS-according to your tariff plan

## CALLER TUNES (UVÍTACÍ TONY)

Service activation	Free of charge
Monthly subscription	12.50 (15.13)
Activation of the selected caller tune offered by T-Mobile	15.83 (19.15)
Activation of the selected caller tune provided by a customer	0,-
Activation of service for more than 50 SIM	0,-
Activation of service for less than 50 SIM	15.000,- (18.150)
Call to 4714	3,- (3.63)/min.

SMS sent to 4714	According to your tariff plan
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## KDE JE... (WHERE IS...)

Location finding 1 <sup>st</sup> –1,000th.	4,- (4.84)
Location finding 1,001. and next	2.90 (3.51)

Only each successful location finding is charged. Location finding is charged to the SIM card from which the location finding requests are sent, not the SIM cards whose location is being found.

## MOBILE TV

	START TARIFF	KOMPLET TARIFF
Offer of channels	ČT1, ČT2, ČT24, ČT Sport, ČT:D / Art, Prima, Prima Cool, Prima Love, Prima Zoom, Prima MAX, Nova, Nova Cinema, SMÍCHOV, FANDA, TELKA, TV Barrandov, Óčko, CNN	ČT1, ČT2, ČT24, ČT Sport, ČT:D / Art, Prima, Prima Cool, Prima Love, Prima Zoom, Prima MAX, Nova, Nova Cinema, SMÍCHOV, FANDA, TELKA, TV Barrandov, Óčko, CNN, Spektrum, Travel Channel, Discovery, Nova Sport 1, Eurosport 1, Europort 2, Sport1, Sport 2, Golf Channel, MTV, Minimax, Jim Jam, Film Europe, Filmbox, Filmbox Plus, Filmbox Premium, Fashion TV, Playboy TV
Monthly fee	98.35 (119,-)	247.11 (299,-)

## ADDITIONAL SERVICE VIDEO LIBRARY (VIDEOTÉKA)

Watching of any film in the video library chosen by the customer without any quantity restriction	73.55 (89,-) / month
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Additional service video library can only be ordered on an already activated tariff Mobile TV service from T-MobileMoon refers to 30 calendar days. All conditions and charges will apply are listed in the Business Conditions Service.

## MOBILE DATA SERVICES

The price list of web'n'walk tariff plans and add-ons can be found in this Price List in chapter Internet tariff plans and add-ons.

## T-MOBILE EDGE/GPRS

The high-speed internet access service via T-Mobile EDGE is charged at the same rates as via T-Mobile GPRS.

	INTERNET & WEB'N'WALK	WAP
Price per kB	0.05 (0.06)	0.50 (0.61)
Billing unit <sup>3)</sup>	5 kB	5 kB

1) Prices applicable to contract customers; prices incl. VAT apply to Twist users.

2) Prices apply to surfing using the web'n'walk light or Opera Mini browsers. The price of CZK 0.05/kB excl. VAT is charged even if accessing the internet using these browsers via APN WAP.

3) For billing purposes, the amount of data transmitted is rounded up to the next multiple of the billing unit. This process takes place upon the termination of the connection, after each hour of duration of a connection, and after each transmission of 1 MB during a connection.

Resale of the services provided under the internet tariff plans and the Internet+ and Internet Premium+ add-ons without the consent of T-Mobile as well as other abuse of this tariff plan is in conflict with the T-Mobile General Terms and Conditions. In accordance with the General Terms and Conditions, T-Mobile is entitled to take steps aimed at preventing resale or other abuse. T-Mobile reserves the right to specify the maximum data limit that may be transferred at the price of the monthly fee. Customers will be informed of such limitation in advance.

T-Mobile shall in no event be responsible for the content of websites accessed by the customer using T-Mobile data services.

## STATIC PUBLIC IP ADDRESS

Activation	499.– (603.79)
Monthly fee	149.– (180.29)

Service Static Public IP Address can also be ordered to the services (Pevný) internet bez drátu, Internet bez drátu a Pevný internet vzduchem.

## STATIC PRIVATE IP ADDRESS

Activation	99.– (119.79)
Monthly fee	49.– (59.29)

## DYNAMIC PUBLIC IP ADDRESS

Activation	49.– (59.29)
Monthly fee	0.–

## BLACKBERRY INTERNET SERVICE

Monthly fee	249.17 (301.50)
Data limit included in monthly fee*	Unlimited

\* Applies to BlackBerry APN.

The data services included in the monthly fee can be used only in the T-Mobile network. The BlackBerry Internet Service is a T-Mobile data service that allows access from BlackBerry to e-mail accounts, contacts and calendar from all e-mail account providers permitting the POP3 and IMAP4 protocols. The BlackBerry Internet Service also includes unlimited internet access from an integrated web browser and unlimited instant messaging. Unlimited access to the internet and instant messaging only applies if the data transmission takes place via the APN BlackBerry access point. The BlackBerry Roaming bundle costs CZK 990 (CZK 1,188 incl. VAT) per month. For more information see [www.t-mobile.cz/blackberry](http://www.t-mobile.cz/blackberry)

## BLACKBERRY

Monthly fee	449.– (543.29)
Data limit via APN BlackBerry*	Unlimited
Data limit via APN internet	400 MB
Data billing unit	1 B

\* The data limit included in the monthly fee for BlackBerry apply before the free units included in internet add-ons.

## BLACKBERRY EMMREGULATED

Monthly fee	199.– (240.79)
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The service can be used with phone BlackBerry with operating system 10 a more. For more information see [www.t-mobile.cz/blackberry](http://www.t-mobile.cz/blackberry)

## COPYING DATA (CONTACTS) FROM THE PHONE

Data (contacts) back-up from the phone	0.–
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## ONE-OFF INCREASE OF THE DATA LIMIT

One-off increase of the data limit by 60 MB	23.97 (29.-)
One-off increase of the data limit by 220 MB	82.64 (100.-)
One-off increase of the data limit by 1 000 MB	165.29 (200.-)
One-off increase of the data limit by 1 200 MB	189.26 (229.-)

There one-off increase of the data limit applies to mobile data tariffs and bundles and tariffs involving free data limit, and does not apply to Internet in the mobile for a day, M2M tariffs and services (Pevny) internet bez drátu and Internet bez drátu. After the depletion of the one-off increase of the data limit, data services can no longer be used.

## SHARED VIRTUAL NETWORK

The Contracting Partner's Virtual Network ("VN") can be extended, upon the fulfilment of these conditions, to include the Authorized Persons specified in the Frame Contract and T-Mobile Program Members. The Authorized Persons and T-Mobile Program Members to be included in the Contracting Partner's VN shall not be required to meet the condition of the minimum number of 10 validly concluded Subscriber Contracts. The shared VN shall be administered by a single person – the VN administrator who shall be defined/changed exclusively by the Contracting Partner using the Definition and Change of the Empowered Person form.

The VN administrator must be from the Contracting Partner's company. TMCZ shall not be obliged to accept any requests concerning the shared VN if submitted by another person. The Contracting Partner shall be responsible for ensuring that the Authorized Persons and T-Mobile Program Members are provided with the information related to the shared VN and concerning the price conditions, benefits, set-up changes, administrator's identity, etc. The payments for all charged-for services provided within the shared VN that relate to particular Subscriber Contracts, for example the activation of the VN service and monthly fees for the use of the VN, shall always be charged on the respective Subscriber Contract.

# Notes

This service price list contains only those services that T-Mobile offers actively. Where a subscriber is using a service that is no longer in the current offering, the prices of such services are listed in the T-Mobile Archive Price List available at [www.t-mobile.cz](http://www.t-mobile.cz)

Credit in credit tariff plans is equal to the monthly fee; the HIT variant of the credit tariff plans offers an extra 20% of monthly credit to customers. In other tariff plans that include credit, its amount is specified in the price list for the respective tariff plan. If a subscriber has been using such tariff plan only during a certain part of the billing period, the monthly fee and credit will be proportionately adjusted depending on the number of days on which the customer has been using the tariff plan. Credit serves exclusively for the payment of prices for voice phone calls, SMS and MMS to all Czech networks according to the Price List of Services. Credit cannot be used for calls, SMS and MMS charged at special rates according to the Price List of Services, especially for premium-rate services, unless it is stated otherwise in the terms and conditions of the respective tariff plan. Unused credit is rolled over in accordance with the terms and conditions of the individual tariff plans. Bonus credit and credit included in bundles is not rolled over unless it is stated otherwise.

Calls and SMS to telephone numbers of virtual operators which are operated in the T-Mobile network and to telephone numbers operated in the T-Mobile network under brand names other than T-Mobile (e.g. MOBIL.CZ) are not deemed traffic to the T-Mobile network (on-net traffic) and are charged as calls and SMS outside of the T-Mobile network (off-net calls and SMS). As at 1 June 2013, the following ranges of numbers in the network operated by T-Mobile are reserved for use by virtual operators or for being offered under brand names other than T-Mobile:

730 30x xxx/ 730 33x xxx/ 730 35x xxx/ 730 41x xxx/ 730 42x xxx/ 730 43x xxx/ 730 6xx xxx/ 730 73x xxx/ 735 0xx xxx/ 770 77x xxx/ 771 77x xxx/ 772 72x xxx/ 772 73x xxx/ 772 77x xxx/ 778 80x xxx/ 797 97x xxx/ 797 99x xxx/ 799 50x xxx/ 799 51x xxx/ 799 79x xxx/ 799 99x xxx/ 703 00x xxx, 730 70x xxx, 790 83x xxx

A mobile voice plan is a tariff plan that is primarily intended for use of mobile voice services by means of a T-Mobile SIM card. Particularly M2M plans and other data plans, which are, with regard to their nature and characteristics, intended particularly for internet connection, do not constitute mobile voice plans.

Free SMS must be used during the respective billing period or, if applicable, the proportionate part of this period (see the monthly fee); they cannot be rolled over to the next period; unused free SMS expire.

Discounts on national traffic (voice, SMS, MMS, data) agreed in the Framework Agreement will apply only to operations begun in the T-Mobile Czech Republic a.s.

Free units within the packages and incentives for national traffic or free units allocated in excess of the tariff for national traffic (voice, SMS, MMS, data) are intended only for the operation commenced in the T-Mobile Czech Republic a.s. Short messaging service: One SMS contains a maximum of 160 characters. Some letters (especially those with diacritics) or symbols may take up more than one character.

Prices of phones and data handsets: The minimum price of individual products is always CZK 1, even if a combination of discount results in a decrease in the price of the product selected by the customer below CZK 1. In such case, the price of CZK 1 will be set up for the product and the remaining part of the discount will expire and cannot be claimed in any manner in the future. A Twist set contains separate products (and services) that will be handled separately in the event of a warranty claim.

SMS and MMS sent to customers: The SMS and MMS that start with \* and are sent from 4603 or 4644 are commercial statements sent by T-Mobile Czech Republic a.s. To cancel their receipt please contact the T-Mobile Customer Centre on 4603 or the Customer Centre – Business on 4644 (from T-Mobile) or e-mail us to [info@t-mobile.cz](mailto:info@t-mobile.cz).

Wherever free units are mentioned in the text, this is understood to mean credit in the case of credit tariff plans. The price of the monthly fee provided free of charge is included in the price of the immediately following monthly fee charged or in the price of the standard monthly fee. The maximum length of one call made via a SIM card provided by T-Mobile Czech Republic a.s. is 120 minutes. All prices are stated in CZK.

The unlimited tariffs are intended in particular for active use of mobile voice services (including text messages) and data services by the Subscriber/User. T-Mobile has the right to restrict (and, as the case may be, transfer to a prepaid Service at the same time) the Subscriber's access to services if the Subscriber's traffic exhibits signs of automatically generated or otherwise systematically set operation (e.g. repeating sending of text messages in regular intervals, sending of mass text messages etc.).

Calls initiated before midnight on the last day of a billing period and terminated after 00.00 on the first day of the following billing period are charged as if they took place completely in the billing period in which they were initiated. I.e., the free minutes or credit allocated in the new period are not applied to these calls.

The basic prices of calls and SMS and free units for individual services do not apply to premium-rate services; these are charged at different rates according to the currently valid Price List, see chapter Other Services.

All unlimited tariff plans are subject to data limit in order to ensure equal quality and availability of the service for all of its users. After exceeding the stipulated volume of transmitted data during one billing period (in the case of prepaid cards this volume is calculated on the basis of the last 30 days), the transfer speed will be limited. The full transfer speed is restored at the beginning of the next billing period. The data limit does not apply to access via a HotSpot. For more information see [www.t-mobile.cz/internet-bus](http://www.t-mobile.cz/internet-bus)

For the purposes of the obligation of the minimum purchase of services arising from the Frame Contract, amounts billed exclusive of VAT shall be applied. The items listed below shall not be applied for the purposes of fulfilment of the obligation of the minimum purchase even though they were billed in the Statement of Services by TMCZ:

- Audiotex services,
- Audiotex services – private,
- Donor SMS,
- m-payment (Aral, Coca-Cola...),
- Individual discount – compensation in the form of a discount applied to a Statement of Services, e.g. as a result of complaint handling,
- Contractual penalty unused services based on the FC under the Frame Contract for the failure to purchase the agreed volume of services,
- Contractual penalty unused services based on the FC for the failure to purchase the agreed volume of business services (with the exception of a contractual penalty charged to an Authorized Person under the Frame Contract, which will be applied to the amount billed in the next calendar quarter)
- Premium SMS,
- Third-party SMS and MMS,
- SMS Payment,
- VideoStreaming,
- Credit note,



- Debit note,
- Twist top-up via the Statement of Services,
- Credit rolled over from the previous Statement of Services.

Payments for system solutions services (e.g. ICT solutions etc.), services provided under Company solution and/or under the Contract for the Set-Up and Provision of T-Mobile Company solution, unless agreed otherwise in writing.

The term contracts in this Price List means Subscriber Contracts, unless it is stated otherwise.

The VAT rate in this Price List is understood to be equal to 20%. Customer take into consideration that from 1st of January 2013 probably changes VAT rate of telecommunication services. About that customer will be informed in [www.t-mobile.cz/zmenadph](http://www.t-mobile.cz/zmenadph)

The terms and conditions of individual services can be found on [www.t-mobile.cz](http://www.t-mobile.cz).

In the case of services with an unlimited number of free units, the Subscriber must not use these units for a conduct that is in conflict with the legal regulations in force and/or the General Terms and Conditions of T-Mobile Czech Republic, a.s. (especially in conflict with the provisions 3.1.8., 3.2. 1., 3.2. 2., 3.2. 6 and/or 3.2.7.) or in connection with telemarketing, in the GSM gateway or SMS gateway (unless this has been agreed in the Frame Contract). For each breach of this obligation, T-Mobile Czech Republic, a.s. is entitled to charge to the Subscriber a contractual penalty in the amount of CZK 100,000 (for each SIM card) for each billing period in which such breach occurred. This shall not affect the right of T-Mobile Czech Republic, a.s. to proceed in accordance with Article 7 of the General Terms and Conditions of T-Mobile Czech Republic, a.s.

The T-Mobile network is understood as the mobile electronic communications network operated by T-Mobile Czech Republic a.s. in the territory of the Czech Republic, unless explicitly stated otherwise.

# Annex 1

## Guaranteed service activation time, guaranteed quality and guaranteed availability of mobile voice service and mobile and landline data service

### 1. Guaranteed service activation time, guaranteed quality and guaranteed availability of mobile voice service:

#### 1.1. Guaranteed service activation time

The Operator activates the selected service for the Subscriber within 72 hours after signing the Subscription Agreement in the case of sale in a Brand Shop or in a shop of the Operator's business partner and within 10 calendar days in the case of all other forms of sale (e.g. through eShop, Customer Centre, outside of the premises usually used for carrying out business, etc.).

The Operator guarantees the activation time only if the Subscriber provides active co-operation (e.g. collects the sent goods for cash on delivery).

In the case of transfer of telephone numbers or services from another provider, the time period shall be extended by the transfer time.

#### 1.2. Guaranteed service quality

The Operator undertakes to provide a service of the best possible quality to the Subscribers. The achieved quality of the provided service depends on a number of general factors that cannot be influenced by either the Operator or the Subscriber, as well as on certain specific factors that can be directly influenced by the Subscriber. The factors affecting the service quality include the following:

- Used technology
- Level of signal coverage (level of outdoor coverage of the population is specified on the illustration map available at [www.t-mobile.cz](http://www.t-mobile.cz))
- Device(s) used by the Subscriber/User
- Performance output of the transmitter through which the Subscriber/User uses the service
- Weather conditions
- Vegetation
- Artificial horizons
- Signal interference by buildings under construction
- Natural disasters
- Type of the building in which the Subscriber/User uses the service

- New development/construction
- Position of the end device
- Frequency band
- Path of the signal distribution
- Random concentration of users

#### 1.3. Guaranteed service availability

The Operator guarantees the Subscribers/Users an average monthly success rate of calls connection of 98% at places within the territory of the Czech Republic that are currently covered by the Operator's signal

### 2. Guaranteed service activation time, guaranteed quality and guaranteed availability of mobile data service:

#### 2.1. Guaranteed service activation time

The Operator activates the selected service for the Subscriber within 72 hours after signing the Subscription Agreement in the case of sale in a Brand Shop or in a shop of the Operator's business partner and within 10 calendar days in the case of all other forms of sale (e.g. through eShop, Customer Centre, outside of the premises usually used for carrying out business, etc.).

The Operator guarantees the activation time only if the Subscriber provides active co-operation (e.g. promptly collects the sent goods for cash on delivery).

In the case of transfer of telephone numbers or services from another provider, the time period shall be extended by the transfer time.

#### 2.2. Guaranteed service quality

The Operator undertakes to provide a service of the best possible quality to the Subscribers.

The maximum possible speed of data downloading (maximum possible speed) is specified in the Service Price List pertaining to individual tariffs or services. The achieved speed depends on the type of technology used for the connection. If the maximum speed value for a given service is less than the value of the advertised speed listed in the table below for

each technology, then the maximum speed for that service is equal to the value of the estimated maximum speed and the advertised speed of a particular technology (e.g. if maximum speed is 3Mb /s, then estimated maximum speed is also 3Mb /s and the advertised speed for 2G is 0.125 Mb / s, for 3G is 3Mb / s and for LTE is 3Mb /s).

TYPE OF TECHNOLOGY USED	ESTIMATED MAX. SPEED		ADVERTISED SPEED*	
	Data download	Data upload	Data download	Data upload
2G – EDGE	0.2 Mb/s	0.1 Mb/s	0.125 Mb/s	0.04 Mb/s
3G – HSPA	7.2 Mb/s	3.6 Mb/s	5 Mb/s	1 Mb/s
3G – HSPA+	42 Mb/s	5.76 Mb/s	5 Mb/s	1 Mb/s
LTE	150 Mb/s	50 Mb/s	15 Mb/s	5 Mb/s
LTE Advanced	375 Mb/s	50 Mb/s	15 Mb/s	5 Mb/s

\* This is the speed achieved by 80% of customers, it being understood that 10% of customers achieves higher speed and 10% of customers achieves lower speed, taking into consideration the factors influencing the transmission speed (see below).

The achieved speed of the provided service depends on a number of factors, both general ones that cannot be influenced by either the Operator or the Subscriber, as well as on certain specific factors that can be directly influenced by the Subscriber. The factors affecting the service quality include the following:

- Used technology

- Level of signal coverage (level of outdoor coverage of the population is specified on the illustration map available at [www.t-mobile.cz](http://www.t-mobile.cz))
- Selected tariff or service (the achieved speed and data limit is specified in the Service Price List or at [www.t-mobile.cz](http://www.t-mobile.cz))
- Device(s) used by the Subscriber/User
- Performance output of the transmitter through which the Subscriber/User uses the service
- Weather conditions
- Vegetation
- Artificial horizons
- Interference by buildings under construction
- Natural disasters
- Type of the building in which the Subscriber/User uses the service
- New development/construction
- Position of the end device
- Frequency band
- Path of the signal distribution
- Random concentration of users / devices
- Shared capacity by means of concurrent connection of several end devices
- In the case of roaming services, interventions by the roaming partner through whom the Subscriber uses the service in other countries.

In the case of the use of services other than Internet access services may reduce the guaranteed quality mobile data services. In the case of successful connection of the Subscriber/User, the Operator provides a minimum guaranteed speed of 16 kb/s, taking into consideration the aforementioned factors that cannot be influenced.

A big lasting deviation from the advertised download and upload speeds means a deviation that creates a continuous detectable change in the performance of the internet access service that lasts for more than 30 minutes; a detectable change in the performance of the internet access service means a drop in at least one of the actually achieved download or upload speeds below 25% of the speed values listed as the advertised download and upload speeds. A big repeated deviation from the advertised download and upload speeds means a deviation where there are at least ten detectable changes in the performance of the internet access service that last for more than 1 minute during the period of 1 hour.

If a data limit applies to a tariff or bundle used by the Subscriber, the transmitted data include the data transmitted in both directions; the volume of the transmitted data is measured on the transport layer.

If any other services are being used simultaneously with the internet access service, the guaranteed quality of the mobile data service may decrease. The total capacity for the use of mobile data may be influenced by the simultaneous use of voice calls via LTE by the Subscriber; a maximum download speed of 100 kb/s and a maximum upload speed of 100 kb/s is used for each such call; nevertheless, such value has a minimum impact on such Subscriber's internet access service.

### 3. Guaranteed service activation time, guaranteed quality and guaranteed availability of landline data service:

#### 3.1. Guaranteed service activation time

The Operator activates the selected service to the Subscriber within 60 days after the execution date of the Subscription Agreement, unless expressly specified otherwise in any particular case (e.g. in the business terms pertaining to any particular service/tariff, etc.).

The Operator only guarantees the activation time if the Subscriber provides active co-operation (e.g. allows the installation of the DSL end point, collects the send goods for cash on delivery, etc.).

#### 3.2. Guaranteed speed

The Operator undertakes to provide a service of the best possible quality to the Subscribers.

The maximum possible speed of data downloading (maximum possible speed) is specified in the Service Price List pertaining to individual tariffs or services. The achieved speed depends on the type of technology used for the connection.

TYPE OF TECHNOLOGY USED	MAX. ADVERTISED SPEED		FREQUENTLY AVAILABLE SPEED	
	Data download	Data upload	Data download	Data upload
ADSL	16,384 kb/s	768 kb/s	7,168 kb/s	512 kb/s

### VDSL

256 000/kb/s	25 600 kb/s	15,360 kb/s	1,024 kb/s
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However, the achievable speed of the provided service depends on a number of factors, both general ones that cannot be influenced by either the Operator or the Subscriber, as well as on certain specific factors that can be directly influenced by the Subscriber; as a consequence of these factors, the current efficient connection speed is usually lower than the maximum speed. The factors limiting the connection speed include in particular the following

- selected tariff or service (maximum speed, aggregation and possible data limit are specified in the Service price List or at [www.t-mobile.cz](http://www.t-mobile.cz))
- quality and length of the access wiring (between the end point of the network and the relevant DSLAM),
- quality and length of wiring of the internal distribution system in the user's building and the used type of the connected end telecommunication device of the user,
- mode of the higher transmission layers,
- shared capacity of the access network by several users, up to the maximum ratio determined by the operator (so-called aggregation),
- shared capacity of the access wiring, for example by means of concurrent connection of several computers or by means of active operation of a single service using the available connection speed, at the side of the user,
- factors of the Internet network outside the Operator's control.

In the case of successful connection of the Subscriber, the Operator provides the following minimum guaranteed speeds, depending on the technology used, taking into consideration the aforementioned factors that cannot be influenced:

ADSL – 256 kb/s for data download 128 kb/s for data upload

VDSL – 256 kb/s for data download, 128 kb/s for data upload

A big lasting deviation of the speed from the commonly available download and upload speeds means a deviation that creates a continuous detectable change in the performance of the internet access service that lasts for more than 30 minutes; a detectable change in the performance of the internet access service means a drop in at least one of the actually achieved download or upload speeds below 50% of the speed values listed as the commonly available speeds. A big repeated deviation from the commonly available download and upload

speeds means a deviation where there are at least three detectable changes in the internet access service that last for more than 1 minute during the period of 1 hour.

If any services other than the internet access service are being used, the guaranteed quality of the landline data service may decrease.

#### 4. Guaranteed activation time, guaranteed quality and guaranteed availability of mobile data services provided at a fixed location:

##### 4.1. Guaranteed service activation time

The Operator shall activate the Subscriber's selected service within 60 days of signing the Subscriber Contract unless expressly provided otherwise in a specific case. The Operator guarantees the activation time only if the Subscriber actively cooperates (e.g., it will allow the Modem to be installed).

##### 4.2. Guaranteed service quality

The Operator undertakes to provide the Subscriber with the service as high as possible.

#### Pevný internet vzduchem, Pevný internet do zásuvky

TARIFF	MAXIMUM / ADVERTISED SPEED		FREQUENTLY AVAILABLE SPEED	
	Data download	Data upload	Data download	Data upload
Pevný internet do zásuvky S	20 Mb/s	5 Mb/s	16 Mb/s	4 Mb/s
Pevný internet vzduchem S	20 Mb/s	5 Mb/s	16 Mb/s	4 Mb/s
Pevný internet vzduchem M	50 Mb/s	15 Mb/s	40 Mb/s	12 Mb/s
Pevný internet vzduchem L	100 Mb/s	25 Mb/s	70 Mb/s	20 Mb/s

#### (Pevný) Internet bez drátu

TYPE OF TECHNOLOGY USED	MAXIMUM / ADVERTISED SPEED		FREQUENTLY AVAILABLE SPEED	
	Data download	Data upload	Data download	Data upload
2G – EDGE	0,2 Mb/s	0,1 Mb/s	0,125 Mb/s	0,04 Mb/s
3G – HSPA	7,2 Mb/s	3,6 Mb/s	2 Mb/s	0,5 Mb/s
3G – HSPA+	42 Mb/s	5,76 Mb/s	2 Mb/s	0,5 Mb/s
LTE	150 Mb/s	50 Mb/s	8 Mb/s	2,5 Mb/s

\* According to the business terms, the (Pevný) internet bez drátu service can only be used with 3G and LTE technology. If, despite this limitation, the Subscriber can also use the service with 2G technology, the Operator guarantees the speeds specified in this table.

However, the achievable rate of service provided depends on many factors, not on general factors that are unaffordable on the part of the Operator or on the part of the Subscriber, but also on factors that the Subscriber can directly influence and as a result of which the actual effective connection speed is usually lower than the maximum. Speed limiting factors include:

- Signal coverage level (coverage level for the service is listed on the map on [www.t-mobile.cz](http://www.t-mobile.cz))
- Devices used by the Subscriber / User to connect
- Transmitter performance through which the Subscriber / User uses the service
- Weather
- Vegetation
- Artificial horizons
- Interference with buildings under construction
- Natural disasters
- New construction
- Position of the end device
- Frequency band

- Signal propagation path
- Random concentration of users / devices
- Higher transmission layers,
- Sharing the capacity of the access network to multiple users
- Sharing the access line's capacity, for example, by simultaneously connecting multiple computers, or running one service using the available connection speed on the user side,
- Internet network factors outside the Operator's influence.

In the case of a successful connection of the Subscriber/User, the Operator provides the Subscribers/Users, due to the above-mentioned factors that cannot be influenced, with a minimum guaranteed download speed of 16 kb/s and a minimum upload speed of 16 kb/s.

A big lasting deviation of the speed from the commonly available download and upload speeds means a deviation that creates a continuous detectable change in the performance of the internet access service that lasts for more than 30 minutes; a detectable change in the performance of the internet access service means a drop in at least one of the actually achieved download or upload speeds below 50% of the speed values listed as the commonly available speeds. A big repeated deviation from the commonly available download and upload speeds means a deviation where there are at least three detectable changes in the internet access service that last for more than 1 minute during the period of 1 hour.

If a data limit applies to a tariff or bundle used by the Subscriber, the transmitted data include the data transmitted in both directions; the volume of the transmitted data is measured on the transport layer.

If any services other than the internet access service are being used, the guaranteed quality of the mobile data service provided at a fixed place may decrease.

## Impact of the quality parameters on the possibility of using individual services

EXAMPLE	MINIMUM TRANSMISSION SPEED	RECOMMENDED TRANSMISSION SPEED	DATA DELAY SENSITIVITY	PACKET LOSS SENSITIVITY
T-Mobile TV live, ČT iVysílání live, ...	> 500 kb/s	> 1.5 Mb/s (e.g. 4K Ultra HD video needs > 25 Mb/s)	Very sensitive	Very sensitive
T-Mobile TV archiv, YouTube, ...	> 500 kb/s	> 1.5 Mb/s (e.g. 4K Ultra HD video needs > 25 Mb/s)	Less sensitive	Extremely sensitive
Deezer, Spotify, ...	> 64 kb/s	> 320 kb/s pro vyšší kvalitu poslechu	Less sensitive	Extremely sensitive
VoLTE, hovory přes IP (VoIP), ...	> 80 kb/s	> 128 kb/s	Very sensitive	Less sensitive
Facetime, Skype, WhatsApp, ...	> 500 kb/s	> 1 Mb/s	Very sensitive	Less sensitive
Steam, Playstation, Xbox	> 2 Mb/s		Extremely sensitive	Very sensitive
Surfování na internetu, iMessage, ...	> 32 kb/s	> 1,5 Mb/s	Less sensitive	Sensitive

# Annex 2

## Overview of combinations of T-Mobile tariff add-ons

### 4G TARIFF PLANS (ONLY THE TARIFF ADD-ONS CAN BE ACTIVATED)

MINUTE-BASED TARIFF PLANS	PERMITTED ADD-ONS
T 30 (229.90 Kč)	Víkend+ (Weekend+), Pevná+ (Fixed+), Volání 50+ (Calls 50+), Volání 200+ (Calls 200+), SMS 100+, MMS 15+, T-Mobile mimo špičku (T Mobile Off-peak), Pevná mimo špičku (Fixed Network Off-peak), SMS Víkend+ (SMS Weekend+), PS + (VN), Internet v mobilu Standard (Mobile Internet Standard), Internet v mobilu Klasik (Mobile Internet Classic), Internet v mobilu Premium (Mobile Internet Premium)
T 80 (544.50 Kč)	
T 160 (786.50 Kč)	
T 300 (1,197.90 Kč)	
T 600 (2,165.90 Kč)	
T 1 500 (4,537.50 Kč)	

# Annex 3

## Commercial terms and conditions of the Datový Roaming Evropa (Europe Data Roaming) tariff add-on

T-Mobile Czech Republic a.s., having its registered office at Tomíčková 2144/1, 149 00 Prague 4, Company ID 64949681, registered in the Commercial Register administered by the Municipal Court in Prague, Section B, Insert 3787

1. These Commercial Terms and Conditions define the rules under which T-Mobile Czech Republic a.s. ("TMCZ") provides electronic communications services, namely the Datový roaming Evropa (Europe Data Roaming) add-on ("Bundle").

2. The Commercial Terms and Conditions are published on the TMCZ website at [www.t-mobile.cz](http://www.t-mobile.cz). The Commercial Terms and Conditions or their part may be further communicated via other media, such as press advertisements, posters, etc. In the event of any discrepancies between the text of the Commercial Terms and Conditions published on the internet and that published in another manner, the text published on the above-mentioned website shall always prevail.

3. The Bundle contains data limit for internet access in the scope specified in the table below in the countries specified in these Commercial Terms and Conditions via GPRS, EDGE or 3G ("Data Service"). The Bundle enables the use of the Data Service in the given scope in each billing period at the price specified in the table below:

10 MB	399.– (482.79)
15 MB	549.– (664.29)
20 MB	699.– (845.79)
30 MB	999.– (1,208.79)
50 MB	1,499.– (1,813.79)
150 MB	2,999.– (3,628.79)

4. One Bundle can be used in one billing period. After using up the data limit from the Bundle, data transfer in the countries specified in these Commercial Terms and Conditions is charged according to the currently valid roaming price list for the respective SIM card (price as per the Frame Contract or the currently valid roaming tariff plan).

5. The Data Service contained in the Bundle can be used on the SIM cards falling under a Frame Contract with a tariff plan with a monthly statement for internet and intranet access (private APN) or the BlackBerry service via a mobile phone or PDA/MDA.

6. The Data Service included in the Bundle cannot be used for data transfer in the territory of the Czech Republic. Unused Data Service limit is not rolled over to the next billing periods and expires without compensation.

7. The minimum billing unit of the Data Service that can be used under the Bundle is 100 kB. Free units from the Bundle are used first, before other free units applicable to data roaming services.

8. The Bundle is automatically deactivated if the Subscriber Contract is transferred to another Subscriber.

9. If the Bundle is activated for a Subscriber Contract, it is not possible to set up the Data Roaming Limit for the Subscriber Contract.

10. The Bundle can be activated and, subsequently, no earlier than 30 days from activation, deactivated via the Customer Centre – Business.

11. Use of the Bundle may have an influence on reaching the selected level of the minimum monthly payment.

12. The Bundle cannot be used along with the T-Mobile BlackBerry Roaming or M2M Data Roaming add-ons.

13. TMCZ reserves the right to update and alter the conditions and scope of these Commercial Terms and Conditions or cancel the offer of this Bundle at any time. Such changes shall come into effect on the date on which they are published on the T-Mobile website, unless a later date is stipulated.

14. These Commercial Terms and Conditions shall come into force and effect on 1 July 2010.

### Scope of validity of the Bundle

Austria, Belgium, Bulgaria, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, the UK as well as the Aland Islands, the Azores, the Canaries, French Guyana, Gibraltar, Guadeloupe, Madeira, Martinique and Réunion.

Albania, Andorra, Belarus, Bosnia and Herzegovina, Croatia, Faroe Islands, Iceland, Liechtenstein, Republic of Moldova, Monaco, Norway, Switzerland, Tunisia, Turkey, Ukraine and Yugoslavia.

# Annex 4

## T-Mobile Open Internet – rules for the provision of the Internet access service

As part of the provision of the Internet access services, T-Mobile Czech Republic a.s. allows for:

- Receiving and transmitting information/data based on the end user's choice,
- Using services and applications based on the end user's choice,
- Installing the user's own hardware and software, as long as it does not damage the network,
- Providing contractually agreed service level observing contractual terms and conditions.

With the Internet access service, it does not differentiate between various data flows for the purposes of blocking, slowing or reducing the quality of service, except for reasonable data traffic management.

Reasonable traffic management includes the management for the purposes of:

- Meeting obligations arising directly from the provisions of a legal regulation or from a court ruling,
- Preventing emergency situations and maintaining the integrity and security of networks and services provided through such networks,
- Minimising the impact of the exceptional risk of network overload.

Reasonable traffic management is based on the general principles of necessity, reasonability, efficiency assurance, non-discrimination and transparency.

Reasonable traffic management will use such methods that will ensure service delivery in the agreed quality.