

**Rules for the Provision of Communication Services by QUANTEK
LLC (May 16, 2022 version)**

1. General Provisions

- 1.1. These Rules (Terms) for the Provision of Communication Services by Quantek LLC (hereinafter, the Terms) are an integral part of the Agreement on Provision of Communication Services by Quantek LLC (hereinafter, the Agreement) and regulate the relationship between the Provider and the Subscriber for delivery of communication services by the Provider.
- 1.2. These Terms are developed in accordance with Federal Law No. 126-FZ “On Communications” dated July 2, 2003, the Rules for Providing Telecommunication Services approved by Decree of the Government of the Russian Federation No. 1342 dated December 9, 2014, the Rules for Providing Data Transmission Services approved by Decree of the Government of the Russian Federation No. 2606 dated December 31, 2021, the Rules for Providing Telematic Communication Services approved by Decree of the Government of the Russian Federation No. 2607 dated December 31, 2021 (hereinafter, the Rules). The Terms are established by the Provider independently, are a public offer within the meaning of Article 437 of the Civil Code of the Russian Federation, and may be accepted by an individual (citizen), an individual entrepreneur, or a legal entity only by accepting the Terms as a whole.
- 1.3. The legislation of the Russian Federation shall apply to the relations arising under these Terms, unless otherwise established by international treaties.
- 1.4. If a separate agreement between the Parties establishes rules for the Provider's Services other than those provided for by these Terms, the rules of the separate agreement shall apply.
- 1.5. The Provider renders Communication Services on the basis of licenses to provide the respective types of services issued by the Federal Service for Supervision of Communications, Information Technology and Mass Media: No. 160485, No. 181721, No. 181722, and No. 181723. The complete list of the Provider's licenses is available on the Provider's website qntk.ru and is communicated to Subscribers in the Subscribers' service points, including when entering into the Agreement.
- 1.6. For the purpose of the Agreement, the following terminology shall be used (otherwise, the Parties shall be governed by the terms defined in the Rules):
 - 1.6.1. “Subscriber” – a person or legal entity with whom an Agreement was signed with assignment of Subscriber number(s) and/or a unique identification code for this purpose;
 - 1.6.2. “Subscriber Number” – a number assigned by the Provider to the Subscriber in the Provider's Communication Network for the term of the Agreement which uniquely identifies the Subscriber Device connected to the Provider's Communication Network;
 - 1.6.3. “Subscriber Device” – technical means, including software, in the Subscriber's lawful possession which allows the Subscriber to access the Provider's Services. A Subscriber Device must contain applications (Subscriber Interface) that allow the Subscriber to work with the technologies specified in the Billing Plan, as Services are provided through these applications;
 - 1.6.4. “Billing System” – the Provider's certified automated system for recording the scope of Services rendered and the receipt and drawing of money paid for the Services;
 - 1.6.5. “Agreement on Provision of Communication Services by Quantek LLC” – an agreement between

the Subscriber and the Provider as set forth in these Terms. The form for the Agreement, these Terms, conditions of public offers accepted within the framework of the Agreement, additional agreements, and the Billing Plan constitute a single Agreement on Provision of Communication Services by Quantek LLC;

- 1.6.6. "Additional Services" – services rendered by the Provider directly and/or with the involvement of third parties, which are technologically inseparable from the Communication Services and are aimed at increasing their consumer value. The procedure for providing and paying for Additional Services as well as the cost of these services shall be specified by the Provider in the terms and conditions of the relevant service or communicated to the Subscribers in any other way and shall form an integral part of the Agreement upon their acceptance by the Subscriber in the manner and on the conditions established by the Provider;
- 1.6.7. "Subscriber's Personal Account" – a record in the Provider's Billing System used for recording the scope of the Services rendered and the receipt and drawing of money paid for the Services;
- 1.6.8. "Provider" – QUANTEK Limited Liability Company: Registration Number (OGRN) 1147847440135, Taxpayer Identification Number (TIN) 7816601369, Registration Reason Code (KPP) 780201001. Registered address: Telecom SPb Business Center, 60 B. Sampsonievsky Prospekt, Building A, Room 1–N, St. Petersburg, 194044
- 1.6.9. "Disconnection Threshold" – the minimum permissible level of the Subscriber's Personal Account Balance. Upon reaching this, the Provider shall suspend provision of Services to the Subscriber. The Disconnection Threshold is specified in the Billing Plan;
- 1.6.10. "Billing Period" – an interval of time equal to one calendar month during which the Provider rendered services;
- 1.6.11. "Roaming" – the ability to use the Services when the Subscriber is outside the Provider's Network and is within a Roaming Partner's network. Roaming is provided on additional terms and conditions determined by the Provider. When providing Roaming, the Services are understood to include communication services offered by the Provider's Roaming Partners;
- 1.6.12. "Provider's Roaming Partner" – a telecom provider having no contractual relations with the Subscriber which, under a contractual relationship with the Provider, ensures the provision of Services to the Subscriber when outside the Provider's Network;
- 1.6.13. "Provider's Communication Network" – the technological system owned by the Provider and/or third parties and used by the Provider on legal grounds, which includes the communication facilities and lines required for the provision of Services to the Provider's Subscribers;
- 1.6.14. "Billing Plan" – a set of price conditions under which the Provider offers customers one or several Services;
- 1.6.15. "Service" – the Provider's activity in receiving, processing, storage, transmission, and delivery of telecommunications messages (Communication Services) and related services (Additional Services). Services under the Agreement mean mobile radiotelephone services, telematic telecommunication services, data communication services (except for data communication services for the purpose of voice information transmission), data communication services for the purpose of voice information transmission, access to data communication services rendered by other telecom providers, additional services offered by the Provider to the Subscriber in accordance with the terms and conditions of relevant service types and licenses issued to the Provider, and information and communication services specified in additional agreements and appendixes to the Agreement.
- 1.6.16. "SIM Card" – the Provider's identification module used by the Provider to identify the Subscriber or the user of the Subscriber's communication services in order to ensure access to the Provider's Communication Network and protect against unauthorized use of the Subscriber Number.

2. Procedure and Conditions for Entering Into Agreements

- 2.1. Services shall be provided to a Subscriber who has entered into an Agreement with the Provider and possesses a Subscriber Device operating within the Provider's Network and a SIM card. To be able to use particular types of the Provider's Services, the Subscriber's device must have software and/or settings as prescribed by the Provider and complying with the Provider's instructions for such Subscriber Device.
- 2.2. The Agreement shall be made in writing and signed by the Subscriber and the Provider or their authorized representative in two copies or in any other manner prescribed by the legislation applicable to written agreements. The Agreement and documents executed thereunder may be certified by the Provider by means of mechanical signature reproduction. One copy is given to the Subscriber. The Agreement shall be deemed entered into upon its signing by the Parties. If the Agreement is made with a Subscriber who is an individual entrepreneur or a legal entity, the Agreement on the Procedure for Providing Quantek LLC Communication Services to Corporate Clients shall also be attached to the Agreement and form an integral part thereof. These Terms and the Billing Plan are an integral part of the Agreement.
- 2.3. At the Subscriber's request, a fixed-term Agreement may be concluded. If the Parties do not stipulate the term of the Agreement in writing, the Agreement shall be deemed made for an indefinite period.
- 2.4. The Provider shall start rendering Communication Services after the Agreement is made and no later than three days from the date of payment under the Billing Plan and the Agreement, unless otherwise agreed by the Parties.
- 2.5. Upon entering into the Agreement, the Subscriber shall be assigned a Subscriber Number and, if necessary, several Subscriber Numbers, SIM card(s), and accompanying documentation.
- 2.6. Unless otherwise agreed upon by the Parties, the Subscriber Number assigned to the Provider shall be assigned to the Subscriber only for the duration of the Agreement.
- 2.7. Additional services that are technologically inseparable from the Communication Services and aimed at increasing their consumer value and other services shall be rendered by the Provider or third parties entitled to provide the relevant services. The Subscriber shall pay for Additional Services in the manner established by these Terms, by an agreement with a third party (which may be entered into on behalf of the third party by the Provider), and by the procedure for providing and paying for the relevant services.
- 2.8. Information about Additional Services shall be posted by the Provider or third parties as a public offer on the Provider's Website, on third-party resources, or in advertising materials about these Additional Services. Information may be provided to the Subscriber in the form of an offer.
- 2.9. Information about an Additional Service may contain an access number (access code) for the Additional Service or other information about the procedure and terms and conditions for connecting to the service.
- 2.10. By ordering an Additional Service or any other service using the given access number, or by performing actions to connect the service indicated in the offer, the Subscriber agrees to the rules for providing the Additional Service and the billing rules and expresses consent to receive these Additional Services and other services and pay for them.
- 2.11. The Subscriber shall pay for Additional Services and other services in accordance with the Provider's billing system, unless otherwise stipulated in the rules for providing Additional Services and other services.
- 2.12. The Agreement may be terminated at any time by mutual agreement of the Parties.
- 2.13. The Provider has the right to:
 - 2.13.1. Refuse to enter into the Agreement or render Services thereunder if there is no technical capability to render the Services requested by the Subscriber, including a lack of technical capability to provide access to the Provider's Communication Network;
 - 2.13.2. Suspend rendering of Services if the Subscriber violates the requirements set forth by the Federal Law "On Communications," the Rules for Providing Communications Services, or the Agreement, including violation of payment deadlines for services provided to the Subscriber. If the Subscriber fails to remedy such violation within six months after receiving the Provider's written notice stating its intention to suspend the provision of

communication services, the Provider shall be entitled to unilaterally terminate the Agreement.

- 2.13.3. Not enter into the Agreement if the Subscriber fails to submit the documents specified in the Rules.
- 2.14. The Subscriber may unilaterally terminate the Agreement after the rendered Services are paid in full. A Subscriber who is an individual may withdraw from the Agreement at any time provided that they meet the above conditions; a Subscriber who is a legal entity or individual entrepreneur may do so by giving the Provider 30 calendar days' prior notice.
- 2.15. If the Provider has information about the Subscriber's use of the Services for Roaming, the Subscriber may unilaterally terminate the Agreement only after the Roaming charges are billed and paid in full.
- 2.16. The Agreement may be amended by signing an additional agreement in writing or by the Subscriber's explicit actions using special means which, in accordance with Article 4 of these Terms, makes it possible to identify the Subscriber unambiguously and establish their will.
- 2.17. The Provider shall be entitled to hold promotional campaigns to acquaint the Subscriber with the advertised type of services without charging a fee for the period of such campaigns.
- 2.18. When entering into the Agreement, the individual who intends to sign the Agreement shall provide information, the reliability of which is confirmed by the following documents:
 - 2.18.1. When entering into an Agreement with a legal entity, the following documents shall be submitted:
 - a) A document certifying the identity of the representative of the legal entity;
 - b) A power of attorney to represent the interests of the legal entity for entering into the Agreement. If a person who is entitled to act on behalf of the legal entity without a power of attorney acts on behalf of such legal entity, a document confirming such right must be provided;
 - c) A document confirming that information about the legal entity was submitted to the Unified State Register of Legal Entities (certificate of registration of the legal entity).
 - 2.18.2. An individual entrepreneur shall provide the Provider with an identity document and a document confirming their registration as an individual entrepreneur.
 - 2.18.3. An individual shall present an identity document when entering into the Agreement. The list of identity documents shall be determined by the Provider in accordance with the current legislation of the Russian Federation.
- 2.19. In order for the Provider as an entity conducting monetary transactions to comply with the requirements of Federal Law No. 115-FZ "On Counteracting the Legalization (Laundering) of Proceeds of Crime and Financing of Terrorism" dated August 7, 2001, the Provider shall on an annual basis and in case of doubts regarding the reliability and accuracy of the data received earlier from the Subscriber update the information about the Subscriber provided in the Agreement and the information about the Subscriber's representative, beneficiaries, and beneficiary owners (if any). If the Subscriber fails to provide information to the Provider, the information on the Subscriber and their representative, beneficiaries, and beneficial owners (if any) shall be deemed updated.
- 2.20. In case of cancellation of the power of attorney or termination of any other document entitling the Subscriber's representative to take legally significant actions, the Subscriber shall notify the Provider thereof immediately verbally and within 3 (three) calendar days in writing. Until the Provider receives a written notice on revocation of the power of attorney or termination of any other document entitling the Subscriber's representative to take legal actions under the Agreement, the Provider shall be deemed to have duly executed the orders of the Subscriber's authorized representative acting under such power of attorney or document.

3. List of Services Provided to the Subscriber

- 3.1. The List of Services provided to the Subscriber is determined by the Billing Plan and additional orders from the Subscriber submitted in the form prescribed by these Terms or in additional ways determined by the Provider. The List of Services shall also be determined in accordance with the licenses and capacities of the Provider's Communication Network. The List of Services for Roaming also depends on the capabilities of the Provider's Roaming Partner network.
- 3.2. Separate Services may be rendered to the Subscriber provided that the Subscriber Device complies with the special technical requirements necessary for the provision (use) of such Services.
- 3.3. An order to change the List of Services may be submitted to the Provider in a manner acceptable by the Provider's technical means that ensure identification of the Subscriber. To submit an order to change the List of Services, the Subscriber shall use the Identifiers determined by the Provider.
- 3.4. Upon the Subscriber's request, the Provider shall provide information about the List of Services rendered to the Subscriber by the Provider.

Article 4. Subscriber Identification and Means of Communication With the Provider

- 4.1. Means of Subscriber identification shall be the Subscriber Number, unique identification code, password, code word, SIM card number etc. used separately or jointly in accordance with the Provider's rules.
- 4.2. The Subscriber's Identifiers shall be used when changing the List of Services provided to the Subscriber and information and reference services, when paying for the Services, and in other cases stipulated by these Terms and the Provider for rendering certain Services.
- 4.3. In the cases determined by the Provider, the Subscriber has the right to make payments and change the package of Services, as well as to modify other terms and conditions of the Agreement, by technical and/or electronic means and by other means using Identifiers (codes, passwords, and other means) that prove the order originated from the Subscriber.
- 4.4. The Subscriber's requests and instructions submitted to the Provider by using Identifiers, as well as the Subscriber's phone messages delivered subject to the Subscriber's identification, shall have the same legal force and effect as though given by the Subscriber in person in the presence of the Provider's Representative.

5. Personal Account

- 5.1. The Subscriber has the right to use their Personal Account to perform the following actions:
 - 5.1.1. Receive information about the Services used under the Agreement, the charges for their use, the status of the Personal Account Balance and payments under the Agreement, other information necessary for the fulfillment of the Agreement, as well as send the Provider the required data, information and/or claims related to the performance of the Agreement;
 - 5.1.2. Order and/or receive a breakdown of the billing for all types of Services rendered, replenish the Personal Account Balance;
 - 5.1.3. Change the List of Services rendered, change the Billing Plan and other conditions of the Agreement.
- 5.2. The Subscriber shall be able to use their Personal Account by indicating their Subscriber Number and specially assigned password. The Personal Account may be available on the Provider's website and by using certain interfaces (applications) functioning online.
- 5.3. The Subscriber shall be liable for the safety of the password assigned to the Personal Account and for any losses which may be caused by the transfer of the password to third parties and/or unauthorized use of the password by third parties.
- 5.4. The list of actions able to be performed in the Personal Account is determined by the Provider and can be changed unilaterally.

5.5. All actions performed in the Personal Account with authorization shall be deemed performed by the Subscriber.

6. Quality of Services

- 6.1. The Provider renders Services in the Provider's Communication Network Service Area 24/7 in accordance with the terms and conditions of the licenses for providing Communication Services.
- 6.2. The transmission of radio waves may be affected by natural causes and factors, local terrain and building features, meteorological conditions and other reasons, including interference that affects signal reception due to the location and conditions of Subscriber's equipment near buildings, in tunnels, in basements and other underground facilities, radio interference, load on communication channels at a particular time, software installed on the Subscriber's equipment, and other characteristics of the Subscriber's equipment.
- 6.3. Due to the design features of the communication network, Services provided to the Subscriber depend on the quality of the equipment of local wired telephone lines and the equipment of international and long distance communication providers.

7. Service Rates and Prices

- 7.1. The Rates for the Services under the Agreement shall be established by the Provider and reflected in the Billing Plans. The Service Rates effective as of the date the Agreement was concluded and chosen by the Subscriber shall be specified in the Billing Plan, which forms an integral part of the Agreement.
- 7.2. The Provider shall have the right to unilaterally change the Rates (Billing Plan), billing principles, types of billing, Billing Units, and payment procedure for incomplete Billing Units provided that the Subscriber is notified about such changes in advance by posting information about the changes on the Provider's website <http://qntk.ru> at least ten (10) calendar days before they take effect and by publicly announcing the changes at sales and service points and/or by including information about the changes in text of the bill issued to the Subscriber for the Provider's rendered services.
- 7.3. A short text message with information about changes in the effective rates shall additionally be sent to Subscribers who are individuals subject to the rate changes.
- 7.4. Such Subscribers (individuals) have the right to refuse to receive information about the rates change via short text message. They may choose another notification method from those offered by the Provider through actions that make it possible to reliably establish their will.
- 7.5. Subscribers that are legal entities shall be notified about rate changes in the manner stipulated in clause 7.2 of these Terms and/or clause 8.8. of the Agreement on the Procedure for Providing Quantek LLC Communication Services to Corporate Clients.
- 7.6. The Provider shall be entitled to set discounts (bonuses) for Subscribers at the effective rates based on the scope of Services paid by the Subscriber and other parameters related to the Subscriber's fulfillment of certain conditions of the Agreement, as well as other special offers for Subscribers. Discounts (bonuses) and other special offers for Subscribers shall be established in permanent or temporary (limited time) offers (campaigns), the terms and conditions of which are posted on the Provider's website <http://qntk.ru> and made available to the public at the sales and service points for the Provider's Subscribers.
- 7.7. The fee for the Service provided shall be determined based on the duration of telephone connection, the number of the Subscriber's requests, the volume of Services, the amount or volume of information received and/or transmitted and/or sent and/or processed and/or stored by the number of Billing Units, and also depend on other parameters stipulated by the current legislation of the Russian Federation. The SMS/MMS messaging service shall be deemed rendered by the Provider upon the delivery of an SMS/MMS generated and sent by the Subscriber from the Subscriber Device to the Provider's SMS center.
- 7.8. The duration of the connection shall be kept track of in accordance with the Billing Units adopted by the Provider.
- 7.9. An incomplete Billing Unit shall be considered by the Provider as a full Billing Unit.
- 7.10. The Billing Unit for mobile and data communication services for the purpose of transferring voice information is set by the Provider and specified in the Billing Plan, but

may not be more than 1 (one) minute. Billing Units for telematic communication services shall be set by the Provider in the Billing Plan. The Subscriber's consumed telematic Communication Services shall be billed in accordance with the Billing Unit adopted by the Provider.

- 7.11. The following mandatory rule shall be established irrespective of the Billing Plan selected by the Subscriber in order to bill for the connection on the Provider's Network: connection duration used for billing on the Provider's Network shall be counted from the 1st (first) second after the call is answered by the dialed Subscriber or by a device whose answer signal is considered equal to the Subscriber Device until the call is ended by the dialer, the dialed Subscriber, or such device. A connection of less than three (3) seconds is not billed as mobile service. The Provider shall have the right to increase the duration of a connection that is not billed as mobile service.
- 7.12. The duration of a data network connection (communication session) used to determine the billed amount when transmitting voice information is counted from 1 second after the called device responds until the moment the calling or called device or the equipment replacing the subscriber in their absence ends the call. When transmitting non-voice information, this is counted from 1 byte transmitted. A data connection (session) with less than 2 (two) seconds of voice information shall not be included in the volume of data communication services rendered under the time-based payment system.
- 7.13. Subscriber Devices whose answer signal is equal to the called Subscriber's answer and serves to start billing for the connection duration include:
- Data transmission equipment (modem, WAP port, voicemail terminal, etc.);
 - Fax machine;
 - Subscriber Device equipped with an answering machine;
 - Subscriber Device with automatic caller ID;
 - Private branch exchange;
 - Other Subscriber Devices that replace the Subscriber in their absence and provide (or imitate) information exchange.
- 7.14. Roaming charges shall be billed based on data from the Provider's Roaming Partner's equipment about the Services actually rendered to the Subscriber.
- 7.15. Due to the technical specifics of the procedure for information exchange between the Provider and the Provider's Roaming Partner regarding the scope of Services rendered to the Subscriber, the Roaming charges may be delayed up to 30 (thirty) days while information on the scope of Services rendered by the Provider's Roaming Partners is received, whereupon the Subscriber's Personal Account may have an outstanding debt for these Services.
- 7.16. Information about the Roaming rates and the territories where Roaming is provided as well as information about the rates for Services for Subscribers based outside the Russian Federation territorial entity where the Subscriber entered into the Agreement is available at <http://qntk.ru> and is provided to the Subscriber at the Provider's Contact Center and at sales and service points for the Provider's Subscribers.

8. Payment for the Services

- 8.1 Payment for Services shall be made per the Services rendered by the Provider according to the information in the Provider's Billing System.
- 8.2 The Subscriber shall pay for Services by advance payment unless the Agreement, the Billing Plan, the conditions for individual Services, or an additional agreement to the Agreement stipulate the terms and conditions and procedure for a credit payment (deferred payment) or a combination of the above payment systems.

8.3 The Provider shall have the right to establish the amounts payable by the Subscriber upon entering into the Agreement. This shall be treated as an advance payment for the Provider's Services.

8.4 Advance payment system

8.4.1. When making advance payments for Services, certain sums of money are deposited into the Subscriber's Personal Account from which the Provider withdraws money for the Services provided to the Subscriber.

8.4.2. Under the advance payment system, the Subscriber shall be entitled to use the Provider's Services if the balance of the Subscriber's Personal Account exceeds the Disconnection Threshold set by the Provider. The amount of the advance payment is determined by the Subscriber themselves proceeding from the list of the ordered Services in accordance with the Provider's Rates. The Provider shall not render Services to the Subscriber until payment in an amount exceeding the Disconnection Threshold is received from the Subscriber.

8.4.3. The Subscriber shall make payments under the Agreement within 30 days of reaching the Disconnection Threshold in order to keep the balance of the Subscriber's Personal Account above the Disconnection Threshold.

8.4.4. The Provider shall be entitled to set the Disconnection Threshold depending on the Billing Plan. The Provider shall limit the provision of Services to the Subscriber if the Subscriber's Personal Account Balance reaches or is below the Disconnection Threshold.

8.4.5. If the Subscriber incurs a debt for Services during the Billing Period, the bill for payment of said debt shall be payable by the end of the calendar month following the Billing Period. The bill shall be payable irrespective of whether the Subscriber was subject to measures to restrict the provision of Services in accordance with clause 10.4.2 hereof.

8.4.6. Service provisioning shall resume within 1 (one) day after the Subscriber's Personal Account is replenished to a level exceeding the Disconnection Threshold.

8.5 Credit payment system

8.5.1. Under the deferred payment system, Services shall be paid for at the end of the Billing Period. The Subscriber shall pay for the Services within 30 (thirty) calendar days after the end of the Billing Period, unless otherwise specified by the Provider.

8.5.2. Under the credit payment system, the Subscriber shall be entitled to use the Provider's Services within the bounds of the Disconnection Threshold, which is set and subject to change by the Provider. If the Personal Account Balance reaches the Disconnection Threshold, the Provider shall be entitled to restrict the provision of Services to the Subscriber.

8.5.3. Service provisioning shall resume after the Subscriber's Personal Account balance goes above the Disconnection Threshold.

8.5.4. The Provider may refrain from taking measures to restrict provision of the Services specified in clause 8.5.2 of these Terms in the following cases: Until completion of the established connection with the Subscriber Device;

- Upon debiting the Subscriber Fee in the manner and on the terms and conditions set forth in the Billing Plan or an additional agreement to the Agreement;
- When rendering and charging for Roaming Services;
- In other cases stipulated by the Agreement or an additional agreement to the Agreement.

8.6 Services rendered shall be billed using the Billing Unit adopted by the Provider. All payments shall be made in Russian rubles.

8.7 In case of a disagreement on the cost of Services rendered, the Parties shall use the information in the Provider's Billing System.

8.8 If the Subscriber does not agree with the amount of the bill issued for payment, they shall have the right to inform the Provider about this in writing and demand clarification of the amount billed. The Subscriber's claim shall be considered in the manner and on the terms and conditions established by the legislation of the Russian Federation.

8.9 When paying the Provider for Services, the Subscriber must include their Personal Account number or Subscriber Number in the payment documents.

- 8.10 Calls to emergency services shall be provided by the Provider to each Subscriber free of charge and round the clock by dialing a universal emergency services number, as well as calls to the relevant emergency services numbers established in accordance with the Russian system and numbering plan.
- 8.11 Subscribers and users of the Provider's Services can access emergency services throughout the Russian Federation by using the universal number "112" and the numbers of the relevant emergency services:
- "101" – Fire and Emergency Response Service; "102" – Police;
 - "103" – Emergency Medical Service; "104" – Emergency Gas Service.
- 8.12 Payments are accepted by the Provider or an entity authorized by the Provider. The funds are recorded on the Subscriber's Personal Account no later than the day after the date of payment.
- 8.13 If the Subscriber files a claim for a reduction in payment for the Services rendered, reimbursement of expenses to eliminate defects in the work performed by their own efforts or by third parties, as well as for a refund of money paid for the Services and compensation of losses incurred due to refusal to provide the Services, and if the Provider finds the above claims justified, they shall be satisfied within 10 days from the date of filing the claim.
- 8.14 The Subscriber shall be entitled to request a refund of advance payments from the Provider. The Provider shall return the unused balance of funds after all settlements, but no later than 30 days from the Agreement's termination date.
- 8.15 Payments between the Provider and the Subscriber can be made in cash and non-cash form, unless otherwise stipulated by the current legislation of the Russian Federation.

9. Billing

- 9.1. The Provider shall issue a bill for the billing period using the details specified by the Subscriber in the Agreement. If the Subscriber has not ordered bill delivery in the Agreement, the Provider shall provide the bill no later than on the 5th (fifth) day of the month following the billing period by posting it in the Personal Account. The Subscriber may obtain the bill at the Provider's sales and service points. If the Subscriber orders bill delivery, the address, procedure, and method shall be established by the Subscriber in the Agreement.
- 9.2. The bill shall contain the following information:
- Provider's details;
 - Subscriber's details;
 - billing period for which the bill is issued;
 - Subscriber's Personal Account number;
 - types of provided Services with an indication of the scope of Communication Services for each type;
 - amount payable for each type of Service and each Subscriber number;
 - total amount due for payment broken down by each type of Service;
 - amount of the balance on the Subscriber's Personal Account;
 - billing date;
 - payment due date (if specified by the Provider for this payment);
 - Information on the total duration of data network connections (communication sessions) for the Billing Period (in case of time-based billing); date of provision of each data communication service.
- 9.3. If the Subscriber is a legal entity, the Provider shall issue a bill to the Subscriber for the Billing Period for the amount of the Services provided within the Billing Period. The procedure and time frames for issuing bills shall be determined by the current laws of the Russian Federation.
- 9.4. A failure or delay in receiving bills by the Subscriber shall not constitute grounds for the Subscriber's refusal to pay for the Services or grounds for deferred or delayed payment for the Services.

10. Subscriber's Rights

- 10.1 Obtain necessary and reliable information about the Provider, their mode of operation, and the Services provided;
- 10.2 Demand a recalculation of the Subscriber Fee up to a full refund of the amount paid for Services due to failure to provide the Services through no fault of the Subscriber or due to their improper quality;
- 10.3 Refuse to pay for Services that were provided without their consent and not specified in the Agreement;
- 10.4 Receive itemized bills for all types of Services which provide the date and time of all calls during the requested period, their duration, and the Subscriber's numbers in accordance with the conditions set forth by the Provider and for a separate fee;
- 10.5 Make payments and change the package of Services, as well as modify other terms and conditions of the Agreement specified by the Provider, by technical and/or electronic means and by other means using Identifiers (codes, passwords, and other means) that prove the order originated from the Subscriber; Contact the Provider with suggestions and concerns about the Services rendered by the Provider;
- 10.6 Make outgoing calls from the Provider's Network to international destinations on the terms and conditions established by the Provider;
- 10.7 Request a refund from the Provider for money paid in advance.
- 10.8 The Subscriber shall be entitled to send a written request to the Provider to suspend their Subscriber Number. The minimum and maximum suspension period for the Subscriber Number may be limited by the Provider. In such case, the Subscriber shall be charged for the entire suspension period indicated in the Subscriber's request, provided that it is stipulated in the Billing Plan.
- 10.9 The Subscriber may accept the terms and conditions of a promotion established by the Provider (clause 7.6 of the Terms) by technical and/or electronic means and by other means using Identifiers (codes, passwords, and other means that prove the order originated from the Subscriber). If the Subscriber accepts the terms of the promotion, such terms shall become an integral part of the Agreement and shall change the terms and conditions of the Agreement for the duration of the promotion.

11. Subscriber's Responsibilities

The Subscriber shall:

- 11.1. Fulfill the terms and conditions of the Agreement;
- 11.2. Use a Subscriber Device for connecting to the Provider's Communication Network which operates on the Provider's Communication Network and complies with the mandatory technical requirements established by the current laws of the Russian Federation;
- 11.3. Pay the fees for Services rendered by the Provider to the Subscriber in full and within the payment deadlines specified in the Agreement;
- 11.4. For individuals, inform the Provider in writing or in person about changes to their first name, last name, patronymic, place of residence, details of the identity document, details of the migration card, or documents confirming the right of a foreign citizen or stateless person to stay (live) in the Russian Federation, and for legal entities, report changes to the name (company name) and location within 60 days from the date of such changes;
- 11.5. Upon entering into the Agreement and/or upon the Provider's request, give the Provider accurate information about themselves and about the Subscriber's communication service users who are a legal entity or individual entrepreneur;
- 11.6. Submit information in writing to the Provider about their representatives, beneficiaries, founders (participants), and beneficiary owners that is necessary for the Provider as an entity conducting monetary transactions to comply with the requirements of Federal Law No. 115-FZ "On Counteracting the Legalization (Laundering) of Proceeds of Crime and Financing of Terrorism" dated August 7, 2001;
- 11.7. Comply with the rules of use of Subscriber Devices;
- 11.8. Keep the Subscriber Devices in good working condition;

- 11.9. Not take any actions aimed at disrupting the normal operation of the Provider's Communication Network components (equipment or software) not belonging to the Subscriber;
- 11.10. Upon termination of the Agreement, disconnect third-party services that are provided using the Subscriber Number;
- 11.11. Pay for Services in the manner set forth in the Agreement;
- 11.12. Repay the debt due for Services in a timely manner if they occur;
- 11.13. Give the Provider accurate information that is specified in these Terms and is necessary for the Provider to properly fulfill its obligations;
- 11.14. Immediately verbally and in writing within 3 (three) calendar days from the date when the Subscriber becomes aware of the occurrence of the relevant event, notify the Provider about:
 - unauthorized events when the password (code) has become known to a third party or parties;
 - the loss, tampering, or theft of the SIM card(s) provided to the Subscriber. If the SIM card is lost, the Subscriber shall continue to bear obligations and liabilities stipulated by these terms and conditions until the Provider receives notification about the loss;
 - commencement of bankruptcy proceedings against the Subscriber, as well as a decision on the voluntary liquidation of the Subscriber (who is a legal entity);
 - other circumstances which may hinder or render the fulfillment of the Agreement impossible;
- 11.15. Refrain from using Services in places where the use of radio transmitting equipment is restricted or where there are standards for permitted levels of radio wave emission;
- 11.16. Not use Subscriber Devices without technical devices enabling hands-free communication when driving a motor vehicle;
- 11.17. Not use any special technical means in the Provider's network which are intended to surreptitiously obtain information;
- 11.18. The Subscriber shall bear full responsibility and risks related to the use of materials, information, services, and products on the Internet which are made available by the Provider;
- 11.19. Not use the Provider's Services for illegal purposes;
- 11.20. Not use the Provider's Services for mailings, advertising campaigns, contests, concerts, quizzes, surveys, mass mailings, organizing automated centers, and gateways, as well as for other activities aimed at generating a profit, without the Provider's written consent.
- 11.21. When using telematic communication services:
- 11.22. Take measures to protect the Subscriber Device from the effects of malicious software;
- 11.23. Prevent the spreading of spam and malicious software from their Subscriber Device, including:
 - a) Not using the Services for mass or single mailings without the addressee's consent, advertising, commercial or propaganda emails, as well as emails containing rude and offensive expressions and suggestions.

Bulk mailing applies both to mass mailing many recipients and multiple mailing to a single recipient;

- b) Not posting in any conference, forum, or electronic mailing list articles or messages that are inappropriate to that conference or mailing list, unless done in accordance with the rules of such conference or forum;
- c) Not distributing threatening, defamatory, or obscene information or information that could be perceived as offensive. In particular, not distribute pornography, information that hurts national or religious feelings, contains obscene words, or calls for violence;

- d) Not distributing information, computer programs, and other results of intellectual activity without the permission of the copyright holder or their authorized representative;
- e) Preventing actions aimed at disrupting the normal operation of the Provider's Communication Network components (equipment or software) not belonging to the Subscriber, including not attempting to change the settings of the Provider's equipment or software;
- f) Preventing actions aimed at obtaining unauthorized access to Internet resources and not using such access;
- g) Not transferring meaningless or useless information to computers online that creates an unreasonably high load on these computers or equipment, as well as on the intermediate Internet nodes in volumes exceeding the minimum required for reaching its individual elements;
- h) Observing the rules of use of any information or technical resource of the Internet or immediately refuse to use it. The rules of use of Internet resources or a link to them are posted by the owners or administrators of these Internet resources at the point of connection to such resources and are mandatory for all users of these Internet resources;
- i) Not using identification details (names, addresses, phone numbers, etc.) of third parties, unless such parties have authorized the Subscriber for such use. At the same time, the Subscriber shall take measures to prevent the use of Internet resources by third parties on their behalf (ensure the safety of passwords and other authorized access codes);
- j) Not falsifying their IP address or addresses used in other network protocols when transmitting data on the Internet;
- k) Not using non-existing return addresses when sending electronic correspondence;
- l) Taking appropriate measures to configure their resources so as to prevent improper use of these resources by third parties, as well as responding promptly when such use is detected (open email relay; open proxy servers; public broadcasting addresses of local networks, etc.);
- m) Not endangering the security and defense capability of the Russian Federation, or the health and safety of people;
- n) Not using the Provider's Communication Services for passing outgoing traffic from other telecom Providers and communication networks;
- o) Taking appropriate measures to configure the Subscriber Device in a way that prevents third parties from using such resources in bad faith, as well as promptly responding upon the discovery of such use.

11.24. Not allow third parties to use SIM cards to read the data, copy information, make duplicates of the SIM card, or perform other illegal actions.

11.25. By signing the Agreement, the Subscriber consents for the entire term of the Agreement to:

- a) Provision by the Provider to third parties, in full or in part, of data that does not constitute the Subscriber's personal information (subscriber number, payment details, and other data, except information constituting secrecy of correspondence) for the purpose of fulfillment or in connection with fulfillment of the Agreement, as well as for the performance of obligations by the Provider or performance of obligations to third parties under contracts aimed at improving communication services, preventing and counting fraud and the distribution of malicious software related to communication services, and providing information and statistical services;
- b) Receiving advertisements while using the Services, as well as using (processing and transferring) information about the Subscriber in order to promote products and services of the Provider and third parties (excluding information constituting secrecy of correspondence), including direct contact with the Subscriber by means of communication.
- c) The Provider's assignment of the processing and transfer to third parties, on the basis of the Agreement, both in full or in part, of the Subscriber's personal information, including the Subscriber's details (excluding information constituting secrecy of correspondence) for the purpose of fulfillment or in connection with fulfillment of the Agreement (including to store the Communication Services Agreements), as well as for the purpose of the

Provider's fulfillment of the Agreement or fulfillment by third parties of obligations to the Provider in order to improve the services rendered to the Subscriber, fulfillment by the Provider of the obligations imposed on it by regulatory and legislative acts (including anti-money laundering and anti-terrorism financing), and prevention and counteraction to fraud and the distribution of malicious software related to the use of communication services.

The list of third parties, which per the Provider's instructions process the personal data of a Subscriber who is an individual, as well as the list of actions with personal data, for the execution of which consent is given, a general description of the methods of personal data processing used by the Provider are published on the Provider's website <http://qntk.ru>.

If the Provider instructs a third party to process the personal data of a Subscriber (an individual) in order to enter into and/or fulfill a communication services agreement to which such Subscriber is a party and/or to exercise the rights and legal interests of the Provider or the Subscriber, the Subscriber's consent to this directive, including the transfer of their personal data to such third party and personal data processing by such third party in accordance with the Provider's instruction, is not required.

d) Processing of biometric personal data: voice and facial image. This means carrying out the actions set forth in clause 3, part 1, Article 3 of the Federal Law "On Personal Data" using personal data with or without the use of automation, (including collection, recording, systematization, accumulation, storage, specification [updating, change], extraction, use, transfer [distribution, provision, access], depersonalization, blocking, deletion, and destruction of personal data). Consent is given to the Provider and third parties entrusted by the Provider under an agreement with the processing of personal data in order to identify Subscribers under the Agreement.

Consent shall be effective for the entire term of the Agreement and for 5 years from the Agreement's termination date in accordance with clause 4, Article 7 of Federal Law No. 115-FZ "On Counteracting the Legalization (Laundering) of Proceeds of Crime and Financing of Terrorism" dated August 7, 2001. Consent may be withdrawn at any time by written request.

In case publicly available databases on subscribers are created for an information and reference service, the Provider shall obtain written consent from a Subscriber (an individual) to include their first name, last name, patronymic, and Subscriber Numbers in these databases.

- 11.26. The Subscriber has the right to refuse to perform the actions listed in clause 11.25 of these Terms in the following ways: – by marking the special column "I disagree" on the information card;
- or by providing the appropriate written notice to the Provider. If the Provider has the technical capability, the Subscriber is entitled to express refusal to carry out the actions specified in clause 11.25 hereof by performing conclusive actions using Identifiers determined by the Provider which make it possible to identify the Subscriber unambiguously and establish the Subscriber's will.
- 11.27. Before using the Services, become familiarized with these Terms, the Provider's Network Service Area, the list of available Services, and the rates for the Services (including rates for Services while using Roaming) at the Provider's website <http://qntk.ru> or sales and service points for the Provider's Subscribers.
- 11.28. In accordance with Federal Law No. 115-FZ "On Counteracting the Legalization (Laundering) of Proceeds of Crime and Financing of Terrorism" dated August 7, 2001, by signing the Agreement the Subscriber confirms that they are not an official of an international organization, foreign public official, their spouse, close relative (relative in the direct ascending or descending line: parent or child, grandparent or grandchild), full or half sibling (having a common father or mother), brother or sister, adoptive parent or adoptee, a or a person holding (occupying) public offices of the Russian Federation, offices of the Board of Directors of the Central Bank of the Russian Federation, federal public service positions to which appointment and dismissal are performed by the President or the Government of the Russian Federation, offices in the Central Bank of the Russian Federation, state corporations and other organizations established by the Russian

Federation on the basis of federal laws, or a person included on the lists of positions determined by the President of the Russian Federation.

- 11.29. If the Subscriber is one of the above-mentioned persons, they shall notify the Provider about this fact when signing the information card and submit detailed information regarding this fact to the Provider.
- 11.30. If the Subscriber becomes a member of an above-mentioned category during the term of the Agreement, the Subscriber shall notify the Provider and grant the Provider access to the necessary information pertaining to such fact.
- 11.31. The Subscriber shall provide the information specified in this clause in writing by completing a questionnaire in the form prescribed by the Provider.
- 11.32. By entering into the Agreement, the Subscriber confirms that the main purpose of business relations with the Provider is to receive Communication Services. Otherwise, in compliance with the requirements of Federal Law No. 115-FZ "On Counteracting the Legalization (Laundering) of Proceeds of Crime and Financing of Terrorism" dated August 7, 2001, the Subscriber must inform the Provider in writing about this when entering into the Agreement.

12. Provider's Rights The Provider shall be entitled to:

- 12.1. Upgrade the Provider's Communication Network and make changes to it technically and/or which affect the use of the Services, resorting to limitation or termination of the Services. The Provider may also change the Subscriber Number, unique identification code, and associated extension number provided to the Subscriber by giving prior notice to the Subscriber within the time frames and in the manner prescribed by the current legislation of the Russian Federation.
- 12.2. In the Subscriber's interest, in order to protect the Subscriber from damage caused by accidental pressing of the "call" key, limit the duration of a connection which exceeds the time interval set by the Provider.
- 12.3. The Provider is entitled to amend and/or supplement the terms and conditions of the Agreement, including these Terms and the Agreement on the Procedure for Providing Quantek LLC Communication Services to Corporate Clients, in the manner established by clause 17 of these Terms.
- 12.4. The Provider independently establishes the Billing Unit to charge for Services and the payment procedure for an incomplete Billing Unit.
- 12.5. The Provider is entitled to provide additional information by notifying the Subscriber in text and/or voice and/or electronic form.
- 12.6. The Provider shall have the right to suspend the rendering of Services if the Subscriber violates the provisions of the current legislation of the Russian Federation and/or these Terms.
- 12.7. The Provider shall have the right to change the SIM card at any time for any reason without any additional expenses for the Subscriber and without compromising the provision of the Services.
- 12.8. The Provider is entitled to record calls when the Subscriber communicates with the Provider's Contact Center in order to change their package of Services, submit claims, or get reference information.
- 12.9. The Provider is entitled to suspend service provision to the Subscriber if the Subscriber causes damage to the Provider, other Subscribers and/or third parties by using the Services, uses the Subscriber Number and/or Subscriber Device without the Provider's consent to organize mailings through the communication network without a separate agreement with the Provider, organize automated centers,

lotteries, voting, contests, advertising, surveys, mass mailings, and installation of gateways, use dialing systems, gateways, and communication services provided by individuals who are not licensed or authorized to perform such activities, or perform other activities aimed at generating a profit, including illegal activities, without the Provider's consent.

12.10. The Provider shall have the right to change the Subscriber Number assigned to the Subscriber at its own discretion only when it is impossible to continue providing the Communication Services using such number. In such case, the Provider must notify the Subscriber in writing and provide them with a new Subscriber Number at least sixty (60) calendar days prior to the date of change, unless such change is caused by unforeseen or extraordinary circumstances. In case of mass replacement of Subscriber Numbers, the Subscribers shall be notified via the Provider's website <http://qntk.ru> and/or using the Provider's communication facilities (autodialer). Upon the Subscriber's written request, the Provider must change the Subscriber Number assigned to the Subscriber. Changing the Subscriber Number at the Provider's initiative is free of charge, but changing the Subscriber Number at the Subscriber's initiative is subject to a fee set by the Provider.

12.11. The Provider reserves the right to filter or block the address space and restrict the Subscriber's access to certain fragments, objects, information resources and services on the Internet (addresses, networks, servers, teleconferences, mailing lists, etc.) both in Russia and abroad. The Provider restricts access to Internet resources in the cases, in the manner, and under the conditions stipulated by the current legislation of the Russian Federation.

12.12. The Provider does not guarantee:

- The possibility of information exchange with those nodes or servers that are temporarily or permanently unavailable via the Internet;
- Absolute uninterrupted access to Services;
- Establishing a connection to the Internet at the highest possible speed.

13. Provider's Responsibilities

The Provider shall:

- 13.1. Provide the Subscriber with those Communication Services which the Provider is licensed for and technically capable of, as well as provide the Subscriber with Communication Services in accordance with the license conditions stipulated by the licenses issued to the Provider;
- 13.2. Provide the Subscriber and any other person with necessary and reliable information about these Terms, the Provider's current rates, descriptions of all Services, and other information relating to the Services which the Subscriber or any other person is entitled to receive. Technical indicators and norms that characterize the quality of telematic and data communication services as well as data transfer protocols and Subscriber interfaces shall be made available for free at sales and service points for the Provider's Subscribers, be posted on the Provider's website , and be an integral part of the Agreement;
- 13.3. Provide information necessary to enter into and execute the Agreement. This information in Russian shall be communicated to the Subscribers at sales and service points for the Provider's Subscribers free of charge in a clear and understandable form;
- 13.4. Provide the following information and reference services free of charge and around the clock:

- 13.4.1. Provide information about the Service Rates and the Service Area of the network;
- 13.4.2. Provide the Subscriber with information about the status of their Personal Account and overdue payments for Services;
- 13.4.3. Receive information from the Subscriber about technical failures that prevent the use of Services.
- 13.5. Enable the Subscriber to call emergency services in accordance with clauses 8.10 and 8.11 of these Terms.
- 13.6. If Services are suspended, the Provider shall resume their provisioning to the Subscriber within 1 (one) calendar day after the Subscriber rectifies the violation, including payment of the Subscriber's debt to the Provider or after the Subscriber submits documents that confirm payment of the debt and required payments under the Subscriber's Billing Plan.
- 13.7. Upon the Subscriber's request, the Provider shall provide the Subscriber with additional information related to the rendering of Services in the manner established by the current laws of the Russian Federation.
- 13.8. Provide Subscribers with an opportunity to read these Terms in their current version in hard copy at the Provider's sales and customer service points, on the Internet, and in any other way that does not contradict the current legislation of the Russian Federation.
- 13.9. Within the time frame indicated by the Provider, eliminate malfunctions that prevent the use of Services.
- 13.10. Information about the time frames for elimination of malfunctions preventing the use of Services shall be posted on the Provider's website _____.
- 13.11. Provide the Subscriber with information about the agreements for wireless phone services entered into by the Subscriber and/or a person acting on their behalf. This information shall be provided directly in the Personal Account using the information and telecommunications network (the "Internet") and/or by e-mail, if the Subscriber chooses this method for providing information.

14. Provider's Liabilities

- 14.1. The Provider shall be liable to the Subscriber for non-fulfillment or improper fulfillment of its obligations under the Agreement in the following cases:
 - 14.1.1. Violation of the time frames for providing access to the Provider's Communication Network;
 - 14.1.2. Violation of the time frames for providing Services set by the Agreement;
 - 14.1.3. Failure to render the Services specified in the Agreement in full or rendering them in part;
 - 14.1.4. Poor quality of rendered Services; non-provision, incomplete or late provision of information related to the rendering of Services;
 - 14.1.5. Unreasoned refusal to enter into the Agreement or avoidance from entering into it;
 - 14.1.6. Violation of the secrecy of phone conversations and messages and the secrecy of information sent over the data transmission network.
- 14.2. The Provider shall be liable for non-fulfillment or improper fulfillment of its obligations under the Agreement as follows:
 - 14.2.1. In case of violation of the time frames for providing access to the Provider's Communication Network, the Provider shall pay a penalty in the amount stipulated by the current legislation of the Russian Federation, but not exceeding the cost of the Communication Service;

- 14.2.2. In case of violation of the Service provisioning time frames set forth in the Agreement, the Provider shall pay a penalty in the amount stipulated by the current legislation of the Russian Federation, but not exceeding the cost of the Service;
- 14.2.3. If not all the Services specified in the Agreement are provided, the Provider shall reduce the cost of the Services proportionally at the Subscriber's request and agree with the Subscriber's refusal to fulfill the Agreement;
- 14.2.4. In case of poor quality of the Service, including as a result of improper maintenance of the Provider's communication network, the Provider shall eliminate the defects in the rendered Services without compensation at the Subscriber's request and reduce the cost of the Service;
- 14.2.5. In case of failure to provide or incomplete or late provision of information about the Service, the Provider shall accept the Subscriber's withdrawal from the Agreement, refund the payment made for the rendered Service, and compensate for the incurred losses;
- 14.2.6. If the Provider violates the secrecy of phone conversations and messages as well as any requirements to restrict the disclosure of information about the Subscriber which became known to the Provider by virtue of the Agreement, the Provider shall compensate for the losses as well as moral damages (if the Subscriber is an individual) upon the Subscriber's request.
- 14.3. The Provider shall not be liable for non-fulfillment or improper fulfillment of its obligations under the Agreement if it is proven that such non-fulfillment or improper fulfillment was the result of force majeure or the Subscriber's fault. In particular, the Provider shall not be liable for possible deterioration of or failure to operate the Provider's network caused by the use of a damaged or faulty Subscriber Device which does not comply with the technical requirements established by the current legislation of the Russian Federation. The Provider shall not be liable for the quality of communication services rendered by other Providers.
- 14.4. The Provider shall not be liable for failure to receive notifications, messages, or any other correspondence from the Provider if the Subscriber fails to comply with clause 11.4 hereof.
- 14.5. The Provider shall be responsible for providing access to the nodes and resources of the network(s) (including the Internet) up to the point of connection of the Provider's Communication Network to the networks and/or equipment of third parties or to the public network.
- 14.6. Cases of unavailability of the specified nodes or resources for reasons beyond the Provider's control shall not constitute communications interruptions or malfunctions with regard to clause 13.9 of these Terms.
- 14.7. The Provider shall not be liable for the content and quality of the information transmitted (received) by the Subscriber while using telematic communication services and data communication services.

15. Subscriber's Liabilities

- 15.1. The Subscriber shall be liable for non-fulfillment or improper fulfillment of their obligations to the Provider under the Agreement in the following cases:
 - 15.1.1. Non-payment, incomplete or late payment for Services;
 - 15.1.2. Failure to comply with the rules for operating a Subscriber Device;
 - 15.1.3. Failure to comply with the prohibition to connect a Subscriber Device not in compliance with the established requirements to the Provider's Communication Network;
 - 15.1.4. Use of special technical means in the Provider's Communication Network which are intended to surreptitiously obtain information;
 - 15.1.5. Use of Services in the cases specified in clauses 11.17, 11.19, 11.20, 11.23, and 11.24 of these Terms;
 - 15.1.6. Use of the Subscriber's SIM card by third parties for the purpose of receiving Services.
- 15.2. In case of non-payment, incomplete or late payment for Services, the Subscriber shall pay the service provider a penalty in accordance with the legislation of the Russian Federation. At that, the amount of the penalty shall not exceed the amount payable.

- 15.3. If the Subscriber fails to comply with the rules for operating the Subscriber Device or fails to comply with the prohibition to connect a Subscriber Device not in compliance with the established requirements to the Provider's Communication Network, the Provider shall be entitled to go to court for compensation of losses incurred by such Subscriber's actions.
- 15.4. If the Subscriber fails to comply with the conditions of subclause 14.5.1 hereof, the Subscriber shall be responsible for paying for the Services rendered by the Provider which were obtained via the lost SIM card, including in case of hacking of the personal identification number (PIN), until the Provider receives notification about its loss.

16. Filing Claims and Disputes

- 16.1. The Subscriber's claim shall be considered in the manner established by the laws of the Russian Federation.
- 16.2. If the Provider fails to fulfill or improperly fulfills its obligations to provide Services, the Subscriber shall file a claim with the Provider before appealing to the federal government supervision authority or the court.
- 16.3. The claim shall be submitted in writing and be registered on the day it is received by the Provider.
- 16.4. Claims related to the refusal to provide Services and the untimely or improper fulfillment of obligations arising from the Agreement shall be filed within 6 (six) months from the date of provision of the Services, refusal to provide them, or issuance the bill.
- 16.5. The claim shall be accompanied by a copy of the Agreement, as well as other documents required for consideration, which must contain information about the non-fulfillment or improper fulfillment of obligations under the Agreement, and in case of a claim for compensation of damage – about the fact and the amount of damage caused.
- 16.6. The claim shall be considered by the Provider within the period established by the current legislation of the Russian Federation.
- 16.7. The Provider shall notify the Subscriber (in writing) about the results of the review of their claim.
- 16.8. If the claim is recognized by the Provider as justified, the deficiencies identified shall be eliminated within the time period established by the current laws of the Russian Federation.
- 16.9. If the claim is rejected in whole or in part or no response is received within the time period established for its consideration, the Subscriber shall be entitled to file a claim in court or send an appeal to the body exercising federal government oversight.
- 16.10. A dispute shall be considered in court only after the Subscriber complies with the pre-trial (claim) procedure in accordance with Article 55 of Federal Law No. 126-FZ “On Communications” dated July 7, 2003.
- 16.11. Disputes related to protection of consumer rights shall be considered in court in accordance with the current laws of the Russian Federation.
- 16.12. Any disputes between the Provider and the Subscriber shall be settled in court at the location of the Provider or their branch, subsidiary, or other separate subdivision. The Subscriber shall be entitled to terminate this condition by giving a relevant notice to the Provider in writing prior to entering into the Agreement or in the course of its execution, but in any case before a dispute arises between the Provider and the Subscriber.
- 16.13. If the Subscriber fails to repay a Debt that has arisen, the Provider shall be entitled to collect the Debt through pre-trial and judicial procedures, including with the involvement of third parties. By signing this Agreement, the Subscriber agrees that the Provider may transfer the Subscriber's personal data to third parties engaged on the basis of the relevant Agreement in order to collect the Subscriber's debt through a pre-trial (court) procedure.
- 16.14. The Subscriber shall be entitled to withdraw their consent to the transfer of their personal data to third parties for the aforementioned purposes by sending a written notice to the Provider. If the Subscriber withdraws their consent to transfer their personal data to third parties for Debt collection purposes, the Provider shall collect the Debt in court with

reimbursement of all court expenses by the Subscriber and collection of the established amounts of fines and penalties from the Subscriber.

17 Amendments to the Agreement

- 17.1. It is hereby established that the Provider's proposal for changes and/or amendments (hereinafter, changes) to the Agreement, including to these Terms and the Rules of Corporate Services, shall be deemed to have been made subject to the publication of the respective document on the Provider's website <http://qntk.ru>, as well as communication of the changes to the public at the Provider's sales and customer service points at least 10 (ten) calendar days before the date such changes go into effect.
- 17.2. The Subscriber shall be deemed to have accepted the proposal specified in clause 17.1 hereof subject to their implicit actions to use and/or pay for the Services rendered by the Provider under the new conditions after the changes come into effect, as well as the Subscriber's lack of refusal to accept the changes sent to the Provider within 10 (ten) calendar days from the publication date of the Agreement's changes.