Voice Virtual Private Network Service (VVPN) Standard Price List of Services

valid from 15 June 2026

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ARTICLE I

Basic prices for all types of Voice Virtual Private Network (VVPN) service for Subscriber/Subscribers

Introduction

This Article I includes prices of individual charges for setting up the VVPN service according to the type of VVPN, basic packages of functionalities and also individual extra functionalities.

1. One-time payments for the setup of the Voice VPN Service

Charge for the service setup	Description on an invoice	Price for the Subscriber (excl. VAT)
Setup of Voice VPN Service (mobile part) for the Subscriber	Current charge for Mobile VVPN	€99.00
Setup of Voice VPN service with Virtual Private Branch Exchange for the Subscriber	Current charge for Fix VVPN	€99.00
Setup of Voice VPN service with Virtual Private Branch Exchange for the Subscriber	Current charge for IP Sec tunnel	€99.00

2. Basic voice services (user plan) to VVPN:

Service description	Pre-paid volume of minutes	Price (excl. VAT)
Monthly charge user		€4.98/user
Monthly charge per VVPN user with a Virtual Private Branch Exchange		€4.98/user
Monthly charge per VVPN user with a Virtual Private Branch Exchange (per land line)		€4.98/user

3. Special tariffs (user plan) to VVPN:

Service description	Price (excl. VAT)
Auto Attendant – IVR logic	€5.82/user
Call Centrum Standard	€5.83/user
Call Centrum Formium	€25.00/user
Hunt Group	€1.08/user
Meet-Me Conferencing	€3.32/user

4. VVPN service (feature) packages to VVPN:

VVPN package name	Monthly charge (excluding VAT)/user
Basic package for Voice VPN	€3.32
Formium package for VVPN	€4.98

* To use the Voice VPN service, it is required to have one of the packages to the voice plan specified in the above table activated, unless specified otherwise.

5. Supplementary services (features) to VVPN:

Price list of supplementary services to the Voice Virtual Private Network (VVPN) service is the determination of the terms and conditions of additional services to the Voice Virtual Private Network Service.

Introductory Provisions

In accordance with the provisions, Orange defines supplementary services to the Voice Virtual Private Network Service (hereinafter referred to as “VVPN”). Within the meaning of the relevant VVPN Service Contract and this Price List, VVPN is a specific Service that allows the provision of homogeneous technical, technological environment, and advantageous price level for calls, under specific terms and conditions agreed in the relevant contract. The VVPN service creates a closed group of terminal telecommunications equipment using the electronic communication services of Orange provided via public telephony networks of Orange and through SIM cards of Orange registered to the Subscriber (the VVPN service is not provided through SIM cards of Pre-paid Cards).

Name of VVPN supplementary service	Monthly charge (excl. VAT)
Call Center Agent	4.98/user
Alternative numbers	€0.82/user
External numbers in Voice VPN	€3.32/user
Call filtering Assistant	€25.00/user
Music while the call is on hold	€0.82/user
Music while the call is on hold in a group	€2.48/user
Click to call	€0.82/user
Forwarding (connecting) a call	€0.82/user
Online reception	€0.57/user
Online reception app	€0.57/user
Personal assistant	€25.00/user
Direct or managed call receiving	€0.82/user
Different ringtone	€0.82/user
Enhanced forwarding	€0.82/user
Simultaneous ringing	€0.82/user
Foralerting Announcement	€2.48/user
Call to the last number	€0.57/user
Call Park Group	€2.48/user
Shared line (identity)	€2.48/user
Shared telephone	€5.82/user

Definition of supplementary services and special tariffs to VVPN

Package for VVPN Basic Package

Package for VVPN Basic Package is an essential and important part of the Voice Virtual Private Network (VVPN) service, and the service and functionalities would not work without it. The package contains the following functionalities:

- CLIP (External Calling Line ID Delivery),
- CLIR (Calling Line ID Delivery Blocking),
- Call Waiting,
- Double billing,
- Call Filtering – Screening Basic,
- Schedules,
- Flash Three-Way Call (Three Way Calling),
- Voicemail,
- Orange Mobility,
- Flash Call Hold,
- Call Forwarding,
- Service Access Codes,
- Extension Dialing (Extensions),
- Private numbering plan,
- VVPN customer portal (Classic Portal),
- Calls within VVPN/Call within a user group,
- Call lists – basic,
- Call lists – extended.

Formium package for VVPN

The Formium package is an extension of the Basic package with formium services and functionalities that take business telephony to the next level. The package contains the following functionalities:

- Call filtering – Screening Selective,
- Music while the call is on hold (Music on Hold),
- Anonymous Call Rejection,
- Forwarding (connecting) a call (Call Transfer),
- Direct or managed call receiving (Directed Call Pickup),
- Different ringtone (Priority Alert),
- Enhanced forwarding (Sequential Ringing),
- Simultaneous ringing (Simultaneous Ring Personal),
- Call back when the line is busy (Automatic call back),
- Call to the last number (Call return).

Extra for VVPS

In addition to Basic and Premium service packages, some special individual supplementary services can be activated upon request. The activation of supplementary services is subject to personal and technical parameters.

- Alternate numbers
- Call filtering Assistant (Executive Assistant)
- Music while the call is on hold (Music on Hold)
- Music while the call is on hold in a group (Music on Hold Group)*
- Click to call
- Forwarding (connecting) a call (Call Transfer)
- Online reception (Orange Receptionist)
- Online reception app
- Personal Assistant
- Direct or managed call receiving Directed Call Pickup
- Different ringtone (Priority Alert)
- Enhanced forwarding (Sequential Ringing)
- Simultaneous ringing (Simultaneous Ring Personal)
- Foralerting Announcement (Extra numbers)
- Multiple lines per end device
- Call to the last number (Call return)
- Call Park Group
- Shared call appearance
- Shared telephone (Flexible seating guest)

Alternate numbers

The Alternate Numbers feature allows multiple phone numbers to ring on a one primary account, it is an identity number that is registered on one device with different ring tones to distinguish which phone number is ringing. This feature allows you to assign up to 10 additional phone numbers to a user's account. Outbound calls are always identified only by primary phone number only. . Suitable for companies that are switching to a new numbering plan and want to remain reachable on under the old plan. The service can be used for all types and for GSM. The number must be in VVPN.

Automatic reception – IVR logic (Auto Attendant)

It allows automatic redirecting of incoming calls depending on user setting. This function is a service according to IVR (Main Menu). For example, the options start with "Press 1 for English and 2 for Spanish" or "Press 2 to be redirected to the store". The calling subscriber will be redirected based on the pressed option on the phone keypad.

Call Center Standard

Call Center Standard is a virtual user service that allows sales agents to receive incoming calls from a central telephone number. With this service, a company can set up technical help lines, customer support numbers or order taking centers. It is possible to create multiple call centers for each company. Incoming calls to the call center are routed to agents according to the selected call distribution policy. Call centers can have multiple phone numbers with different priorities, allowing for finer call prioritization. It is possible to have up to a three-level call center allowing companies to choose the solution that best suits their needs. The waiting queue length for the Call Center Standard service is 50 people waiting. We can create a virtual number for the customer when activating the service, which can include any number of users or agents. When someone calls a virtual number, they call the first number in the queue. If the number for the given agent is busy or unavailable , the call is automatically transferred to the next agent, continuing with similar logic.

Call Center Formium

Call Center is a virtual user service that allows sales agents to receive incoming calls from a central telephone number.

Call Centrum Premium is an extension of the Call Center Standard. It also differs, for example, in the length of the waiting queue of up to 525 people.

Call Centrum Premium is designed to provide the most advanced set of call routing and management options. It offers features such as multiple caller ID numbers assigned to a single center; call routing based on agents' skill level and, if agents are unable to make calls, an automatic call distribution system; silent agent monitoring.

CLIP (External Calling Line ID Delivery)

A service that allows you to view the phone number or name of the person calling the user.

CLIR (Calling Line ID Delivery Blocking)

A service that forvents the calling number from appearing on the display of the called person‘s mobile phone.

Call Waiting

Call waiting allows the subscriber to receive another call during the call. This service can be set up in the VVPN Customer Portal or via the service access code for this service.

Double billing

Double billing allows you to differentiate between the business and private calls of the user when using the account code. The private calls are then marked in the detailed breakdown of calls. The account code allows the user to designate the call type according to whether it is a business or private call. By default, every call is considered a business call, in case of a private call you need to add a # before the number. This can be easily set up by adding a number with a # to the directory.

Call Filtering – Screening Basic

Call Filtering – Screening Basic is a set of basic rules that are assigned to a user's device and govern all calls from that device. The service allows to define which directions the user can call, either to all or separately to the Orange Slovensko, Slovak Telekom and O2 networks, while alternative carriers are included in the Slovak Telekom section. These settings are defined by assigning a previously created rule (screening) to the user's device. Exceptions are lists of carriers, area codes, or phone numbers. These exceptions are used in the screening, where their type is also defined and defines whether the exception list becomes a blacklist or a whitelist. The customer can set filters in the VVPN customer portal interface (Classic Portal).

The service allows to define:

- which directions the user can call, either to all or separately to the Orange Slovensko, Slovak Telekom and O2 networks, while alternative carriers are included in the Slovak Telekom section.
- time considerations,
- in terms of dates in the schedule;
- in terms of working and non-working days, holidays, or days off.

Call Filtering – Screening Selective

Call Filtering – Screening Selective is a set of extended rules for incoming calls that are assigned to a user‘s number and device and govern all incoming calls to that device. The service consists of rules:

- Selective Call Acceptance (Call filtering – Screening Selective)
  Selective Call Acceptance service allows the user to receive only those calls that match the selective criteria defined by the user. Calls that do not meet the specified conditions are rejected. The service automatically shuts down when there are no criteria.
- Call Forwarding Selective (Call filtering – Screening)
  Call Forwarding Selective - the user can forward incoming calls to different destinations depending on compliance with specified user-defined criteria. Multiple criteria can be defined, and calls can be forwarded to a different destination depending on the criteria they meet. If the call does not match any of the criteria, standard call handling applies.
- Selective Call Rejection (Call filtering – Screening Selective)
  Selective Call Rejection service allows the user to block calls that meet selective criteria defined by the user. Calls that meet the criteria are blocked, while accepted calls work by default.

Call Filtering Assistant (Executive Assistant)

The Call Filtering Assistant service (hereafter referred to as Assistant) allows users to define a group of assistants who can receive, answer, manage and initiate calls on users’ behalf. Assistants must be selected from users in the same group or company as the assigned service. The executive and their assistants can determine which calls should be forwarded and how assistants should be notified of incoming calls. The service is available for mobile and SIP.

Music while the call is on hold (Music on Hold)/Music while the call is on hold in a group (Music on Hold Group)

If the user is on hold while a call is in progress, music is played while the user is on hold. A predefined background music is provided by default, but the subscriber can set their own music. The service can be used for GSM. Music playback allows you to define different music for internal calls than for external calls. Within a company and its setup group, both Music on Hold and Music on Hold Group services need to be activated because of their interdependency.

Schedules

This section is used to manage, create, change, or delete schedules.

- It allows to define several types of days according to the subscriber’s habits (e.g. working day, weekend, public holiday, company holiday...).
- It allows you to define time periods within defined types of days when users can or cannot make phone calls.
- These rules are set in the screening.
- It allows to define several schedule profiles for groups of users with the same communication needs, e.g. based on their own organizational structure (e.g. drivers, warehouse staff, finance department or rank-and-file employees, middle management, top management...).

The settings defined in the schedule profile are common to all users to whom this schedule has been assigned.

Extensions (Extension Dialing)

A service providing the ability to use extension dialing instead of long form public numbers from the numbering plan. Within a group of telephone numbers, company employees will be able to dial telephone numbers from the group (frequently called stations) via extension dialing.
Benefit: The advantage of this service is the possibility to dial frequently called sites from a mobile phone e.g. with a 3–5-digit number.

Click to call

This service allows you to establish a call between two users through the user‘s web interface. If I want to call a specific number, the service behaves in such a way that it first calls my VVPN number and, after logging in, the second part of the connection is initiated to the destination called number that was clicked on.

Flash Three-Way Call (Three Way Calling)

The service allows you to set up a three-way call even if the subscriber does not have a phone with a conference button. To set up a three-way call, the caller first dials the first subscriber, then puts the call on hold, dials the second call and then connects the calls - all participants are connected to the conference. Alternatively, it is also possible to switch between calls. To end up the three-way call, a phone needs to be hung up. This service allows you to establish a call in a group of subscribers. Availability of this service depends on the type of the device.

Voicemail

The voicemail service works on the principle of a telephone answering machine extended with a number of additional functions. The basic feature is that if the subscriber is unable or unwilling to answer an incoming call, the caller can leave a message.

Anonymous Call Rejection

Anonymous Call Rejection allows the subscriber to automatically reject calls from users with a blocked caller ID. Only the numbers blocked on purpose are rejected. Callers with unavailable numbers are not rejected. Rejected users are informed that the called user does not accept anonymous calls. The subscriber‘s phone will not ring and they will not receive any notification that they have been called. This rule is not applied to intra-group calls.

Call Transfer

Call Transfer allows to connect a call to another phone.

There are several types of call transfer, for simplicity we will use the abbreviations A (the caller who wants to talk to C), B (the one who picks up the call from A first), C (the one that caller A wants to talk to):

- transfer without disconnecting means that B, who received the call from A, disconnects from the call only after A is successfully connected to C,
- transfer to the attendant means that A calls user B, who puts the caller A on hold, calls user C and asks him if they want to receive the call from A. If C agrees, the call between B and C is terminated and a call between A and C is established. Available in 2G mobile network. The service can be used for GSM and VPN tariffs. Available for home and business line. The device must be supported.

Online reception (BroadWorks Receptionist)

It works on the principle of creating a number that is assigned, for example, a company assistant, who can answer the call and forward it to the selected person via the Online Reception (BroadWorks Receptionist) web application. Available for mobile and SIP. In the case of the Online Reception (BroadWorks Receptionist) service, activation of the web application within the Online Reception (BroadWorks Receptionist) service application is required.

Online reception app

The web application used by the person to whom calls are directed. It can pick up the call and forward it to the selected person via the web application.

Orange Mobility (BroadWorks Mobility)

It is a connection - the convergence of land and mobile lines. The service allows to assign a mobile identity to a primary fixed number. The benefit is that the user has one access to the portal to control both lines. Orange Mobility (BroadWorks Mobility) is only for users who have bundled their landline and mobile service into one account, meaning the service is not provided to everyone.

Personal Assistant

The Personal Assistant service allows the user to provide an alert to the caller when the user is busy or off-site. The user will state the reason for being busy, their absence and, if applicable, when they will be available again. Choice of unavailability messages: Business trip/On lunch/Not reachable/On holiday, etc. Available for mobile and SIP.

Flash Call Hold

Flash Call Hold is a service that can be used, for example, if you need to find out if a colleague is available during an on-going call. If the colleague is available, then the caller can be connected to an available colleague - this is the call transfer. Music is played to the caller while the call is on hold. The call can be put on hold on every device.

User Profiles

The user profile determines what features the device to which the profile is set will have. Each user’s device can be assigned a different profile.

Call Forwarding

There are 4 ways of forwarding, which can be divided into 1 systematic and 3 conditional:

- Forwarding all calls (systematic);
- Forwarding if the line is busy;
- Forwarding if the user is unresponsive;
- Forwarding if the user is not reachable.

Systematic forwarding - all incoming calls to the device are forwarded. The call can be forwarded:

- to the specific phone number;
- to the voicemail service;

Conditional forwarding:
- if the user is on the phone, the line is busy;
- if the user is unresponsive;
- if the user is not reachable.

Forwarding can be configured using service access codes (see Service Access Codes section) for individual devices, and using the VVPN Customer Portal.

Depending on the technical solution - profile (CMM or MIPC), customers can set up call forwarding on the portal or directly via the device menu.

Call Pickup/Directed Call Pickup

The Call Pickup service targets multiple users and allows selected users to answer each ringing line within their group. The group that can pick up a call is defined by the admin; it is a subset of the users in a group (a group within a group) that can pick up calls in the group.

One group can have multiple call pickup groups defined at the same time, but a given user can belong to only one call pickup group. The service can be used for GSM and VPN tariffs.

A user who has this function activated can pick up a call within a group using a service access code. The assistant can pick up the call of the other assistant.

Call Pickup is a group service, and it is configured at the group level - by creating a group. Directed Call Pickup is a user service and the person who has this service can pick up any call in the group.

Different ringtone (Priority Alert)

Different ringtones for calls allow the user's phone to use a different type of ringtone based on specified criteria (number, time). This service can be used, for example, if it is necessary to easily recognize the caller or to separate ringtones for calls inside and outside the group. Ringtones for important calls can include a list of twelve phone numbers and for selected time entries. In this way, the user's phone will be able to ring differently for each number. This service is only available for selected landline phone models (SIP).

Enhanced forwarding (Sequential Ringing)

The service allows the user to set up forwarding to multiple sites. It allows the user to define a group of 5 other phone numbers to ring in the selected order and with the selected number of rings if the incoming call meets the defined criteria (day of the week, time of the call, call coming from the selected number or group of numbers). It is possible to create multiple groups of criteria and clearly identify them as active or inactive via the web portal. It is possible to select the number of times the main phone rings before forwarding the call to the first phone in the group. While the caller is being searched, an announcement is periodically played on the phones for the caller. The number of rings before forwarding is exforssed in seconds and the value can be variable depending on network and technology settings.

The interval of the number of rings before forwarding can be variable depending on network technology settings and technology used.

Service Access Codes

Service access codes shows a list of function (star) codes for the services that can be used. To dial the code, a combination of a special key (such as * or #) and a digit is pressed. Some services require additional information such as a phone number. If this is the case, the participant is invited to enter it. These function codes cannot be changed by the subscriber and can be obtained on request.

Simultaneous ringing (Simultaneous Ring Personal)

Simultaneous ringing allows the user's incoming calls to ring not only at the user's primary number, but also at other numbers entered. This service can be used e.g. when the user is not in their office but wishes to be reachable via his mobile phone. The service can be disabled if the subscriber is currently using from their primary phone.

The service can be affected by additional parameters, such as redirection to the Voicemail (in this case the service does not work). The service can be used for GSM and VPN tariffs. The schedule of rules is always set when setting up this service.

Hunt Group

The Virtual Number Hunt Group service allows to route incoming VVPN calls from a virtual number to multiple users according to the distribution logic selected. Based on the selected logic, the incoming call is routed to an available user in the group. Unlike the Call Center feature it does not include the feature of playing an initial announcement or a waiting queue.

It is available for any type of VVPN profiles (CMMW/MIPCW).
The Hunt Group allows its users to use the Call Waiting feature at the same time.

Some user services, e.g. forwarding services, anonymous call rejection, voicemail, etc., can also be assigned to the Hunt Group if required.

When creating a Hunt Group, a sorted list of VVPN users to whom calls will be routed is defined. The search process defines how the available user will be selected.

It supports the following search methods - available user distribution:

- Linear – incoming calls are routed sequentially from the first available user in the group list. The search will terminate when an available user is found or all users in the list are called.
- Circular – incoming calls are routed in order from the next user to the one who received the last call. If the end of the list is reached, the ringing will revert back to the first user on the list. The search will terminate when an available user is found or all users in the list are called.
- Uniform – incoming calls to the group are routed to the user who has been idle the longest. Simultaneous – incoming calls are routed to all idle users in the group at the same time. The call is connected to the first user who receives the call.
- Weighted - incoming calls are routed pseudo-randomly to users according to their set relative weight. Agents with higher weights are assigned more incoming calls than agents with lower weights.

The Hunt Group can route calls to another user if the following situations occur:

a) the forvious user does not answer within a certain number of rings
b) the forvious user forwards the calls to a specified number
c) the forvious user does not answer within a certain number of seconds
   - if all users are not reachable before the forwarding time expires, the call will be handled as “busy”
   - if all users in the group are busy, the incoming call is handled according to the settings that apply to the entire Hunt Group.

Call back when the line is busy (Automatic call back)

Explained on an example: If Party A calls Party B, and Party B is busy, then Party A gets the option to be automatically called back by Party B as soon as it is free. This feature is only available if both parties use the VVPN service and Party B is reachable and does not have call forwarding set up. Party B must not have the Call Waiting service enabled. The service is user-level and available on every technology. Party A must have the service enabled.

Private numbering plan

The user of the VVPN solution has the option to implement and use a private numbering plan. Numbering can be uniform for the whole company, for mobile and fixed terminals, including multiple sites integrated in the VVPN solution. The numbering plan may consist of three to five digits.
It is possible to use a company’s existing numbering plan and incorporate mobile phones into the existing plan.

The new numbering plan can be optimized according to the actual number of terminals (devices) in the company to be included in the communication group. The company’s long- term expansion plans shall be taken into account by the design of the new numbering plan.

Benefit: The advantage of this service is the possibility to integrate fixed and mobile terminals, exchanges into one numbering plan and at the same time to dial short numbers (extensions) from a mobile or fixed terminal.

Meet-Me Conferencing

The Meet Me Conferencing service allows to create a conference number that you can share with multiple users in a group and use this service to connect multiple callers in different locations The service allows you to set up a personal welcome or use the conference call moderator to mute the user and invite new participants. The monthly charge covers the option to set up a Meet-Me conference with several dozen users. Available for mobile and SIP.

Initial setup must be done through Customer Line 908.

Pre-alerting Announcement (Extra numbers)

The Pre-alerting Announcement service allows the user to play and view an audio or visual announcement before the call is connected. Users can set a message to be played based on, for example, a set time interface or phone number. Can be used for personalized announcement playback at the beginning of a call. Available for mobile and SIP

Multiple lines per end device

On one end device (SIP device), several independent lines are used within the VVPN, and they are operated by one person. Example: interconnection of three branches, where each branch has one telephone number and one user on one device will operate the service.

Call Return

It works only to numbers within the VVPN. Call return allows the user to dial the number of the last caller, whether the call was answered or not. To return a call to this number, simply dial the relevant feature code (69*). If this number is not reachable, the user will receive an error message. Available for mobile and SIP.

Calling within the VVPN

This service allows the group administrator to assign subscribers to a Group, where incoming and outgoing calls are distributed to all users according to predefined methods and rules. Calls can only be made within a closed user group.

VVPN customer portal (Classic Portals)

It allows any single customer to manage their voice services and VVPN features. It allows the Enterprise admin and the Group admin to configure its features, parameters and rules for their groups and users on the portal and at www.hvps.orange.sk.

Admins log in with their admin name and password, and the end user logs in with an assigned username in the form of a number. Depending on the technical solution - profile (CMM or MIPC), customers can set up call forwarding but also supplementary features.

Call Park Group

It allows the user to place a call on hold and park it for an extended period of time and then return to it from any line within the group. The call is parked, and the caller is put on hold. To answer the call, the user goes to any phone in the group and dials the call recovery code. The service can be used for GSM and VPN tariffs.

Shared Call Appearance

The Shared Call Appearance service allows to use one VVPN account on multiple devices or clients at the same time. Lines may or may not share incoming call signaling according to defined rules of ringing. The user can make an outbound call from any device presented with a shared call appearance. One line is called primary, others are secondary. Shared call appearance devices can be combined from several types, so the user can choose a combination of primary line HW-phone, secondary Soft-phone, etc.

The service can be used, for example, in administration, where an assistant can answer the phone for their supervisor or another employee.

Shared Telephone (Flexible Seating Guest)

The Shared Telephone (Flexible Seating Guest) service allows users to associate a profile with the service that can be used to host a phone as a guest. If a guest makes or receives a call on the host's phone, the call is subject to settings and billing as if the guest used their own phone. This service is only available on selected types of SIP devices.

The service can be preferably used e.g. in offices with "flexible desking" or "hot desking" space organization. The user can sit at a selected location in the office and log in with their credentials to a shared phone. Once logged in, a phone and user profile are associated and within this association all of the user's VVPN settings and rules are transferred to the phone. During the day, the user uses the phone as if it were their own. When leaving the office, the user can log off the phone manually or after a predefined time, e.g. 8 hours.

Call lists – basic

This service provides the user with an overview of dialed, received and missed calls. Each call includes the caller's name, phone number, date and time of the call.

Call lists – extended

This service provides the user with an overview of dialed, received and missed calls. Each call includes the caller's name, phone number, date and time of the call. For extended call lists, it is additionally possible to set a time span. SIP phones support basic call history display.

6. VPN subscription plans for VVPN with Virtual Private Branch Exchange (VPBX)

VPN Tariffs[1, 7]

Service description	Subscription plan						
	VPN Basic	VPN Standard	VPN Optimal	VPN Classic	VPN Extra	VPN Exclusive	VPN Formium
Monthly charge excluding VAT	€0.83	€2.5	€16.67	€25.00	€33.33	€37.50	€58.33
Calls included in the tariff	–	Unlimited calls – company[2, 18]	3,000 pre-paid minutes Slovakia/ EU/Zone 1[3]	3,000 pre-paid minutes Slovakia/ EU/Zone 1[3]	3,000 pre-paid minutes Slovakia/ EU/Zone 1[3]	3,000 pre-paid minutes Slovakia/ EU/Zone 1[3]	3,000 pre-paid minutes Slovakia/ EU/Zone 1[3]
							300 minutes of outbound calls from the selected countries of the world[5, 14]
			Unlimited incoming roaming calls within the EU (Zone 1)[4, 18]	Unlimited incoming roaming calls within the EU (Zone 1)[4, 18]	Unlimited incoming roaming calls within the EU (Zone 1)[4, 18]	Unlimited incoming roaming calls within the EU (Zone 1)[4, 18]	Unlimited incoming roaming calls within the EU (Zone 1)[4, 18]
							300 minutes of incoming calls in the selected countries of the world[6, 14]
Pre-paid quantity of SMS/MMS messages	–	100 SMS/ MMS SR/ EU/Zone 1[8]	Infinite SMS/MMS messages SR/EU/Zone 1[9, 18]	Infinite SMS/MMS messages SR/EU/ Zone 1[9, 18]	Infinite SMS/MMS messages SR/EU/ Zone 1[9, 18]	Infinite SMS/MMS messages SR/EU/ Zone 1[9, 18]	Infinite SMS/M MS messages SR/EU/Zone 1 /World[10, 18]
							500 SMS/MMS in roami ng in selected countrie of the world[11, 14]
Pre-paid volume of data	– *(Internet access)	100 MB in Slovakia, in the EU* [12, 15]	3 GB in Slovakia, in the EU*[12, 15]	12 GB in Slovakia, in the EU*[12, 15]	25 GB in Slovakia, in the EU*[12, 15]	40 GB in Slovakia, in the EU*[12, 15]	100 GB in Slovakia, in the EU*[12, 15]
							1 GB in selected countries of the world[13, 14]
Business Internet in mobile[16]	200 MB/€0.83						
	1 GB/€3.33						
	2 GB/€5.00						
	5 GB/€8.33						
	10 GB/€12.50						

Unused data transfer service[17]	–	–	yes	yes	yes	yes	yes
Unused data transfer	activation possible for a charge	activation possible for a charge	yes	yes	yes	yes	yes
Possibility of data transfer via 5G network (included in the tariff)	yes	yes	yes	yes	yes	yes	yes
One-time increase of prepaid volume of data	200 MB/€0.83 1 GB/€3.33 2 GB/€5.00						
	5 GB/€8.33						
	10 GB/€12.50						

* The volume of data (from the Pre-paid Data Volume) which the Subscriber is entitled to use at domestic retail prices, i.e. for which Orange Slovensko, a.s. will not charge a roaming charge according to the note with index 15), shall be determined in the manner set out in this index 15), with the retail price - the price of the monthly charge for the subscription plan and/or supplementary service containing the pre-paid data volume - included in the calculation, after the discount granted to the Subscriber by Orange Slovensko, a.s. on this price/prices.
* Internet access is included in the tariff, it cannot be deactivated, data runs at full speed and is always charged in addition to the flat rate.

Supplementary packages to VPN tariffs[7]

- possibility to activate the following LA packages to VPN Basic LA1, LA2, LA3, LA4+, LA9+, LA10, LA11
- possibility to activate the following LA packages to VPN Standard LA2, LA3, LA4+, LA9+, LA10, LA11 (LA1 is included in the tariff)

Service description	Price excluding VAT for Subscriber/ Subscribers	Name (application)
Unlimited calls – company[18, 20, 21] (charge to be added to the monthly charge per user)	€3.32	LA 1
Unlimited calls – company, OSK[18, 20, 21] (except for calls to FunFón subscriber numbers) (charge to be added to the monthly charge per user)	€18.26	LA 2
Unlimited calls – company, OSK (except for calls to FunFón subscriber numbers), Telekom, a.s. landline network[18, 20, 21] (charge to be added to the monthly charge per user)	€23.24	LA 3
Plus package 3,000 minutes for phone calls to all networks in Slovakia/EU/Zone 1[22] (charge to be added to the monthly charge per user)	€39.00	LA 4+
World Plus[14, 23] to the Package 3,000 minutes for calls to all networks in Slovakia/ EU/Zone 1 (charge to be added to the monthly charge per user)	€8.33	LA 5
Package Plus 100 minutes for calls to all networks in Slovakia/EU and to Zone 1[24] (charge to be added to the monthly charge per user)	€10.00	LA 9+
Package 50 minutes for calls to the EU and to Zone 1[25] (charge to be added to the monthly charge per user)	€4.90	LA 10
Package Plus 50 minutes for calls to all networks in Slovakia/EU and to Zone 1[26] (charge to be added to the monthly charge per user)	€4.17	LA 11

Supplementary packages to VPN tariffs[7]

Package	Service description	VPN Basic	VPN Standard	VPN Optimal	VPN Classic	VPN Extra	VPN Exclusive	VPN Formium	Go Business
LA1	Unlimited calls – company Unlimited calls – company, OSK	yes	–	–	–	–	–	–	–
LA2	Neobmedzené hovory – firma, OSK	yes	yes	–	–	–	–	–	–
LA3	Unlimited calls – company, OSK, landline networks	yes	yes	–	–	–	–	–	–
LA4+	Plus package 3,000 minutes for phone calls to all networks in Slovakia/EU/Zone 1	yes	yes	–	–	–	–	–	–
LA9+	Package Plus 100 minutes for calls to all networks in Slovakia/EU and to Zone 1	yes	yes	–	–	–	–	–	–
LA10	Package Plus 50 minutes for calls to the EU and to Zone 1	yes	yes	–	–	–	–	–	–
LA11	Package Plus 50 minutes for calls to all networks in Slovakia/EU and to Zone 1	yes	yes	–	–	–	–	–	–
LA1 for GSM tariffs	Unlimited calls – company	–	–	–	–	–	–	–	yes
LA2 for GSM tariffs	Unlimited calls – company, OSK	–	–	–	–	–	–	–	yes
LA3 for GSM tariffs	Unlimited calls – company, OSK, landline networks	–	–	–	–	–	–	–	yes

[1] VPN subscription plans are subscription plans with the detailed characteristics provided in this table and in the footnotes marked by index numbers. All packages and services stated for individual subscription plans are fixed part of the subscription plans and cannot be deactivated individually. They can be activated for the mobile part of the Voice Virtual Private Network (VVPN) service.

[2] The package includes the unlimited number of (i) calls to subscriber numbers of the mobile and landline networks of Orange Slovensko, a.s. (except for calls to short numbers and calls to FunFón subscriber numbers), (ii) calls to subscriber numbers to available landline networks of Slovak Telekom, a.s. The term “Unlimited calls” shall mean pure voice calls only. The term “company” shall mean a closed group, i.e. SIM cards by means of which the VVPN service is provided.

[3] The package includes the relevant number of prepaid minutes (i) for calls to subscriber numbers to the mobile and landline networks of Orange Slovensko, a.s.; (ii) for calls to subscriber numbers to available mobile and landline networks of other operators in the Slovak Republic; (iii) for calls to subscriber numbers to landline and mobile networks, which are made available by Orange Slovensko, a.s., in the European Union and to Zone 1 (according to the list of countries provided in the International Calls part of the Price List of Services, or on the website www.orange.sk/prevas/sluzby/volania-do-zahranicia/zony/); and (iv) for outgoing roaming calls within the EU, from Zone 1 (according to the table provided in the Price List of Services – Roaming Calls or on the website www.orange.sk/prevas/sluzby/roaming/zony/) to Zone 1, including calls from Zone 1 to subscriber numbers to available mobile and landline telephone networks of operators in the Slovak Republic (including networks of Orange Slovensko, a.s.). The unused volume of pre- paid minutes in the respective billing period is not automatically transferred to the following billing period. Once the determined volume of pre-paid minutes is used, further calls will be charged according to the relevant provisions of this Annex valid for the relevant directions of calls within VPN subscription plans.

[4] Unlimited incoming roaming calls in the EU/Zone 1 (hereinafter in this note referred to as the “Package/Packages”) contain unlimited number of pre-paid minutes for incoming calls within the EU member states and Zone 1 countries of Roaming calls. The Package can not be activated or used separately.

[5] The package of outgoing calls from selected countries of the world (hereinafter in this note referred to as the “Package/Packages”) contains the determined number of pre-paid minutes from the selected countries of the world and/or dependent territories, as defined in the respective index. Once the determined volume of pre-paid minutes is used, further calls will be charged according to the relevant provisions of this Annex valid for the relevant directions of calls within VPN subscription plans. The Package may not be activated or used separately, unless determined otherwise by Orange.

[6] The package of incoming roaming calls in selected countries of the world (hereinafter in this note referred to as the "Package/Packages") contains the determined number of pre-paid minutes for incoming calls within the selected countries of the world and/or dependent territories, as defined in the respective index. Once the determined volume of pre-paid minutes is used, further calls will be charged according to the relevant provisions of this Annex, or according to the Price List valid for the relevant directions of calls within VPN subscription plans. The Package may not be activated or used separately, unless determined otherwise by Orange.

[7] The current classification of individual countries or territories of countries into zones (i.e. groups with identical price conditions of calls) is available at www.orange.sk/prevas/sluzby/volania-do-zahranicia/ cenník/. Orange Slovensko, a.s. shall be entitled to unilaterally change the classification of individual countries or territories of countries into zones, as well as the structure of zones. If, for the purposes of international calls, individual countries or territories of countries are classified in the provisions regulating the conditions of any of the other services provided by Orange Slovensko, a.s. differently from the classification referred to in the first sentence of this note, such specific provisions shall prevail over the classification referred to in the first sentence of this note (the same shall apply also to other conditions of international calls, for instance price of call per minute, other price conditions and the like).

[8] The package includes the relevant number of pre-paid SMS/MMS messages (i) to subscriber numbers to available mobile and landline networks of Slovak operators in the Slovak Republic; (ii) to subscriber numbers to landline and mobile networks, which are made available by Orange Slovensko, a.s., in the European Union and to Zone 1 (according to the International calls table provided in the Price List); and (iii) to subscriber numbers in roaming within the EU, sent from Zone 1 (according to the "Sending SMS messages from networks of foreign operators" table provided in the Price List) to Zone 1, including SMS/MMS messages sent from Zone 1 to subscriber numbers to the networks of available mobile and landline telephone networks of operators in the Slovak Republic (including networks of Orange Slovensko, a.s.) (hereinafter in this note also referred to as the "Messages"). Once the determined volume of pre-paid SMS/MMS messages is used, further SMS/MMS messages sent will be charged pursuant to the relevant provisions of this Annex valid for the relevant directions of calls within VPN subscription plans. The unused volume of pre-paid SMS/MMS messages in the respective billing period is not automatically transferred to the following billing period. The Package may not be activated or used separately, unless determined otherwise by Orange.

[9] Unlimited SMS/MMS messages in Slovakia/EU/Zone 1 (hereinafter in this note referred to as the "Package") contains unlimited number of SMS/MMS messages (i) to subscriber numbers of all available public landline and mobile networks of Slovak operators in Slovakia; (ii) to subscriber numbers of landline and mobile networks, which are made available by Orange Slovensko, a.s., in the European Union, Switzerland, Norway, Liechtenstein and Iceland; and (iii) to subscriber numbers in roaming within the EU, sent from Zone 1 to Zone 1 (hereinafter in this note also referred to as the "Messages"). Without paying any further charges (i.e. except for the monthly charge), the subscriber shall be entitled to send Messages to the first 250 unique subscriber numbers during one billing period and to each of these subscriber numbers, the subscriber may send during the given billing period an unlimited number of Messages without paying any further charges, including the case that the subscriber exceeds during the same billing period the number of 250 unique subscriber numbers to which the subscriber sent Messages during that billing period. If the subscriber exceeds during any billing period the number of 250 subscriber numbers to which the subscriber sent a Message, the subscriber shall be obliged to pay for Messages to any further subscriber numbers the price determined in the Price List of Services for sending Messages in relation to the particular VPN subscription plan, i.e. the rules applicable to the particular VPN subscription plan activated on the SIM card apply to the determination of the amount of the price. The subscriber shall pay the price according to the previous sentence for Messages sent to a subscriber number that is the first or any next number after the two-hundred and fiftieth subscriber number and to which the subscriber sent a Message from the given SIM card in the given billing period. The limitation to 250 unique subscriber numbers does not apply to SMS and MMS messages sent to subscriber numbers in roaming within the EU, sent from Zone 1 to Zone 1, and to SMS and MMS messages sent within the Slovak Republic within the "MMS to e-mail" service.

[10] Unlimited SMS/MMS messages in Slovakia/EU/Zone 1/World (hereinafter in this footnote referred to as the "Package") contains unlimited number of SMS/MMS messages (i) to subscriber numbers of all available public landline and mobile networks of Slovak operators in Slovakia; (ii) to subscriber numbers of landline and mobile networks, which are made available by Orange Slovensko, a.s., in the European Union and Zone 1 (according to the International Calls table of the Service Price List, or on the website www.orange.sk/prevas/sluzby/volania-do-zahranicia/zony/)), on (iii) to subscriber numbers in roaming within the EU, sent from Zone 1 (according to the "Sending SMS messages from networks of foreign operators" table provided in the Price List) to Zone 1, including SMS/MMS messages sent from Zone 1 to subscriber numbers to the networks of available mobile and landline telephone networks of operators in the Slovak Republic (including networks of Orange Slovensko, a.s.); and (iv) SMS and MMS messages sent to the networks of countries of the world (Zones 1 to 6 according to the International calls table provided in the Price List) (hereinafter in this note also referred to as the "Messages"). The Package can not be activated or used separately, unless determined otherwise by Orange. Without paying any further charges (i.e. except for the monthly charge), the subscriber shall be entitled to send Messages to the first 250 unique subscriber numbers during one billing period and to each of these subscriber numbers, the subscriber may send during the given billing period an unlimited number of Messages without paying any further charges, including the case that the subscriber exceeds during the same billing period the number of 250 unique subscriber numbers to which the subscriber sent Messages during that billing period. If the subscriber

exceeds during any billing period the number of 250 subscriber numbers to which the subscriber sent a Message, the subscriber shall be obliged to pay for Messages to any further subscriber numbers the price determined in the Price List of Services for sending Messages in relation to the particular VPN subscription plan, i.e. the rules applicable to the particular VPN subscription plan activated on the SIM card apply to the determination of the amount of the price. The subscriber shall pay the price according to the previous sentence for Messages sent to a subscriber number that is the first or any next number after the two-hundred and fiftieth subscriber number in telephone networks of Slovak operators made available in the Slovak Republic or in the European Union and in Zone 1 or within messages sent in EU roaming from Zone 1 to Zone 1 or to respective networks in the Slovak Republic, and to which the subscriber sent a Message from the given SIM card in the given billing period. The limit of 250 subscriber numbers shall not apply to MMS messages sent by the Subscriber to e-mail or to SMS/MMS messages sent by the Subscriber in Zone 1.

[11] 500 SMS/MMS messages in roaming in selected countries of the world (hereinafter in this note referred to as the "Package/Packages") contains the determined number of pre-paid SMS and MMS messages sent from the selected countries of the world and/or dependent territories, as defined in the respective index. The Package cannot be activated or used separately, unless determined otherwise by Orange.

[12] The pre-paid data packages in Slovakia/EU (Zone 1) (hereinafter in this note also referred to as the "Package/Packages") are part of the determined VPN subscription plans. The pre- paid volume of data of the given Packages can only be used for data transfers within the mobile and landline networks in the Slovak Republic which were made available, as well as within the landline and mobile networks of EU- and Zone 1 countries which were made available. The given Packages can not be activated or used separately, unless determined otherwise by Orange. The maximum theoretically achievable speed of data downloading/sending within the Packages is 300 Mbit/s / 75 Mbit/s in 4G network (LTE) or lower, depending on the technical and technological conditions of the network of the particular roaming partner in case of data transfers within Zone 1 of data roaming. The Packages allow Internet access. If the subscriber fully uses the monthly limit (volume) of data for the relevant package in the given billing period, Orange is entitled to reduce for the subscriber, immediately after the limit was exceeded, the maximum theoretically achievable speed of data downloading and sending to 128 kbit/s. After the expiry of the billing period in which the maximum theoretically achievable data transfer speed was reduced for the subscriber, Orange will start to provide the subscriber with the original maximum theoretically achievable data transfer speed again. In the event that the scope of use of the service by the subscriber is such that it compromises Orange's electronic communications network or as a result of which the qualitative or quantitative parameters of service provision to other subscribers may be reduced, such scope of use is considered to be a misuse of the service and Orange shall be entitled to take measures to temporarily restrict or suspend the provision of the service to the subscriber. If the subscriber has an activated bonus service within a subscription plan, which includes a certain pre-paid volume of data, the Subscriber first uses the volume of data from the bonus service and after the volume is spent, the Subscriber uses the pre-paid volume of data from the Package.

[13] The given packages of pre-paid data in selected countries of the world (hereinafter in this note referred to as the "Package/Packages") contain the determined volume of data for data transfer carried out in landline and mobile networks in selected countries of the world and/or dependent territories, as defined in the respective index. The given Packages can not be activated or used separately, unless determined otherwise by Orange. The maximum theoretically achievable speed of data downloading/sending within the Packages is 300 Mbit/s / 75 Mbit/s in 4G network (LTE) or lower, depending on the technical and technological conditions of the network of the particular roaming partner. In case the subscriber uses the monthly volume limit for the determined package within a particular billing period, further data transfer within the given billing period shall be charged pursuant to the relevant provisions hereof.

[14] List of selected countries of the world/dependent territories are available on our website: www.orange.sk/roaming.

[15] In the case of prepaid volume of data in the network of Orange Slovensko, a.s., the data transferred in roaming in EU Zone 1 countries is included in the prepaid volume of data in the network of Orange Slovensko, a.s. If the customer has a pre-paid volume of data in roaming in the EU countries of Zone 1, in roaming in the EU countries of Zone 1, the data shall be preferentially used from this volume of data in roaming and only afterwards the data shall be used from the pre-paid volume of data in Orange Slovensko, a.s. network. Once the prepaid volume of data is spent, the data transfer in roaming in Zone 1 shall be charged at the rate of the data transfer charged in Orange Slovensko, a.s. network [this shall be without prejudice to the charging of the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012]. The relevant provisions of the Data roaming part of the Price List of Services relating to the volume of data roaming retail services for domestic retail prices with open packages as well as the relevant provisions of the Price List of Services titled Fair Use shall apply to provision of roaming services. Orange Slovensko, a.s. shall be entitled to apply to roaming services the Fair Use Policy according to the relevant part of the Price List titled "Fair Use". Without prejudice to any valid domestic limit for volume, in the case of an open data package, the roaming customer shall have the possibility to use during regular trips within the European Union such volume of data roaming retail services for domestic retail prices which corresponds with double of the volume obtained by dividing the total domestic retail price of this open data package excluding VAT for the entire billing period by regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. After the use of the volume of data roaming retail services calculated according to the previous sentence, Orange Slovensko, a.s. is entitled to charge the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. An open data package is a tariff plan for the provision of one or several mobile retail services which does not limit the

volume of mobile data retail services included in the fixed regular charge or within which the domestic unit charge for mobile data retail services calculated by dividing the total domestic retail price excluding VAT for mobile services corresponding to the total billing period by the total volume of mobile data retail services available in the home country is lower than the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. The regulated maximum wholesale roaming charge referred to in Article 11 of Regulation of the European Parliament and of the Council (EU) No. 2022/612 of 6 April 2022 on roaming in public mobile communication networks within the Union is in the amount of €2.00 per gigabyte/GB of data by 31 December 2022, €1.80 per gigabyte/GB of data from 1 January 2023, €1.55 per gigabyte/GB of data from 1 January 2024, €1.30 per gigabyte/GB of data from 1 January 2025, €1.10 per gigabyte/GB from 1 January 2026 and €1.00 per gigabyte/GB from 1 January 2027; and the charge will remain at €1.00 per gigabyte/GB of data until 30 June 2032.

[16] Activation of the service is conditioned by the fact that the subscriber has already used on the same SIM card the prepaid data volume which is part of the subscription plan. However, Orange Slovensko, a.s. is entitled (not obliged) to allow activation of the service even in case that the condition has not been met. Regular increase of data volume will be activated for the subscriber on the subscriber's SIM card based on the subscriber's request from the first day of the billing period following the billing period when the subscriber requested activation of the service. If the subscriber requests activation of this service later than on the penultimate working day of the billing period (the first period), Orange undertakes to activate the service for the subscriber no later than on the first day of the billing period (the third period) following the next billing period (the second period) after the date when the request was delivered and the service will be deactivated as at the end of the billing period during which the subscriber requested its activation. The service automatically increases the data volume for one billing period (or part of the billing period, since the service can be activated during the billing period) by the relevant defined data volume repeatedly once the current data volume for the relevant subscription plan was fully used, namely until the end of the same billing period when the service was activated. Unused data volumes activated because of the Service are not carried over to the next billing periods. This Service allows Internet access. Further conditions for the provision of the Business Internet in Mobile service shall be governed accordingly by the conditions of the service, as stipulated in Annex No. 1 to the Price List of Services for Orange Business Services.

[17] The Unused Data Transfer service enables the subscriber to transfer the unused pre-paid data from a particular selected subscription plan from a given billing period to the immediately following billing period. Only the volume of pre-paid data which is part of the given subscription plan is transferred; the data which the Subscriber activated in the form of other services and supplementary services are not transferred, unless determined otherwise by Orange. If the Subscriber has in a particular billing period standard pre-paid data and transferred data within its SIM card, the transferred data is used preferably, and standard pre- paid data are used thereafter. In case data is transferred into a billing period from the previous billing period and is not used in the given period, such data shall not be transferred to the following billing period and cease to exist without further action. Transfer of data within the Unused Data Transfer service to the following billing period shall not be possible, if the Subscriber uses the Data Sharing service, i.e. if such data is shared either on the given SIM card, or if such data contributes to data sharing for another subscriber/SIM card.

[18] To prevent any misuse of services provided as part of this Package or their use in contradiction to the laws of the Slovak Republic and the provisions of the relevant Contract for the Provision of Public Services (based on which the subscriber uses the Package; the Contract for the Provision of Public Services hereinafter also referred to as the "Contract") which due to their nature and extent could result, among other unintended consequences, in reduced quality of the provided electronic communications services for other subscribers to the services provided by Orange Slovensko, a.s., the subscriber is obliged to observe during the use of this Package the following obligations stipulated hereinafter in the Principles of Correct Use of Services (hereinafter also referred to as the "Principles") and in the case of breach of the obligations stipulated by the Principles, Orange Slovensko, a.s. shall have the rights stipulated hereinafter in the Principles. The subscriber who is using the Package shall be obliged to comply with the following obligations:

a) The subscriber is not entitled to use the Package contrary to the accepted principles of morality, binding legal regulations, especially those applying to electronic communications, or contrary to the Contract.

b) The subscriber undertakes to use the Package exclusively for its own needs and in the manner stipulated in the Contract. The subscriber undertakes not to provide the Package (or any particular performance which is part of the Package) to other persons and not to mediate the provision of the Package or any performance which is part of the Package to any third parties. Without prior provable consent of Orange Slovensko, a.s., the subscriber is not entitled to use the Package by means of devices other than the terminal equipment intended to ensure voice phone communication of an individual natural person.

c) The subscriber is not entitled to use the SIM card, on which the Package is activated, in the GSM gateway or in any other device used for interconnecting calls between different networks without the use of official points of interconnection laid down by agreements made between the companies providing these networks (or by agreements with operators of transit networks if there is no official point of interconnection between networks to which the calling station and the station called are connected).

d) The subscriber is obliged to make fair use of the performances included in the Package. The obligation to comply with the fair use criterion does not constitute any determination of the exact time or volume limits for the use of the given performance. The fair use criterion for the use of the Package by means of the particular SIM card by the

subscriber is determined depending on the average level of use of the same performance by other subscribers to the Package who are entitled to use the Package by means of SIM cards assigned to them. The use of the Package by the subscriber by means of the particular SIM card shall be deemed not fair if it exceeds significantly the average level of use of the Package by other subscribers to the Package by means of the SIM cards assigned to them; the average level of use of the Package by other subscribers will be calculated during the first three billing periods of the provision of the Package by Orange Slovensko, a.s. (to any subscriber) from the current billing period (i.e. from the period examined with regard to the fair use of the Package) and during further billing periods the average level of use of the Service will be calculated from the last three billing periods preceding the billing period that is being examined. If different subscribers have been assigned billing periods with different start and end dates of the billing period, the billing periods with the last day falling in the same calendar month will be compared. The average level of use of the particular performance which is part of the Package (for instance, outgoing calls) is significantly exceeded if the level of use of this performance by the Package subscriber is at least 1.5 multiple of the average level of use of this performance by other Package subscribers.

[19] The subscription plans include the defined Non-stop Data Packages, which enable using data relating to the use of selected applications (hereinafter referred to as the “Application” or “Applications”), which the Subscriber has installed in its end device, without deducting the volume of transferred data connected to the use of the application or content which the subscriber accesses based on the Application (hereinafter referred to as the “Content”) for use of the Content from the volume of data, which the Subscriber has included in its VPN subscription plan and/or supplementary service (hereinafter referred to as the “Basic Data”). The access to the Content and/or its playback is conducted by selected Applications, which are included in individual data packages, as provided in the part of the Price List of Services titled Non-stop Data Packages. Individual Applications are installed in the Subscriber’s end device and individual Content is provided by the operator and/or owner of the Application itself or with their consent. Orange will not take into account the data transmission, which is related to the use of the Application and/or playback of Content, which is included in the respective non-stop data package and to which the subscriber accesses based on the Application, in the transmission of data, which is considered to be Basic Data. In case the Subscriber uses the volume of Basic Data, further data transmission for the SIM card will be terminated, including the data transmission through the Service (unless another supplementary service or data package is activated, which enable either to continue with the transmission or further data transmission). In case the Subscriber has the Basic Data activated, after the use of which Orange Slovensko, a.s. is entitled to slow down the maximum theoretically achievable data download and upload speed, after the volume of Basic Data is used, the data download and upload speed will be lowered also within the Service. In case the Subscriber requests deactivation of Internet Access service, the possibility to use the Content and Application within the Service will be interrupted, while Orange Slovensko, a.s. will continue to provide the Service until the Subscriber requests deactivation of the Service itself. During the use of the Applications and/or transmission of the Content, transmission of data relating to- or caused by the use of the Application or transmission of the Content occurs; however, such data may not be considered to be part of the Application or Content (mainly third-party advertisements, games, updates to the Application and the like). Data transfer associated with transfer pursuant to the previous sentence shall be deducted from the Basic Data. The data transmission conducted on the basis of access to the Content without the use of the Application, as well as access to the Content via web-based interface, is not included in the Non-stop Data Package, but shall be deducted from the Basic Data. Orange Slovensko, a.s. guarantees the possibility to use minimum 3 Applications within one of the packages (specified in the table above). Orange Slovensko, a.s. shall be entitled to unilaterally change the number of Applications included in a data package. In case of reducing the number of Applications under the guaranteed level, the Subscriber shall be entitled to request immediate deactivation. An up-to-date offer of applications is available at www.orange.sk. Further conditions for the use of the Non-Stop Data Packages are provided in the part of the Price List of Services titled Non-stop Data Packages or Non-stop Business Data Packages (available at www.orange.sk), and such conditions shall apply accordingly to the use of such packages within the VPN subscription plans.

[20] Orange undertakes to activate the Unlimited Calls service no later than as at the first day of the billing period following the billing period when the Subscriber requested activation of the Unlimited Calls service. If the Subscriber requests activation of the Unlimited Calls service later than on the penultimate working day of the billing period (the first period), Orange undertakes to activate the Unlimited Calls service for the Subscriber no later than on the first day of the billing period (the third period) following the next billing period (the second period) after the date of the request. The Parties have agreed that for technical reasons, in the period between the activation of the VVPN service and activation of the Unlimited Calls service for the particular SIM card, the Subscriber shall be charged for voice calls made from the SIM card the prices referred to in Article II hereof (mainly the cases when a new SIM card is activated during a billing period or when a SIM card is transferred from another subscriber of services).

[21] The charge includes the possibility of unlimited calls to the stated direction. Unlimited Calls to Orange network and Slovak Telekom, a.s. landline network only include purely voice calls to subscriber numbers and do not include voice calls to short numbers; unless stated otherwise in the table, calls to Orange network do not include calls to FunFón subscriber numbers. The term “Unlimited Calls” shall mean only pure voice calls. The term “OSK” shall mean the company Orange, the term “ST” shall mean the company Slovak Telekom, a.s., and the term “company” shall mean a closed group, i.e. SIM cards by means of which the VVPN service is provided.

[22] The package includes the relevant number of prepaid minutes (i) for calls to subscriber numbers to the mobile and landline networks of Orange Slovensko, a.s.; (ii) for calls to subscriber numbers to available mobile and landline networks of other operators in the Slovak Republic; (iii) for calls to subscriber numbers to landline and mobile networks, which are made available by Orange Slovensko, a.s., in the European Union and to Zone 1 (according to the list of countries provided in the International Calls part of the Price List of Services, or on the website www.orange.sk/prevas/sluzby/volania-do-zahranicia/zony/); and (iv) for outgoing roaming calls within the EU, from Zone 1 (according to the table provided in the Price List of Services – Roaming Calls or on the website www.orange.sk/prevas/sluzby/roaming/zony/) to Zone 1, including calls from Zone 1 to subscriber numbers to available mobile and landline telephone networks of operators in the Slovak Republic (including networks of Orange Slovensko, a.s.). The unused volume of pre-paid minutes in the respective billing period is not automatically transferred to the following billing period. Once the determined volume of pre-paid minutes is used, further calls will be charged according to the relevant provisions of this Annex valid for the relevant directions of calls within VPN subscription plans. The package can be increased by multiples of 500 minutes for a monthly charge of €6.50 excluding VAT for each additional 500 minutes. Unused minutes cannot be carried over to the next billing period.

[23] If the Subscriber has the World Plus service activated on their SIM card, the pre-paid minutes are used from the Package Plus 3,000 minutes for calls to all networks in Slovakia/EU/Zone 1 as well as to selected countries of the world and/or dependent territories, as defined in the respective index. Once the determined volume of pre-paid minutes is used, further calls will be charged according to the relevant provisions of this Annex valid for the relevant directions of calls within VPN subscription plans. The Package may not be activated or used separately, unless determined otherwise by Orange.

[24] The package 100 minutes for calls to all network in Slovakia, EU and to Zone 1 (hereinafter referred to as the “Service”) comprises 100 pre-paid minutes of calls which the Subscriber may use only for voice calls to subscriber numbers to mobile and landline networks of Slovak operators in the Slovak Republic (except for calls to a closed group) and to the European Union and Zone 1 (according to the list of countries provided in the International Calls part of the Price List of Services and/or on the website www.orange.sk/prevas/ sluzby/volania-do-zahranicia/zony/). The service of pre-paid minutes for calls can be increased by multiples of 100 minutes of calls; the price of each increase is €10 excluding VAT. Unused minutes are not carried over to the next billing period. The service does not include voice calls to short numbers. Orange undertakes to activate the service no later than as at the first day of the billing period following the billing period when the Subscriber requested activation of the service. If the Subscriber requests activation of this service later than on the penultimate working day of the billing period (the first period), Orange undertakes to activate the service for the Subscriber no later than on the first day of the billing period (the third period) following the next billing period (the second period) after the date when the request was delivered.

[25] The service Package 50 minutes to EU and to Zone 1 (hereinafter referred to as the “Service”) comprises pre-paid calls in the volume of 50 minutes of calls which can be used by the subscriber only for voice calls to subscriber numbers to landline and mobile networks of the European Union and Zone 1. After the use of all the pre-paid minutes, further calls will be charged according to the price list for calls provided herein. The package can be increased by multiples of 50 minutes, each for a monthly charge as specified in the table for each additional 50 minutes. Unused minutes cannot be carried over to the next billing period. Orange undertakes to activate the service no later than 24 hours after the moment when the Subscriber’s request for activation of the Service was delivered to Orange. The service does not include voice calls to short numbers. The Subscriber shall be entitled to decide which SIM cards registered to the Subscriber will have the Service activated.

[26] The Package 50 minutes for calls to all network in Slovakia, EU and to Zone 1 (hereinafter referred to as the “Service”) comprises 50 pre-paid minutes of calls which the Subscriber may use only for voice calls to subscriber numbers to mobile and landline networks of Slovak operators in the Slovak Republic (except for calls to a closed group) and to the European Union and Zone 1 (according to the list of countries provided in the International Calls part of the Price List of Services and/or on the website www.orange.sk/prevas/ sluzby/volania-do-zahranicia/zony/). The service of pre-paid minutes for calls can be increased by multiples of 50 minutes of calls; the price of each increase is €4.17 excluding VAT. Unused minutes are not carried over to the next billing period. The service does not include voice calls to short numbers. Orange undertakes to activate the service no later than as at the first day of the billing period following the billing period when the Subscriber requested activation of the service. If the Subscriber requests activation of this service later than on the penultimate working day of the billing period (the first period), Orange undertakes to activate the service for the Subscriber no later than on the first day of the billing period (the third period) following the next billing period (the second period) after the date when the request was delivered.

Call charges

Charges for calls, SMS/MMS messages and data transfer over the pre-paid services within VPN tariffs and other supplementary subscription plans and services.

Calls

Direction	Price excluding VAT for Subscriber/Subscribers
Voice calls within a group	€0.0498
Price for calls to subscriber numbers of the mobile and landline networks of Orange Slovensko, a.s., to available mobile and landline networks of Slovak operators in the Slovak Republic, to available mobile and landline telephone networks of operators in the European Union, in Zone 1 (according to the list of countries provided in the International Calls part of the Price List of Services) and in Switzerland	€0.0833
Price for calls to subscriber numbers in Zone 2 of International Calls	€0.1667
Price for calls to subscriber numbers in Zone 3 of International Calls	€0.3333
Price for calls to subscriber numbers in Zone 4 of International Calls	€0.4167
Price for calls to subscriber numbers in Zone 5 of International Calls	€0.8333
Price for calls to subscriber numbers in Zone 6 of International Calls	€0.1667
Price for calls to subscriber numbers in satellite communication	€3.2500
Price for incoming calls in roaming in Zone 1	€0.00
Price for incoming calls in roaming in Zone 2 and in Zone 3	€0.4167
Price for incoming calls in roaming in Switzerland	€0.4080
Price for incoming calls in roaming in Zone 4 (satellite networks)	€2.0833
Price for incoming calls in roaming in selected countries of the world	€0.3250
Price for outgoing calls in roaming from Zone 1 to Zone 1 + Switzerland	€0.0833
Price for outgoing calls in roaming from Switzerland to Zone 1 + Switzerland	€0,4080
Price for outgoing calls in roaming from Zone 1 to Zone 2	€0.2500
Price for outgoing calls in roaming from Zone 1 to Zone 3	€0.4167
Price for outgoing calls in roaming from Zone 2 to Zone 1 + Switzerland	€0.2500
Price for outgoing calls in roaming from Zone 2 to Zone 2	€0.5833
Price for outgoing calls in roaming from Zone 2 to Zone 3	€0.7500
Price for outgoing calls in roaming from Zone 3 to Zone 1 + Switzerland	€0.4167
Price for outgoing calls in roaming from Zone 3 to Zone 2	€0.5833
Price for outgoing calls in roaming from Zone 3 to Zone 3	€0.7500
Price for outgoing calls in roaming from Zone 1 + Switzerland, Zone 2 and Zone 3 to Zone 4	€3.2500
Price for outgoing calls in roaming in selected countries of the world[17]	€0.3250

Sending SMS and MMS messages

VPN Basic, VPN Standard, VPN Optimal, VPN Extra, VPN Exclusive, VPN Formium	
Direction	Price excluding VAT for Subscriber/Subscribers
Price for SMS and MMS to subscriber numbers of the mobile and landline networks of Orange Slovensko, a.s., to available mobile and landline networks of Slovak operators in the Slovak Republic, to available mobile and landline telephone networks of operators in the European Union, in Zone 1 (according to the list of countries provided in the International Calls part of the Price List of Services), in Switzerland, the USA, Canada and in selected countries of the world[22]	€0.0500
Price for SMS and MMS to subscriber numbers to other foreign networks	€0.1667
Price for SMS to subscriber numbers from networks of foreign operators in Zone 1 + Switzerland and in Zone 2	€0.0500
Price for SMS to subscriber numbers from networks of foreign operators in Zone 3, in Zone 4 and in Zone 5	€0.1667

Price for SMS to subscriber numbers from networks of foreign operators in selected countries of the world[17]	€0.3250
Price for MMS to subscriber numbers from networks of foreign operators in Zone 1 + Switzerland	€0.0500
Price for MMS to subscriber numbers from networks of foreign operators in other countries	€0.1667

Data transfer

VPN Basic, VPN Standard, VPN Optimal, VPN Extra, VPN Exclusive, VPN Formium	
Direction	Price excluding VAT for Subscriber/Subscribers
Price for MB of transferred data in Slovakia/EU/Zone 1 valid for VPN Basic subscription plan	€0.08
Price for MB of transferred data in Zone 1 of Data Roaming	as the price for data transfer in Orange Slovensko, a.s. network
Price for MB of transferred data in Zone 2 and in Zone 3 of Data Roaming	€8.2500
Price for MB of transferred data in selected countries of the world[17]	€0.3250
Price for MB of transferred data in Switzerland	€0.2000

VPBX subscription plans for VVPN with Virtual Private Branch Exchange (VPBX)

7. VPBX subscription plans for VVPN with Virtual Private Branch Exchange (VPBX)

	SME_FIX (SIP tariff)	LA_FIX (SIP tariff)	SME_FIX (GSM tariff + Landline)	LA_FIX (GSM tariff + Landline)
Subscription plans[21, 22]	Monthly charge VVPN with Virtual PBX			
	VPBX tariff + LA0* * LA0 is activated automatically as part of the tariff for SIP solution via an Internet connection with our Cisco CPE (unless another LA package is required).			
Monthly charge	€4.9791 excl. VAT			
Calls included in the tariff	n/a			
Forpaid quantity of SMS/MMS	n/a			
Pre-paid volume of data	n/a			

Supplementary packages to VPBX tariffs[16]

Charge to be added to the monthly charge per user

- possibility to activate the following LA packages to SME_FIX (SIP tariff) a LA_FIX (SIP tariff) LA1, LA2, LA3, LA4, LA4+, 10, LA9+, LA10, LA11
- possibility to activate the following LA packages to SME_FIX and LA_FIX LA2, LA3, LA4, LA4+, LA9, LA9+, LA10, LA11 (LA1 is included in the tariff)

Service description	Forpaid minutes	Price excluding VAT for Subscriber	Subscription plan
Unlimited calls – company fix (charge to be added to the monthly charge per user)[2] With virtual private branch exchange connected via GMS solution	Unlimited calls	€0.83	LA0 for VPBX
Unlimited calls – company, OSK 18, 20, 21 (except for calls to FunFón subscriber numbers) (charge to be added to the monthly charge per user)	Unlimited calls	€3.32	LA1 for VPBX

Unlimited calls – company, OSK (except for calls to FunFón subscriber numbers), Telekom, a.s. landline network[18, 20, 21] (charge to be added to the monthly charge per user)	Unlimited calls	€18.26	LA2 for VPBX
Plus package 3,000 minutes for phone calls to all networks in Slovakia/EU/Zone 1[22] (charge to be added to the monthly charge per user)	Unlimited calls	€23.24	LA3 for VPBX
World Plus[14, 23] to the Package 3,000 minutes for calls to all networks in Slovakia/EU/Zone 1 (charge to be added to the monthly charge per user)	€8.33	€3.29[11]	LA4 for VPBX LA 5
Package Plus 100 minutes for calls to all networks in Slovakia/EU and to Zone 1[24] (charge to be added to the monthly charge per user)	€10.00	€10.00	LA 9+
Package 50 minutes for calls to the EU and to Zone 1[25] (charge to be added to the monthly charge per user)	€4.90	€4.90	LA 10
Package Plus 50 minutes for calls to all networks in Slovakia/EU and to Zone 1[26] (charge to be added to the monthly charge per user)	€4.17	€4.17	LA 11

Package	Service description	SME_FIX (SIP tariff)	LA_FIX (SIP tariff)	SME_FIX (GSM tariff – Landline)	LA_FIX (GSM tariff – Landline)
LA0 for VPB X	Unlimited calls – company fix With virtual private branch exchange connected via GMS solution	–	–	–	–
LA1 for VPB X	Unlimited calls – company	yes	yes	yes	yes
LA2 for VPB X	Unlimited calls – company, OSK	yes	yes	yes	yes
LA3 for VPB X	Unlimited calls – company, OSK (except for calls to FunFón subscriber numbers), Telekom, a.s. landline network	yes	yes	yes	yes
LA4 for VPB X	Package 80 landline networks SK – Calls to other landline networks in Slovakia[9, 17]	yes	yes	yes	yes
LA4 + for VPB X	Plus package 3,000 minutes for phone calls to all networks in Slovakia/EU/Zone 1	yes	yes	yes	yes
LA5 for VPB X	Package 150 landline networks SK – Calls to other landline networks in Slovakia[9, 17]	yes	yes	yes	yes
Worl d Plus	World Plus[14, 23] to the Package 3,000 minutes for calls to all networks in Slovakia/EU/Zone 1	–	–	–	–
LA6 for VPB X	Package 80 Mobile SK – Calls to other mobile networks in the Slovak Republic, including calls to FunFón subscriber numbers[5, 17]	yes	yes	yes	yes
LA7 for VPB X	Package 150 Mobile SK – Calls to other mobile networks in the Slovak Republic, including calls to FunFón subscriber numbers[5, 17]	yes	yes	yes	yes
LA8 for VPB X	Unlimited calls – landline networks in Slovakia[14, 17]	yes	yes	yes	yes
LA9 for VPB X	Package +100 minutes in Slovakia	yes	yes	yes	yes
LA9+ for VPBX	Package Plus 100 minutes for calls to all networks in Slovakia/EU and to Zone 1	–	–	–	–
LA10 for VPBX	Package Plus 50 minutes for calls to the EU and to Zone 1	–	–	–	–
LA11 for VPBX	Package Plus 50 minutes for calls to all networks in Slovakia/EU and to Zone 1	–	–	–	–

[1] The charge includes the possibility of unlimited calls to the stated direction. Unlimited Calls to Orange network and Slovak Telekom, a.s. landline network only include purely voice calls to subscriber numbers and do not include voice calls to short numbers; unless stated otherwise in the table, calls to Orange network do not include calls to FunFón subscriber numbers. The term “Unlimited Calls” shall mean only pure voice calls. The term “OSK” shall mean the company Orange, the term “ST” shall mean the company Slovak Telekom, a.s., and the term “company” shall mean a closed group, i.e. SIM cards by means of which the VVPN and PABX services are provided.

[2] Orange undertakes to activate the Unlimited Calls service no later than as at the first day of the billing period following the billing period when the Subscriber requested activation of the Unlimited Calls service. If the Subscriber requests activation of the Unlimited Calls service later than on the penultimate working day of the billing period (the first period), Orange undertakes to activate the Unlimited Calls service for the Subscriber no later than on the first day of the billing period (the third period) following the next billing period (the second period) after the date of the request. The Parties have agreed that for technical reasons, in the period between the activation of the VVPN service and activation of the Unlimited Calls service for the particular SIM card, the Subscriber in whose name the SIM card is registered will be charged for voice calls made from the SIM card the prices referred to in Article II hereof (mainly the cases when a new SIM card is activated during a billing period or when a SIM card is transferred from another subscriber of services).

[3] The Subscriber acknowledges that according to this Contract, Orange undertakes to provide Unlimited Calls on all SIM cards registered in the Subscriber's name at the same time, i.e. it is not possible to activate any of the Unlimited Calls plan for only some SIM cards included in the Voice VPN, unless stipulated otherwise in this Contract. However, Orange may agree with the Subscriber that the Unlimited Calls service will not be activated on some SIM cards registered in the Subscriber's name. The Subscriber undertakes to request activation of one of the three Unlimited Calls plans for each SIM card assigned to the Subscriber and included in the VVPN (with the exception according to the previous sentence). The Subscriber further undertakes that, during the term of this Contract, it will have one of the Unlimited Calls plans activated on all its SIM cards included in the Voice VPN, unless stipulated otherwise in this Contract. If the Subscriber has nevertheless a plan, other than one of the Unlimited Calls plans, activated on any or several of its SIM cards, and unless an agreement referred to in the second sentence of this footnote is made, Orange shall be entitled to change the Subscriber's plan to any of the Unlimited Calls plans without undue delay after that is discovered.

[4] The service includes 3,000 prepaid minutes for calls to subscriber numbers to all mobile and landline networks in Slovakia and Zone 1 (according to the list of countries in the International Calls section of the Price List of Services, or on the website www.orange.sk/prevas/sluzby/volania-do-zahranicia/zony/). After the use of all the pre-paid minutes, further calls will be charged according to the price list for calls provided herein. The package can be increased by multiples of 500 minutes for a monthly charge of €6.50 excluding VAT for each additional 500 minutes. Unused minutes cannot be carried over to the next billing period.

[5] If Europe Plus/World Plus is activated on the Subscriber's SIM card, the prepaid minutes from the Package 3,000 Slovakia and Zone 1 are also used for calls to European or world countries; the provisions of the Price List of Services for International Calls Packages Unlimited Calls Europe/Unlimited Calls World shall be applied accordingly to the determination of the list of countries that are covered by individual packages.

[6] Orange undertakes to activate the Package 80 Mobile SK and Package 150 Mobile SK service no later than as at the first day of the billing period following the billing period when the Subscriber requested activation of the Package 80 Mobile SK or Package 150 Mobile SK service. If the Subscriber requests activation of any of the above services later than on the penultimate working day of the billing period (the first period), Orange undertakes to activate the given service for the Subscriber no later than on the first day of the billing period (the third period) following the next billing period (the second period) after the date of request. The Parties have agreed that for technical reasons, in the period between the activation of the VVPN service and activation of the Package 80 Mobile SK or Package 150 Mobile SK service for the particular SIM card, the Subscriber shall be charged for voice calls made from the SIM card the prices referred to in Article II hereof (mainly the cases when a new SIM card is activated during a billing period or when a SIM card is transferred from another subscriber of services).

[7] The charge includes the possibility of calls to the stated direction within the pre-paid minutes. The Package 80 Mobile SK and Package 150 Mobile SK contain a respective number of pre-paid minutes (80 or 150), which the Subscriber may use only for voice calls to subscriber numbers to Telekom and O2 mobile networks in Slovakia, for calls to FunFón subscriber numbers. The packages do not include voice calls to short numbers.

The charge includes the possibility of calls to the stated direction within the pre-paid minutes. The Package 80 Mobile SK and Package 150 Mobile SK contain a respective number of pre-paid minutes (80 or 150), which the Subscriber may use only for voice calls to subscriber numbers to Telekom, Swan and O2 mobile networks in Slovakia, for calls to FunFón subscriber numbers and for voice calls. The packages do not include voice calls to short numbers. The price of the monthly charge, as well as the respective number of pre-paid minutes in the particular package, is calculated for 1 SIM card.

[8] The Subscriber acknowledges that according to this Contract, Orange undertakes to provide the Package 80 Mobile SK or Package 150 Mobile SK service on all respective SIM cards registered in the Subscriber's (subscribers') name at the same time, i.e. it is not possible to activate any of the Package 80 Mobile SK or Package 150 Mobile SK plan for only some SIM cards included in the Voice VPN, unless stipulated otherwise in this Contract. However, Orange may agree with the specific Subscriber that the Package 80 Mobile SK or Package 150 Mobile SK service will not be activated on some SIM cards registered in the specific Subscriber's name. The Subscriber shall be entitled to activate and use the Package 80 Mobile SK or Package 150 Mobile SK service in addition to one of three offered Unlimited Calls plans. The Package 80 Mobile SK and Package 150 Mobile SK services may never be activated and used simultaneously. After the pre-paid minutes of the Package 80 Mobile SK or Package 150 Mobile SK are used, the calls to the respective directions shall be charged pursuant to this Annex, or alternatively, pursuant to the Price List of Services, if the provisions hereof cannot be applied.

[9] The price of the monthly charge, as well as the respective number of pre-paid minutes in the particular package, is calculated for 1 SIM card. The prices of monthly charges for Package 80 Mobile SK and Package 150 Mobile SK are provided in euros excluding VAT.

[10] Orange undertakes to activate the Package 80 landline networks SK and Package 150 landline networks SK service no later than as at the first day of the billing period following the billing period when the Subscriber requested activation of the Package 80 landline networks SK or Package 150 landline networks SK service. If the Subscriber requests activation of any of the above services later than on the penultimate working day of the billing period (the first period), Orange undertakes to activate the given service for the Subscriber no later than on the first day of the billing period (the third period) following the next billing period (the second period) after the date of request. The Parties have agreed that for technical reasons, in the period between the activation of the VVPN service and activation of the Package 80 landline networks SK and Package 150 landline networks SK service for the particular SIM card, the Subscriber shall be charged for voice calls made from the SIM cards the prices referred to in Article II hereof (mainly the cases when a new SIM card is activated during a billing period or when a SIM card is transferred from another subscriber of services).

[11] The charge includes the possibility of calls to the stated direction within the pre-paid minutes. The Package 80 landline networks SK and Package 150 landline networks SK include the relevant number of prepaid minutes (80 or 150) which the Subscriber may use for voice calls to subscriber numbers to Slovak Telekom, a.s. landline network and to other landline telephone networks in the Slovak Republic. The packages do not include voice calls to short numbers.

[12] The Subscriber acknowledges that according to this Contract, Orange undertakes to provide Package 80 landline networks SK and Package 150 landline networks SK service on all SIM cards registered in the Subscriber's name at the same time, i.e. it is not possible to activate any of the Package 80 landline networks SK or Package 150 landline networks SK plan for only some SIM cards included in the VVPN, unless stipulated otherwise in this Contract. However, Orange may agree with the Subscriber that the Package 80 landline networks SK and Package 150 landline networks SK service will not be activated on some SIM cards registered in the Subscriber's name. The Subscriber shall be entitled to activate and use the Package 80 landline networks SK and Package 150 landline networks SK service in addition to one of three offered Unlimited Calls plans. The Package 80 landline networks SK and Package 150 landline networks SK services may never be activated and used simultaneously. After the pre-paid minutes of the Package 80 landline networks SK or Package 150 landline networks SK are used, the calls to the respective directions shall be charged pursuant to this Annex, or alternatively, pursuant to the Price List of Services, if the provisions hereof cannot be applied.

[13] The price of the monthly charge, as well as the respective number of pre-paid minutes in the particular package, is calculated for 1 SIM card or for 1 user. The prices of monthly charges for Package 80 landline networks SK or Package 150 landline networks SK are provided in euros excluding VAT.

[14] The amount of the monthly charge is provided for 1 SIM card or for one user (hereinafter in this note, a SIM card shall also mean a user, i.e. any connection, through which the VVPN service is used, whether the services are accessed by means of a SIM card or another interface). The monthly charge is exclusive of VAT. The service does not include calls to short numbers. The Parties have agreed that for technical reasons, in the period between the activation of the VVPN service and activation of the Unlimited Calls – landline networks in the Slovak Republic service for the particular SIM card or Subscriber, the Subscriber shall be charged for voice calls made from this SIM card the prices referred to in Article II hereof (mainly the cases when a new SIM card is activated during a billing period or when a SIM card is transferred from another subscriber of services). At the same time, Orange shall be entitled to charge the prices referred to in Article II hereof if none of the services specified in the tables 5 to 15 or 16 to 23 in Article I, Paragraph 2 hereof (hereinafter referred to also as "Tables") is activated for the SIM card on which VVPN service is provided in another period during the validity of the Contract. Orange undertakes to activate the Unlimited Calls – landlines in the Slovak Republic service no later than as at the first day of the billing period following the billing period when the Subscriber requested activation of this service. If the Subscriber requests activation of this service later than on the penultimate working day of the billing period (the first period), Orange undertakes to activate the service for the Subscriber no later than on the first day of the billing period (the third period) following the next billing period (the second period) after the date when the request was delivered.

[15] The service includes the possibility of calls to the stated direction within the pre-paid minutes. The Package Plus 100 min. in Slovakia and Zone 1 comprises 100 pre-paid minutes of calls which the Subscriber may use only for voice calls to subscriber numbers to mobile and landline networks of Slovak operators in the Slovak Republic (except for calls to a closed group) and in Zone 1 (according to the list of countries provided in International Calls part of the Price List of Services and/or on the website www.orange.sk/ prevas/sluzby/volania-do-zahranicia/zony/). The package of pre-paid minutes for calls can be increased by multiples of 100 minutes of calls; the price of each increase is €10 excluding VAT. Unused minutes are not carried over to the next billing period. The service does not include voice calls to short numbers. Orange undertakes to activate the Package Plus 100 minutes service in Slovakia and Zone 1 no later than as at the first day of the billing period following the billing period when the Subscriber requested activation of the service. If the Subscriber requests activation of this service later than on the penultimate working day of the billing period (the first period), Orange undertakes to activate the service for the Subscriber no later than on the first day of the billing period (the third period) following the next billing period (the second period) after the date when the request was delivered.

[16] The Parties have agreed that for technical reasons, in the period between the activation of the VVPN service and activation of any of the services specified in the tables for the particular SIM card (in this note, a SIM card shall also mean a user, i.e. any connection, through which the VVPN service is used, whether the services are accessed by means of a SIM card or another interface) the Subscriber shall be charged for voice calls made from the SIM card the prices referred to in Article II hereof (mainly the cases when a new SIM card is activated during a billing period or when a SIM card is transferred from another subscriber of services). At the same time, Orange shall be entitled to charge the prices referred to in Article II hereof in case none of the services specified in the Tables is activated for the SIM card on which VVPN service is provided in another period during the validity of the Contract. Orange shall be entitled to determine which of the services listed in the Tables may not be used simultaneously on the same SIM card, even in case it is not specified herein or in any other part of the Contract. The Parties have agreed that in case a SIM card has activated multiple services listed in the Tables, Orange shall be entitled to determine itself the order of use of calls from individual services.

[17] In the case of pre-paid volume of outgoing calls and SMS/MMS messages to other networks in the Slovak Republic or data in the Slovak Republic, outgoing calls in roaming in Zone 1, sent SMS/MMS messages in roaming in Zone 1 and transferred data in roaming in Zone 1 are included in the pre-paid volume. If the customer has a prepaid volume of data in roaming in Zone 1, the data is used from this volume of data in roaming on a priority basis and only then the data from the prepaid volume of data in roaming in Zone 1 is used from the network of Orange Slovensko, a.s. After the pre-paid volume of calls, SMS/MMS or data is used, the price for outgoing calls in roaming in Zone 1 shall be charged in the amount of the price for calls to other networks in the Slovak Republic, the price for sent SMS/MMS messages in roaming in Zone 1 shall be charged in the amount of the price for sending SMS/MMS messages to other networks in the Slovak Republic, and the price for data transfer in roaming in Zone 1 shall be charged in the amount of the price for data transfer in Orange Slovensko, a.s. network (this shall not affect charging the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012). Other networks shall mean networks in the Slovak Republic other than the network of Orange Slovensko, a.s. No amount shall be charged for incoming calls in roaming in Zone 1. The current classification of individual countries or territories of countries into zones (i.e. groups with identical price conditions of sending SMS messages from the networks of foreign operators) is available at www. orange.sk/prevas/sluzby/roaming/cenniky/. Orange Slovensko, a.s. shall be entitled to unilaterally change the classification of individual countries or territories of countries into zones, as well as the structure of zones. The relevant provisions of the Data roaming part of the Price List of Services relating to the volume of data roaming retail services for domestic retail prices with open packages as well as the relevant provisions of the Price List of Services titled Fair Use shall apply to provision of roaming services.

The package includes the relevant number of prepaid minutes (i) for calls to subscriber numbers to the mobile and landline networks of Orange Slovensko, a.s.; (ii) for calls to subscriber numbers to available mobile and landline networks of other operators in the Slovak Republic; (iii) for calls to subscriber numbers to landline and mobile networks, which are made available by Orange Slovensko, a.s., in the European Union and in Zone 1 (according to the list of countries provided in the Part Price List of Services – International Calls, or on the website www.orange.sk/prevas/sluzby/ volania-do- zahranicia/zony/); and (iv) for outgoing roaming calls within the EU, from Zone 1 (according to the table provided in the Price List of Services – Roaming Calls or on the website www.orange.sk/prevas/sluzby/roaming/zony/) to Zone 1, including calls from Zone 1 to subscriber numbers to available mobile and landline telephone networks of operators in the Slovak Republic (including networks of Orange Slovensko, a.s.). Once the determined volume of pre-paid minutes is used, further calls will be charged according to the relevant provisions of this Annex, or according to the Price List valid for the relevant directions of calls within VPN subscription plans.

[18] Package 1000 World (hereinafter in this note referred to as the “Package”) contains 1000 pre-paid minutes (i) of calls to subscriber numbers of mobile and landline networks of Slovak operators made available in Slovakia; (ii) of calls to subscriber numbers of landline and mobile networks, which are made available by Orange Slovensko, a.s., in the European Union, Switzerland, Norway, Liechtenstein and Iceland; and in Zone 1 to Zone 6 of International Calls (iii) incoming calls in roaming within EU in Zone 1 and in USA and Russia. Without paying any further charges (i.e. except for the monthly charge), the subscriber shall be entitled to make calls from a SIM card with activated Package to the first 250 unique subscriber numbers during one billing period and to each of these subscriber numbers, the subscriber may make during the given billing period an unlimited number of calls without paying any further charges, including the case that the subscriber exceeds during the same billing period the number of 250 unique subscriber numbers to which the subscriber made calls during that billing period. If the subscriber exceeds during any billing period the number of 250 subscriber numbers to which the subscriber made calls, the subscriber shall be obliged to pay for calls to any further subscriber numbers the price determined in this Price List of Services for making calls to available telephone networks of Slovak operators in the Slovak Republic within the particular Business subscription plan, i.e. the rules applicable to the particular Business subscription plan activated on the SIM card apply to the determination of the amount of the price. The Package may not be activated or used separately, unless determined otherwise by Orange. After the use of all the pre-paid minutes, further calls will be charged according to the price list for calls provided herein. Unused minutes cannot be carried over to the next billing period.

This package of prepaid incoming calls within the EU (hereinafter referred to as the “Package”) includes unlimited number of prepaid minutes for incoming calls within EU countries. The subscriber is obliged to make fair use of the performances included in the Package. The obligation to comply with the fair use criterion does not constitute any determination of the exact time or volume limits for the use of the given performance. The fair use criterion for the use

of the Package by means of the particular SIM card by the subscriber is determined depending on the average level of use of the same performance by other subscribers to the Package who are entitled to use the Package by means of SIM cards assigned to them. The use of the Package by the subscriber by means of the particular SIM card shall be deemed not fair if it exceeds significantly the average level of use of the Package by other subscribers to the Package by means of the SIM cards assigned to them; the average level of use of the Package by other subscribers will be calculated during the first three billing periods of the provision of the Package by Orange Slovensko, a.s. (to any subscriber) from the current billing period (i.e. from the period examined with regard to the fair use of the Package) and during further billing periods the average level of use of the Service will be calculated from the last three billing periods preceding the billing period that is being examined. If different subscribers have been assigned billing periods with different start and end dates of the billing period, the billing periods with the last day falling in the same calendar month will be compared. The average level of use of the performance which is part of the Package (for instance, outgoing calls) is significantly exceeded if the level of use of this performance by the Package subscriber is at least 1.5 multiple of the average level of use of this performance by other Package subscribers.

[19] The Package 50 minutes to EU service (hereinafter referred to as the “Service”) comprises pre-paid calls in the volume of 50 minutes of calls to landline and mobile networks of the European Union including Switzerland, Norway and Iceland. After the use of all the pre-paid minutes, further calls will be charged according to the price list for calls provided herein. The package can be increased by multiples of 50 minutes, each for a monthly charge as specified in the table for each additional 50 minutes. Unused minutes cannot be carried over to the next billing period. Orange undertakes to activate the service no later than 24 hours after the moment when the Subscriber’s request for activation of the Service was delivered to Orange. The service does not include voice calls to short numbers. The Subscriber shall be entitled to decide which SIM cards registered to the Subscriber will have the Service activated.

Orange Slovensko, a.s. shall be entitled to apply to roaming services the Fair Use Policy according to the relevant part of the Price List titled “Fair Use”.

Without prejudice to any valid domestic limit for volume, in the case of an open data package, the roaming customer shall have the possibility to use during regular trips within the European Union such volume of data roaming retail services for domestic retail prices which corresponds with double of the volume obtained by dividing the total domestic retail price of this open data package excluding VAT for the entire billing period by regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. After the use of the volume of data roaming retail services calculated according to the previous sentence, Orange Slovensko, a.s. is entitled to charge the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. An open data package is a tariff plan for the provision of one or several mobile retail services which does not limit the volume of mobile data retail services included in the fixed regular charge or within which the domestic unit charge for mobile data retail services calculated by dividing the total domestic retail price excluding VAT for mobile services corresponding to the total billing period by the total volume of mobile data retail services available in the home country is lower than the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. The regulated maximum wholesale roaming charge referred to in Article 11 of Regulation of the European Parliament and of the Council (EU) No. 612/2022 of 6 April 2022 on the roaming in public mobile communication networks within the European Union is in the amount of €2.00 per gigabyte/GB of data by 31 December 2022, €1.80 per gigabyte/GB of data from 1 January 2023, €1.55 per gigabyte/GB of data from 1 January 2024, €1.30 per gigabyte/GB of data from 1 January 2025, €1.10 per gigabyte/GB of data from 1 January 2026 and €1.00 per gigabyte/GB of data from 1 January 2027, and this charge will remain in the amount of €1.00 per gigabyte/GB until 30 June 2032.

The Package SMS and MMS messages (hereinafter in this note referred to as the “Package”) contains unlimited number of SMS/MMS messages (i) to subscriber numbers of all available public landline and mobile networks of Slovak operators in Slovakia; (ii) to subscriber numbers of landline and mobile networks, which are made available by Orange Slovensko, a.s., in the European Union, Switzerland, Norway, Liechtenstein and Iceland; and (iii) to subscriber numbers in roaming within the EU, sent from Zone 1 to Zone 1 (hereinafter in this note also referred to as the “Messages”).

Without paying any further charges (i.e. except for the monthly charge), the subscriber shall be entitled to send Messages to the first 250 unique subscriber numbers during one billing period and to each of these subscriber numbers, the subscriber may send during the given billing period an unlimited number of Messages without paying any further charges, including the case that the subscriber exceeds during the same billing period the number of 250 unique subscriber numbers to which the subscriber sent Messages during that billing period. If the subscriber exceeds during any billing period the number of 250 subscriber numbers to which the subscriber sent a Message, the subscriber shall be obliged to pay for Messages to any further subscriber numbers the price determined in the Price List of Services for sending Messages in relation to the particular VPN subscription plan, i.e. the rules applicable to the particular VPN subscription plan activated on the SIM card apply to the determination of the amount of the price. The subscriber shall pay the price according to the previous sentence for Messages sent to a subscriber number that is the first or any next number after the two-hundred and fiftieth subscriber number and to which the subscriber sent a Message from the given SIM card in the given billing period. The limitation to 250 unique subscriber numbers does not apply to SMS and MMS messages sent to subscriber numbers in roaming within the EU, sent from Zone 1 to Zone 1, and to SMS and MMS messages sent within the Slovak Republic within the “MMS to e-mail” service. To prevent any misuse of services provided as part of this Package or their use at variance with the laws of the Slovak Republic and the provisions of the

relevant Contract for the Provision of Public Services (based on which the subscriber uses the Package; hereinafter referred to the Contract for the Provision of Public Services also as the "Contract") which due to their nature and extent could result, among other unintended consequences, in reduced quality of the provided electronic communications services for other subscribers to the services provided by Orange Slovensko, a.s., the subscriber is obliged to observe during the use of this Package the following obligations stipulated hereinafter in the Principles of Correct Use of Services (hereinafter referred to as the "Principles") and in the case of breach of the obligations stipulated by the Principles, Orange Slovensko, a.s. shall have the rights stipulated hereinafter in the Principles. The subscriber who is using the Package is obliged to comply with the following obligations:

a) The subscriber is not entitled to use the Package contrary to the accepted principles of morality, generally binding legal regulations, especially those applying to electronic communications, or contrary to this Contract.

b) The subscriber undertakes to use the Package exclusively for their own needs and in the manner stipulated in the Contract. The subscriber undertakes not to provide the Package (or any particular performance which is part of the Package) to other persons and not to mediate the provision of the Package or any performance which is part of the Package to any third parties.

c) Without prior provable consent of Orange Slovensko, a.s., the subscriber is not entitled to use the Package by means of devices other than the terminal equipment intended to ensure voice phone communication of an individual natural person.

d) The subscriber is not entitled to use the SIM card, on which the Package is activated, in the GSM gateway or in any other device used for interconnecting calls between different networks without the use of official points of interconnection laid down by agreements made between the companies providing these networks (or by agreements with operators of transit networks if there is no official point of interconnection between networks to which the calling station and the station called are connected).

e) The subscriber is obliged to make fair use of the performances included in the Package. The obligation to comply with the fair use criterion does not constitute any determination of the exact time or volume limits for the use of the given performance. The fair use criterion for the use of the Package by means of the particular SIM card by the subscriber is determined depending on the average level of use of the same performance by other subscribers to the Package who are entitled to use the Package by means of SIM cards assigned to them. The use of the Package by the subscriber by means of the particular SIM card will be deemed not fair if it exceeds significantly the average level of use of the Package by other subscribers to the Package by means of the SIM cards assigned to them; the average level of use of the Package by other subscribers will be calculated during the first three billing periods of the provision of the Package by Orange Slovensko, a. s (to any subscriber) from the current billing period (i.e. from the period examined with regard to the fair use of the Package) and during further billing periods the average level of use of the Service will be calculated from the last three billing periods preceding the billing period that is being examined. If different subscribers have been assigned billing periods with different start and end dates of the billing period, the billing periods with the last day falling in the same calendar month will be compared. The average level of use of the particular performance which is part of the Package (for instance, outgoing calls) is significantly exceeded if the level of use of this performance by the Package subscriber is at least 1.5 multiple of the average level of use of this performance by other Package subscribers.

[20] The prepaid volume of data can only be used for data transfers within the Slovak and EU mobile networks which were made available. The maximum theoretically achievable speed of data downloading/sending within the Packages is 225 Mbit/s / 50 Mbit/s in 4G network (LTE) or lower, depending on the technical and technological conditions of the network of the particular roaming partner. If the subscriber fully uses the monthly limit (volume) of data for the relevant package in the given billing period, Orange is entitled to reduce for the subscriber, immediately after the limit was exceeded, the maximum theoretically achievable speed of data downloading and sending to 128 kbit/s. After the expiry of the billing period in which the maximum theoretically achievable data transfer speed was reduced for the subscriber, Orange will start to provide the subscriber with the original maximum theoretically achievable data transfer speed again. The Packages allow Internet access. In the event that the scope of use of the Packages by the subscriber is such that it compromises Orange's electronic communications network or as a result of which the qualitative or quantitative parameters of service provision to other subscribers may be reduced, such scope of use is considered to be a misuse of the service and Orange is authorised to take measures to temporarily restrict or suspend the provision of the service to the subscriber.

[21] Activation of the service is conditioned by the fact that the subscriber has already used on the same SIM card the prepaid data volume which is part of the subscription plan. However, Orange Slovensko, a.s. is entitled (not obliged) to allow activation of the service even in case that the condition has not been met. Regular increase of data volume will be activated for the subscriber on the subscriber's SIM card based on the subscriber's request from the first day of the billing period following the billing period when the subscriber requested activation of the service. If the subscriber requests activation of this service later than on the penultimate working day of the billing period (the first period), Orange undertakes to activate the service for the subscriber no later than on the first day of the billing period (the third period) following the next billing period (the second period) after the date when the request was delivered and the service will be deactivated as at the end of the billing period during which the subscriber requested its activation. To

activate the service, the request for activation of the service needs to deliver to Orange Slovensko, a.s. in each new billing period. The service automatically increases the data volume for one billing period (or part of the billing period, since the service can be activated during the billing period) by 200 MB repeatedly once the current data volume for the relevant subscription plan was fully used, namely until the end of the same billing period when the service was activated. Unused data volumes activated since the Service will not be carried over to the next billing periods. This Service allows Internet access.

[22] The package includes the relevant number of prepaid minutes for calls to subscriber numbers of landline and mobile networks made available by Orange Slovensko, a.s. in Zones 2 to 6 (according to the list of countries provided in the Price List of Services – International Calls section, or on the website www.orange.sk/prevas/sluzby/volania-do-zahranicia/zony/).. Once the determined volume of pre-paid minutes is used, further calls will be charged according to the relevant provisions of this Annex, or according to the Price List valid for the relevant directions of calls within VPN subscription plans.

[23] This package includes the relevant number of prepaid minutes for outgoing calls in roaming to subscriber numbers of landline and mobile phone networks made available by Orange Slovensko, a.s. in the selected countries of the world: Afghanistan, Anguilla, Antigua and Barbuda, Antilles, Argentina, Armenia, Australia and Australia overseas territories, Barbados, Belarus, Botswana, Brazil, British Virgin Islands, Burkina Faso, Montenegro, Chile, China, Dominica, Dominican Republic, Egypt, Ecuador, Gabon, Ghana, Grenada, Guatemala, Guinea, Guinea-Bissau, Guyana, Honduras, Hong Kong, Indonesia, Iran, Israel, Jamaica, Japan, Jordan, Republic of South Africa, Cayman Islands, Cameroon, Canada, Caribbean, Qatar, Kenya, Kongo, Kuwait, Macedonia, Madagascar, Mali, Morocco, Mexico, Mona-co, Montserrat, Niger, Nigeria, Nicaragua, New Zealand, Pakistan, Panama, Peru, Côte d'Ivoire, Puerto Rico, Equato-rial Guinea, Russia, Rwanda, SAE, Salvador, Senegal, Sierra Leone, Serbia, Central Africa, Surinam, Saint Lucia, Saint Vincent and the Grenadines, Saint Kitts and Nevis, Taiwan (Chinese province), Thailand, Trinidad and Tobago, Turkey, Turks and Caicos Islands, Uganda, USA (only in AT&T network in Alaska). Once the determined volume of pre-paid minutes is used, further calls will be charged according to the relevant provisions of this Annex, or according to the Price List valid for the relevant directions of calls within VPN subscription plans.

[24] This package includes the relevant number of prepaid minutes for incoming calls in roaming within the selected countries of the world. Afghanistan, Anguilla, Antigua and Barbuda, Antilles, Argentina, Armenia, Australia and Australia overseas territories, Barbados, Belarus, Botswana, Brazil, British Virgin Islands, Burkina Faso, Montenegro, Chile, China, Dominica, Dominican Republic, Egypt, Ecuador, Gabon, Ghana, Grenada, Guatemala, Guinea, Guinea-Bissau, Guyana, Honduras, Hong Kong, Indonesia, Iran, Israel, Jamaica, Japan, Jordan, Republic of South Africa, Cayman Islands, Cameroon, Canada, Caribbean, Qatar, Kenya, Kongo, Kuwait, Macedonia, Madagascar, Mali, Morocco, Mexico, Monaco, Montserrat, Niger, Nigeria, Nicaragua, New Zealand, Pakistan, Panama, Peru, Côte d'Ivoire, Puerto Rico, Equatorial Guinea, Russia, Rwanda, SAE, Salvador, Senegal, Sierra Leone, Serbia, Central Africa, Surinam, Saint Lucia, Saint Vincent and the Grenadines, Saint Kitts and Nevis, Taiwan (Chinese province), Thailand, Trinidad and Tobago, Turkey, Turks and Caicos Islands, Uganda, USA (only in AT&T network in Alaska). Once the determined volume of prepaid minutes is used, further incoming calls will be charged according to the relevant provisions of this Annex or according to the Price List valid for the relevant directions of calls within VPN subscription plans.

[25] The Package contains unlimited number of SMS/MMS messages (i) to subscriber numbers of all available public landline and mobile networks of Slovak operators in Slovakia; (ii) to subscriber numbers of landline and mobile networks made available by Orange Slovensko, a.s. in the European Union; and (iii) to subscriber numbers in roaming within the EU, sent from Zone 1 to Zone 1; and (iv) to subscriber numbers of landline and mobile phone networks made available by Orange Slovensko, a.s. in Zones 2 to 6 (according to the list of countries provided in the Price List of Services – International Calls section, or on the website www.orange.sk/prevas/sluzby/volania-do-zahranicia/zony/) (hereinafter in this note also referred to as the "Messages"). Without paying any further charges (i.e. except for the monthly charge), the subscriber shall be entitled to send Messages to the first 250 unique subscriber numbers during one billing period and to each of these subscriber numbers, the subscriber may send during the given billing period an unlimited number of Messages without paying any further charges, including the case that the subscriber exceeds during the same billing period the number of 250 unique subscriber numbers to which the subscriber sent Messages during that billing period. If the subscriber exceeds during any billing period the number of 250 subscriber numbers to which the subscriber sent a Message, the subscriber is obliged to pay for Messages to any further subscriber numbers the price determined in this Annex or in the Price List of Services for sending Messages in relation to the particular VPN subscription plan, i.e. the rules applicable to the particular VPN subscription plan activated on the SIM card apply to the determination of the amount of the price. The subscriber shall pay the price according to the previous sentence for Messages sent to a subscriber number that is the first or any next number after the two- hundred and fiftieth subscriber number in telephone networks of Slovak operators made available in the Slovak Republic or in the European Union, within Zones 2 to 6 or within messages sent in EU roaming from Zone 1 to Zone 1 and to which the subscriber sent a Message from the given SIM card in the given billing period. The limitation to 250 unique subscriber numbers does not apply to SMS and MMS messages sent within the "MMS to e-mail" service. To prevent any misuse of services provided as part of this Package or their use at variance with the laws of the Slovak Republic and the provisions of the relevant Contract for the Provision of Public Services (based on which the subscriber uses the Package; hereinafter referred to the Contract for the Provision of Public Services also as the "Contract") which due to their nature and extent

could result, among other unintended consequences, in reduced quality of the provided electronic communications services for other subscribers to the services provided by Orange Slovensko, a.s., the subscriber is obliged to observe during the use of this Package the following obligations stipulated hereinafter in the Principles of Correct Use of Services (hereinafter referred to as the "Principles") and in the case of breach of the obligations stipulated by the Principles, Orange Slovensko, a.s. shall have the rights stipulated hereinafter in the Principles. The subscriber who is using the Package is obliged to comply with the following obligations:

f) The subscriber is not entitled to use the Package contrary to the accepted principles of morality, generally binding legal regulations, especially those applying to electronic communications, or contrary to this Contract.

g) The subscriber undertakes to use the Package exclusively for their own needs and in the manner stipulated in the Contract. The subscriber undertakes not to provide the Package (or any particular performance which is part of the Package) to other persons and not to mediate the provision of the Package or any performance which is part of the Package to any third parties.

h) Without prior provable consent of Orange Slovensko, a.s., the subscriber is not entitled to use the Package by means of devices other than the terminal equipment intended to ensure voice phone communication of an individual natural person.

i) The subscriber is not entitled to use the SIM card, on which the Package is activated, in the GSM gateway or in any other device used for interconnecting calls between different networks without the use of official points of interconnection laid down by agreements made between the companies providing these networks (or by agreements with operators of transit networks if there is no official point of interconnection between networks to which the calling station and the station called are connected).

j) The subscriber is obliged to make fair use of the performances included in the Package. The obligation to comply with the fair use criterion does not constitute any determination of the exact time or volume limits for the use of the given performance. The fair use criterion for the use of the Package by means of the particular SIM card by the subscriber is determined depending on the average level of use of the same performance by other subscribers to the Package who are entitled to use the Package by means of SIM cards assigned to them. The use of the Package by the subscriber by means of the particular SIM card will be deemed not fair if it exceeds significantly the average level of use of the Package by other subscribers to the Package by means of the SIM cards assigned to them; the average level of use of the Package by other subscribers will be calculated during the first three billing periods of the provision of the Package by Orange Slovensko, a. s (to any subscriber) from the current billing period (i.e. from the period examined with regard to the fair use of the Package) and during further billing periods the average level of use of the Service will be calculated from the last three billing periods preceding the billing period that is being examined. If different subscribers have been assigned billing periods with different start and end dates of the billing period, the billing periods with the last day falling in the same calendar month will be compared. The average level of use of the particular performance which is part of the Package (for instance, outgoing calls) is significantly exceeded if the level of use of this performance by the Package subscriber is at least 1.5 multiple of the average level of use of this performance by other Package subscribers.

[26] The package includes the relevant number of SMS/MMS messages in roaming to subscriber numbers within the selected countries of the world: Afghanistan, Anguilla, Antigua and Barbuda, Antilles, Argentina, Armenia, Australia and Australia overseas territories, Barbados, Belarus, Botswana, Brazil, British Virgin Islands, Burkina Faso, Montenegro, Chile, China, Dominica, Dominican Republic, Egypt, Ecuador, Gabon, Ghana, Grenada, Guatemala, Guinea, Guinea-Bissau, Guyana, Honduras, Hong Kong, Indonesia, Iran, Israel, Jamaica, Japan, Jordan, Republic of South Africa, Cayman Islands, Cameroon, Canada, Caribbean, Qatar, Kenya, Kongo, Kuwait, Macedonia, Madagascar, Mali, Morocco, Mexico, Monaco, Montserrat, Niger, Nigeria, Nicaragua, New Zealand, Pakistan, Panama, Peru, Côte d'Ivoire, Puerto Rico, Equatorial Guinea, Russia, Rwanda, SAE, Salvador, Senegal, Sierra Leone, Serbia, Central Africa, Surinam, Saint Lucia, Saint Vincent and the Grenadines, Saint Kitts and Nevis, Taiwan (Chinese province), Thailand, Trinidad and Tobago, Turkey, Turks and Caicos Islands, Uganda, USA (only in AT&T network in Alaska). Once the determined volume of prepaid SMS/MMS messages is used, further SMS/ MMS messages will be charged according to the relevant provisions of this Annex or according to the Price List valid for the relevant directions of sending messages within VPN subscriber plans.

[27] In the case of pre-paid volume of outgoing calls and SMS/MMS messages to other networks in the Slovak Republic or data in the Slovak Republic, outgoing calls in roaming in Zone 1, sent SMS/MMS messages in roaming in Zone 1 and transferred data in roaming in Zone 1 are included in the pre-paid volume. After the pre-paid volume of calls, SMS/MMS messages or data is used, the price for outgoing calls in roaming in Zone 1 shall be charged in the amount of the price for calls to other networks in the Slovak Republic, the price for sent SMS/MMS messages in roaming in Zone 1 shall be charged in the amount of the price for sending SMS/MMS messages to other networks in the Slovak Republic, and the price for data transfer in roaming in Zone 1 shall be charged in the amount of the price for data transfer in Orange Slovensko, a.s. network (this shall not affect charging the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012). Other networks shall mean networks in the Slovak Republic other than the network of Orange Slovensko, a.s. No amount shall be charged for incoming calls in roaming in Zone 1. The current classification of individual countries or territories of countries into zones (i.e. groups with iden-

tical price conditions of sending SMS messages from the networks of foreign operators) is available at www.orange.sk/prevas/sluzby/roaming/cenniky/. Orange Slovensko, a.s. shall be entitled to unilaterally change the classification of individual countries or territories of countries into zones, as well as the structure of zones. The relevant provisions of the Data roaming part of the Price List of Services relating to the volume of data roaming retail services for domestic retail prices with open packages as well as the relevant provisions of the Price List of Services titled Fair Use shall apply to provision of roaming services.

[28] The package includes the relevant number of prepaid minutes (i) for calls to subscriber numbers of the mobile and landline networks of Orange Slovensko, a.s. and (ii) for calls to subscriber numbers of available mobile and landline networks of other operators in the Slovak Republic; and (iii) outgoing roaming calls within the EU to subscriber numbers of available mobile and landline telephone networks of operators in the Slovak Republic (including networks of Orange Slovensko, a.s.). Once the determined volume of pre-paid minutes is used, further calls will be charged according to the relevant provisions of this Annex, or according to the Price List valid for the relevant directions of calls within VPN subscription plans.

[29] Package of SMS and MMS (hereinafter in this footnote referred to as the "Package") contains unlimited number of SMS/MMS messages (i) to subscriber numbers of all available public landline and mobile telephone networks of Slovak operators in Slovakia; and (ii) to subscriber numbers in roaming within the EU, sent from Zone 1 to Zone 1 (hereinafter in this footnote also referred to as the "Messages"). Without paying any further charges (i.e. except for the monthly charge), the subscriber shall be entitled to send Messages to the first 250 unique subscriber numbers during one billing period and to each of these subscriber numbers, the subscriber may send during the given billing period an unlimited number of Messages without paying any further charges, including the case that the subscriber exceeds during the same billing period the number of 250 unique subscriber numbers to which the subscriber sent Messages during that billing period. If the subscriber exceeds during any billing period the number of 250 subscriber numbers to which the subscriber sent a Message, the subscriber shall be obliged to pay for Messages to any further subscriber numbers the price determined in the Price List of Services for sending Messages in relation to the particular VPN subscription plan, i.e. the rules applicable to the particular VPN subscription plan activated on the SIM card apply to the determination of the amount of the price. The subscriber shall pay the price according to the previous sentence for Messages sent to a subscriber number that is the first or any next number after the two-hundred and fiftieth subscriber number and to which the subscriber sent a Message from the given SIM card in the given billing period. The limitation to 250 unique subscriber numbers does not apply to SMS and MMS messages sent in roaming to subscriber numbers from Zone 1 to Zone 1, and to SMS and MMS messages sent within the Slovak Republic within the "MMS to e-mail" service. To prevent any misuse of services provided as part of this Package or their use at variance with the laws of the Slovak Republic and the provisions of the relevant Contract for the Provision of Public Services (based on which the subscriber uses the Package; hereinafter referred to the Contract for the Provision of Public Services also as the "Contract") which due to their nature and extent could result, among other unintended consequences, in reduced quality of the provided electronic communications services for other subscribers to the services provided by Orange Slovensko, a.s., the subscriber is obliged to observe during the use of this Package the following obligations stipulated hereinafter in the Principles of Correct Use of Services (hereinafter referred to as the "Principles") and in the case of breach of the obligations stipulated by the Principles, Orange Slovensko, a.s. shall have the rights stipulated hereinafter in the Principles. The subscriber who is using the Package is obliged to comply with the following obligations:

a) The subscriber is not entitled to use the Package contrary to the accepted principles of morality, generally binding legal regulations, especially those applying to electronic communications, or contrary to this Contract.

b) The subscriber undertakes to use the Package exclusively for their own needs and in the manner stipulated in the Contract. The subscriber undertakes not to provide the Package (or any particular performance which is part of the Package) to other persons and not to mediate the provision of the Package or any performance which is part of the Package to any third parties.

c) Without prior provable consent of Orange Slovensko, a.s., the subscriber is not entitled to use the Package by means of devices other than the terminal equipment intended to ensure voice phone communication of an individual natural person.

d) The subscriber is not entitled to use the SIM card, on which the Package is activated, in the GSM gateway or in any other device used for interconnecting calls between different networks without the use of official points of interconnection laid down by agreements made between the companies providing these networks (or by agreements with operators of transit networks if there is no official point of interconnection between networks to which the calling station and the station called are connected).

e) The subscriber is obliged to make fair use of the performances included in the Package. The obligation to comply with the fair use criterion does not constitute any determination of the exact time or volume limits for the use of the given performance. The fair use criterion for the use of the Package by means of the particular SIM card by the subscriber is determined depending on the average level of use of the same performance by other subscribers to the Package who are entitled to use the Package by means of SIM cards assigned to them. The use of the Package by the subscriber by means of the particular SIM card will be deemed not fair if it exceeds significantly the average level of use of the Package by other subscribers to the Package by means of the SIM cards assigned

to them; the average level of use of the Package by other subscribers will be calculated during the first three billing periods of the provision of the Package by Orange Slovensko, a. s (to any subscriber) from the current billing period (i.e. from the period examined with regard to the fair use of the Package) and during further billing periods the average level of use of the Service will be calculated from the last three billing periods preceding the billing period that is being examined. If different subscribers have been assigned billing periods with different start and end dates of the billing period, the billing periods with the last day falling in the same calendar month will be compared. The average level of use of the particular performance which is part of the Package (for instance, outgoing calls) is significantly exceeded if the level of use of this performance by the Package subscriber is at least 1.5 multiple of the average level of use of this performance by other Package subscribers.

Note: The Parties have agreed that for technical reasons, in the period between the activation of the VVPN service and activation of any of the services specified in the tables for the particular SIM card (in this note, a SIM card shall also mean a user, i.e. any connection, through which the VVPN service is used, whether the services are accessed by means of a SIM card or another interface) the Subscriber shall be charged for voice calls made from the SIM card the prices referred to in Article II hereof (mainly the cases when a new SIM card is activated during a billing period or when a SIM card is transferred from another subscriber of services). At the same time, Orange shall be entitled to charge the prices referred to in Article II hereof in case none of the services specified in the Tables is activated for the SIM card on which VVPN service is provided in another period during the validity of the Contract. Orange shall be entitled to determine which of the services listed in the Tables may not be used simultaneously on the same SIM card, even in case it is not specified herein or in any other part of the Contract. The Parties have agreed that in case a SIM card has activated multiple services listed in the Tables, Orange shall be entitled to determine itself the order of use of calls from individual services.

Orange Slovensko, a.s. shall be entitled to apply to roaming services the Fair Use Policy according to the relevant part of the Price List titled “Fair Use”.

Without prejudice to any valid domestic limit for volume, in the case of an open data package, the roaming customer shall have the possibility to use during regular trips within the European Union such volume of data roaming retail services for domestic retail prices which corresponds with double of the volume obtained by dividing the total domestic retail price of this open data package excluding VAT for the entire billing period by regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. After the use of the volume of data roaming retail services calculated according to the previous sentence, Orange Slovensko, a.s. is entitled to charge the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. An open data package is a tariff plan for the provision of one or several mobile retail services which does not limit the volume of mobile data retail services included in the fixed regular charge or within which the domestic unit charge for mobile data retail services calculated by dividing the total domestic retail price excluding VAT for mobile services corresponding to the total billing period by the total volume of mobile data retail services available in the home country is lower than the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. The regulated maximum wholesale roaming charge referred to in Article 11 of Regulation of the European Parliament and of the Council (EU) No. 612/2022 of 6 April 2022 on the roaming in public mobile communication networks within the European Union is in the amount of €2.00 per gigabyte/GB of data by 31 December 2022, €1.80 per gigabyte/GB of data from 1 January 2023, €1.55 per gigabyte/GB of data from 1 January 2024, €1.30 per gigabyte/GB of data from 1 January 2025, €1.10 per gigabyte/GB of data from 1 January 2026 and €1.00 per gigabyte/GB of data from 1 January 2027, and this charge will remain in the amount of €1.00 per gigabyte/GB until 30 June 2032.

Call charges

Voice calls from VVPN with Virtual Private Branch Exchange – mobile calls

Direction	Price/min. EUR excl. VAT
Voice calls within a group	€0.0498
Calls to landline and mobile networks in the Slovak Republic	0.0833
Calls to landline and mobile networks in EU	0.0833

Voice calls from VVPN with Virtual Private Branch Exchange – national calls

The prices provided shall apply in excess of the pre-paid minutes according to the direction of calls with fixed prefix.

Direction	Price/min. EUR
Voice calls within a closed group	–
Voice calls within a group between Virtual Private Branch Exchanges of the Subscriber and/ or private branch exchanges of the Subscriber with the same telephone prefix	0.00
Voice calls within a group between Virtual Private Branch Exchanges of the Subscriber and/ or private branch exchanges of the Subscriber with a different telephone prefix	0.0600
Voice calls within a group between Virtual Private Branch Exchanges of the Subscriber and mobile users of the Subscriber	0.0600
Voice calls outside a closed group	–
Voice calls to Orange network (except for calls to FunFón subscriber numbers)	0.1000
Calls to other landline networks in Slovakia	0.0500
Calls to other mobile networks in the Slovak Republic including calls to FunFón subscriber numbers	0.1500

The prices provided shall apply in excess of the pre-paid minutes according to the direction of calls with a mobile prefix.

Direction	Price/min. EUR
Voice calls within a closed group	–
Voice calls within a group between Virtual Private Branch Exchanges of the Subscriber and/ or private branch exchanges of the Subscriber with the same telephone prefix	0.00
Voice calls within a group between Virtual Private Branch Exchanges of the Subscriber and/ or private branch exchanges of the Subscriber with a different telephone prefix	0.0300
Voice calls within a group between Virtual Private Branch Exchanges of the Subscriber and mobile users of the Subscriber	0.0600
Voice calls outside a closed group	–
Voice calls to Orange network (except for calls to FunFón subscriber numbers)	0.1000
Calls to other landline networks in Slovakia	0.0500
Calls to other mobile networks in the Slovak Republic including calls to FunFón subscriber numbers	0.1500

Prices of international voice calls

Prices of international voice calls shall be valid for all voice calls made from mobile phones and for calls from extensions of Virtual Private Branch Exchanges in excess of the pre-paid minutes for calls to the zones mentioned below.

Zone	Price/min. EUR
EU mobile networks	0.1394
EU landline networks	0.1900
Zone 1	0.1925
Zone 2	0.3253
Zone 3	0.5577
Zone 4	0.7568
Zone 5	1.2879
Zone 6	0.4249

[17] The package comprises 3,000 pre-paid minutes for calls (i) to subscriber numbers to available mobile as well as land-line networks of Slovak operators in the Slovak Republic and (ii) to subscriber numbers of Orange Slovensko, a. s, available landline and mobile networks in the European Union and in Switzerland (such pre-paid calls do not include any calls within the Roaming service). After the use of all the pre-paid minutes, further calls will be charged according to the price list for calls provided herein. Unused minutes cannot be carried over to the next billing period.

[20] Unlimited SMS and MMS messages in Slovakia and to the EU (hereinafter in this footnote referred to as the "Package") contains unlimited number of SMS/MMS messages (i) to subscriber numbers of all available public landline and mobile networks of Slovak operators in Slovakia; and (ii) to subscriber numbers of landline and mobile networks, which are made available by Orange Slovensko, a.s., in the European Union and in Switzerland (hereinafter in this footnote also referred to as the "Messages"). Without paying any further charges (i.e. except for the monthly charge), the subscriber shall be entitled to send Messages to the first 250 unique subscriber numbers during one billing period and to each of these subscriber numbers, the subscriber may send during the given billing period an unlimited number of Messages without paying any further charges, including the case that the subscriber exceeds during the same billing period the number of 250 unique subscriber numbers to which the subscriber sent Messages during that billing period. If the subscriber exceeds during any billing period the number of 250 subscriber numbers to which the subscriber sent a Message, the subscriber shall be obliged to pay for Messages to any further subscriber numbers the price determined in the Price List of Services for sending SMS and MMS messages to foreign countries and in roaming. The subscriber shall pay the price according to the previous sentence for Messages sent to a subscriber number that is the first or any next number after the two-hundred and fiftieth subscriber number in the available networks of Slovak operators in the Slovak Republic or in the European Union and in Switzerland, to which the subscriber sent a Message from the given SIM card in the given billing period. To prevent any misuse of services or their use in contradiction to the laws of the Slovak Republic and the provisions of the relevant Contract for the provision of public services, which due to their nature and extent could result, among other unintended consequences, in reduced quality of the provided electronic communications services for other subscribers to the services provided by Orange, the Subscriber shall be obliged to observe the obligations equal to the obligations stipulated in the Principles of Correct Use of Services relating to Package Unlimited SMS/MMS messages, defined in the Price List of Services.

[21] The Package Unlimited SMS and MMS messages in Slovakia and to the world (hereinafter in this footnote referred to as the "Package") contains unlimited number of SMS/MMS messages to subscriber numbers of all available public landline and mobile telephone networks worldwide with the exception of satellite network (hereinafter in this footnote also referred to as the "Messages"). Without paying any further charges (i.e. except for the monthly charge), the subscriber shall be entitled to send Messages to the first 250 unique subscriber numbers during one billing period and to each of these subscriber numbers, the subscriber may send during the given billing period an unlimited number of Messages without paying any further charges, including the case that the subscriber exceeds during the same billing period the number of 250 unique subscriber numbers to which the subscriber sent Messages during that billing period. If the subscriber exceeds during any billing period the number of 250 subscriber numbers to which the subscriber sent a Message, the subscriber shall be obliged to pay for Messages to any further subscriber numbers the price determined in this Price List of Services for sending SMS and MMS messages to foreign countries and in roaming. The subscriber shall pay the price according to the previous sentence for Messages sent to a subscriber number that is the first or any next number after the two-hundred and fiftieth subscriber number in the available networks of Slovak operators in the Slovak Republic or in the available networks of the world, to which the subscriber sent a Message from the given SIM card in the given billing period. To prevent any misuse of services or their use in contradiction to the laws of the Slovak Republic and the provisions of the relevant Contract for the provision of public services, which due to their nature and extent could result, among other unintended consequences, in reduced quality of the provided electronic communications services for other subscribers to the services provided by Orange, the Subscriber shall be obliged to observe the obligations equal to the obligations stipulated in the Principles of Correct Use of Services relating to Package Unlimited SMS/MMS messages, defined in the Price List of Services.

[23] Incoming calls Roaming World – 100/250 minutes is a specific roaming package of minutes containing 100 pre-paid minutes in the case of the VPN World subscription plan, and 250 pre-paid minutes in the case of the VPN World Plus subscription plan, which the Subscriber is entitled to use for incoming roaming calls in Zones 1 to 3 (zones of roaming pursuant to the Price List) within a billing period. In other provisions or zones, the roaming calls shall be governed by the relevant provisions of the Price List.

[27] In the case of pre-paid volume of outgoing calls and SMS/MMS messages to other networks in the Slovak Republic or data in the Slovak Republic, outgoing calls in roaming in Zone 1, sent SMS/MMS messages in roaming in Zone 1 and transferred data in roaming in Zone 1 are included in the pre-paid volume. After the pre-paid volume of calls, SMS/MMS messages or data is used, the price for outgoing calls in roaming in Zone 1 shall be charged in the amount of the price for calls to other networks in the Slovak Republic, the price for sent SMS/MMS messages in roaming in Zone 1 shall be charged in the amount of the price for sending SMS/MMS messages to other networks in the Slovak Republic, and the price for data transfer in roaming in Zone 1 shall be charged in the amount of the price for data transfer in Orange Slovensko, a.s. network (this shall not affect charging the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012). Other networks shall mean networks in the Slovak Republic other than the network of Orange Slovensko, a.s. No amount shall be charged for incoming calls in roaming in Zone

1. The current classification of individual countries or territories of countries into zones (i.e. groups with identical price conditions of sending SMS messages from the networks of foreign operators) is available at www.orange.sk/prevas/sluzby/roaming/cenniky/.

Orange Slovensko, a.s. shall be entitled to unilaterally change the classification of individual countries or territories of countries into zones, as well as the structure of zones. The relevant provisions of the Data roaming part of the Price List of Services relating to the volume of data roaming retail services for domestic retail prices with open packages as well as the relevant provisions of the Price List of Services titled Fair Use shall apply to provision of roaming services.

Orange Slovensko, a.s. shall be entitled to apply to roaming services the Fair Use Policy according to the relevant part of the Price List titled “Fair Use”.

Without prejudice to any valid domestic limit for volume, in the case of an open data package, the roaming customer shall have the possibility to use during regular trips within the European Union such volume of data roaming retail services for domestic retail prices which corresponds with double of the volume obtained by dividing the total domestic retail price of this open data package excluding VAT for the entire billing period by regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. After the use of the volume of data roaming retail services calculated according to the previous sentence, Orange Slovensko, a.s. is entitled to charge the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. An open data package is a tariff plan for the provision of one or several mobile retail services which does not limit the volume of mobile data retail services included in the fixed regular charge or within which the domestic unit charge for mobile data retail services calculated by dividing the total domestic retail price excluding VAT for mobile services corresponding to the total billing period by the total volume of mobile data retail services available in the home country is lower than the regulated maximum wholesale roaming charge referred to in Article 12 of Regulation (EU) No. 531/2012. The regulated maximum wholesale roaming charge referred to in Article 11 of Regulation of the European Parliament and of the Council (EU) No. 612/2022 of 6 April 2022 on the roaming in public mobile communication networks within the European Union is in the amount of €2.00 per gigabyte/GB of data by 31 December 2022, €1.80 per gigabyte/GB of data from 1 January 2023, €1.55 per gigabyte/GB of data from 1 January 2024, €1.30 per gigabyte/GB of data from 1 January 2025, €1.10 per gigabyte/GB of data from 1 January 2026 and €1.00 per gigabyte/GB of data from 1 January 2027, and this charge will remain in the amount of €1.00 per gigabyte/GB until 30 June 2032.

Roaming Zones

Zone	Voice
Zone 1	Belgium, Bulgaria, Czech Republic, Croatia, Cyprus (southern part of the island), Denmark (+ Bornholm), Estonia, Finland (+ Aland Islands), France (+ Corsica), Gibraltar, Greece (+ Crete, Rhodes), Guadeloupe (+ Martinique, French Guiana), Netherlands, Ireland (+ Aran Islands), Iceland, Liechtenstein, Lithuania, Latvia, Luxembourg, Hungary, Malta, Martinique, Mayotte, Moldova, Germany, Norway (+ Svalbard, Lofoten Islands), Poland, Portugal (+ Madeira, Azores), Austria, Réunion, Romania, Slovenia, Spain (+ Canary Islands, Mallorca, Menorca, Cabrera, Ibiza, Formentera, Ceuta, Melilla), St. Barthélemy, St. Martin, Sweden (+ Öland, Gotland), Italy (+ Sardinia, Elba, Capri, Vatican City, San Marino), Ukraine, Great Britain (+ Shetland Islands, Orkney Islands, Hebrides)
Zone 1 – outside EU regulation	Switzerland
Zone 2	Albania, Andorra, Belarus, Bosnia & Herzegovina, Montenegro, Cyprus - northern part of the island (Turkey), Egypt, Faroe Islands, Greenland, Guernsey, Jersey, Canada, Kosovo, Monaco, Isle of Man, Northern Macedonia, Serbia, Tunisia, Turkey, USA (+ Alaska, Hawaii)
Zone 3	Abkhazia, Afghanistan, Algeria, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Australia (+ Tasmania, Christmas Island), Azerbaijan, Bahrain, Bangladesh, Barbados, Belize, Benin, the Bermudas, Bhutan, Bolivia, Bonaire, Botswana, Botswana, Brazil, British Virgin Islands, Burkina Faso, Chad, Chile (+ Easter Island), China, Cook Islands, Curacao, Dominica, Dominican Republic, Djibouti, Ecuador (+ Galapagos), El Salvador, Ethiopia, Fiji, Philippines, French Polynesia, Gabon, Gambia, Ghana, Grenada, Georgia, Guatemala, Guinea, Guinea-Bissau, Guyana, Honduras, Hong Kong, India (+ Andaman Islands), Indonesia (+ Sumatra, Java, Borneo, Bali, Sulawesi), Iraq, Iran, Israel (+ Gaza Strip, Golan Heights), Jamaica, Japan (+ Ryukyu Islands), Yemen, Jordan, South Africa, South Korea, Cayman Islands, Cambodia, Cambodia, Cameroon, Cape Verde, Qatar, Kazakhstan, Kenya, Kyrgyzstan, Colombia, Congo, Democratic Republic of Congo, Yemen, Costa Rica, Cuba, Kuwait (+ Failaka Island), Laos, Lesotho, Lebanon, Libya, Macao, Madagascar, Malaysia (+ Tioman Islands, Pangkor, Langkawi), Maldives, Mali, Morocco, Mauritania, Mauritius, Mexico, Myanmar, Mongolia, Montserrat, Mozambique, Namibia, Nauru, Nepal, Niger, Nigeria, Nicaragua, New Caledonia, New Zealand (+ Steward Island), Oman, Pakistan, Palestine, Panama (+ Isla de Coiba), US Virgin Islands, Papua New Guinea (+ Bougainville), Paraguay, Peru, Côte d'Ivoire, Puerto Rico, Equatorial Guinea (+ Bioko, Isla de Corisco, Isla de Annobón), Russia (+ Kaliningrad, Kuril Islands), Saint Pierre and Miquelon, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Singapore, United Arab Emirates (+ Marawah Island), Sri Lanka, Central African Republic, Sudan, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Syria, Tajikistan, Taiwan, Tanzania (+ Zanzibar, Pemba, Mafia), Thailand (+ Koh Samui, Koh Tao, Koh Chang), Trinidad and Tobago, Turkmenistan, Turks and Caicos, Uganda (+ islands of Kalangala, Ssese, Koome), Uruguay, Uzbekistan, Vanuatu, Venezuela (+ Isla de Margarita, Isla la Tortuga, Isla de Coche, Isla de Cubagua, Isla La Blanquilla), Vietnam
Zone 4	Roaming at sea (Norway, Italy, Malta...), Roaming on airplanes, Satellite networks, special rate numbers *

*Dial 908/0908 908 908 if calling from abroad for more info.

Zone	SMS
Zone 1	Belgium, Bulgaria, Czech Republic, Croatia, Cyprus (southern part of the island), Denmark (+ Bornholm), Estonia, Finland (+ Aland Islands), France (+ Corsica), Gibraltar, Greece (+ Crete, Rhodes), Guadeloupe (+ Martinique, French Guiana), Guernsey, Netherlands, Ireland (+ Aran Islands), Iceland, Liechtenstein, Lithuania, Latvia, Luxembourg, Hungary, Malta, Martinique, Mayotte, Moldova, Germany, Norway (+ Svalbard, Lofoten Islands), Poland, Portugal (+ Madeira, Azores), Austria, Réunion, Romania, Slovenia, Spain (+ Canary Islands, Mallorca, Menorca, Cabrera, Ibiza, Formentera, Ceuta, Melilla), St. Barthélemy, St. Martin, Sweden (+ Öland, Gotland), Italy (+ Sardinia, Elba, Capri, Vatican City, San Marino), Ukraine, Great Britain (+ Shetland Islands, Orkney Islands, Hebrides)
Zone 1 – outside EU regulation	Switzerland
Zone 2	Abkhazia, Bosnia & Herzegovina, Montenegro, Cyprus - northern part of the island (Turkey), Jersey, South Korea, Canada, Kazakhstan, Monaco, Russia (+ Kaliningrad, Kuril Islands), North Macedonia, Seychelles, Serbia, Tunisia, Turkey, USA (+ Alaska, Hawaii)
Zone 3	Argentina, Armenia, Australia (+ Tasmania, Christmas Island), Belarus, Botswana, Burkina Faso, Egypt, Georgia, Kenya, Kuwait (+ Failaka Island), Madagascar, Mauritius, Mozambique, Isle of Man, Côte d'Ivoire, Saudi Arabia, Sierra Leone, Singapore, United Arab Emirates (+ Marawah Island), Tajikistan, Taiwan, Vietnam

Zone 4	Afghanistan, Albania, Azerbaijan, Bahrain, Bangladesh, Belize, Benin, Chile (+ Easter Islands), China, Faroe Islands, Philippines, French Polynesia, Ghana, Greenland, Hong Kong, Indonesia (+ Sumatra, Java, Borneo, Bali, Sulawesi), Japan (+ Ryukyu Islands), Yemen, Jordan, Cambodia, Colombia, Congo, Democratic Republic of Congo, Kosovo, Lebanon, Malaysia (+ Tioman Islands, Pangkor, Langkawi), Mali, Mexico, Mongolia, Namibia, Niger, Nigeria, Pakistan, Palestine, US Virgin Islands, Paraguay, Puerto Rico, Sri Lanka, Thailand (+ Koh Samui, Koh Tao, Koh Chang), Uruguay, Uzbekistan, Venezuela (+ Isla de Margarita, Isla la Tortuga, Isla de Coche, Isla de Cubagua, Isla La Blanquilla)
Zone 5	Algeria, Andorra, Angola, Anguilla, Antigua and Barbuda, Barbados, Bermuda, Bhutan, Bolivia, Bonaire, Brazil, British Virgin Islands, Chad, Cook Islands, Curacao, Dominica, Dominican Republic, Djibouti, Ecuador (+ Galapagos), El Salvador, Ethiopia, Fiji, Gabon, Gambia, Grenada, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, India (+ Andaman Islands), Iraq, Iran, Israel (+ Gaza Strip, Golan Heights), Jamaica, South Africa, Cayman Islands, Cameroon, Cape Verde, Qatar, Kyrgyzstan, Costa Rica, Cuba, Laos, Lesotho, Libya, Macau, Maldives, Morocco, Mauritania, Myanmar, Montserrat, Nauru, Nepal, Nicaragua, New Caledonia, New Zealand (+ Steward Island), Oman, Panama (+ Isla de Coiba), Papua New Guinea (+ Bougainville), Peru, Roaming at sea (Norway, Italy, Malta...), Roaming on planes, Equatorial Guinea (+ Bioko, Isla de Corisco, Isla de Annobón), Saint Pierre and Miquelon, Satellite networks, Senegal, Central African Republic, Sudan, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Syria, Tanzania (+ Zanzibar, Pemba, Mafia), Trinidad and Tobago, Turkmenistan, Turks and Caicos Islands, Uganda (+ Kalangala, Ssese, Koome), Vanuatu

Zone	Data
Zone 1	Belgium, Bulgaria, Czech Republic, Croatia, Cyprus (southern part of the island), Denmark (+ Bornholm), Estonia, Finland (+ Aland Islands), France (+ Corsica), Gibraltar, Greece (+ Crete, Rhodes), Guadeloupe (+ Martinique, French Guiana), Guernsey, Netherlands, Ireland (+ Aran Islands), Iceland, Jersey, Liechtenstein, Lithuania, Latvia, Luxembourg, Hungary, Malta, Martinique, Mayotte, Moldova, Germany, Norway (+ Svalbard, Lofoten Islands), Isle of Man, Poland, Portugal (+ Madeira, Azores), Austria, Réunion, Romania, Slovenia, Spain (+ Canary Islands, Mallorca, Menorca, Cabrera, Ibiza, Formentera, Ceuta, Melilla), St. Barthélemy, St. Martin, Sweden (+ Öland, Gotland), Italy (+ Sardinia, Elba, Capri, Vatican City, San Marino), Ukraine, Great Britain (+ Shetland Islands, Orkney Islands, Hebrides)
Zone 2	Abkhazia, Albania, Australia (+ Tasmania, Christmas Island), Belarus, Bosnia & Herzegovina, Montenegro, China, Cyprus - northern part of the island (Turkey), Dominican Republic, Egypt, Greenland, Georgia, Hong Kong, Israel (+ Gaza Strip, Golan Heights), Japan (+ Ryukyu Islands), Jordan, Canada, Cape Verde, Kosovo, Monaco, New Zealand (+ Steward Island), Puerto Rico, Russia (+ Kaliningrad, Kuril Islands), Northern Macedonia, Singapore, United Arab Emirates (+ Marawah Island), Serbia, Sri Lanka, Tunisia, Turkey, USA (+ Alaska, Hawaii)
Zone 3	Afghanistan, Algeria, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Azerbaijan, Bahrain, Barbados, Benin, Bermuda, Bermuda, Bonaire, Botswana, Brazil, British Virgin Islands, Chile (+ Easter Island), Curacao, Dominica, El Salvador, Ethiopia, Philippines, Ghana, Grenada, Grenada, Guatemala, Guinea, India (+ Andaman Islands), Indonesia (+ Sumatra, Java, Borneo, Bali, Sulawesi), Iraq, Iran, Jamaica, South Africa, South Korea, Cayman Islands, Cambodia, Cameroon, Qatar, Kazakhstan, Kenya, Kyrgyzstan, Colombia, Democratic Republic of Congo, Costa Rica, Cuba, Kuwait (+ Failaka Island), Kuwait (+ Failaka Island), Laos, Lebanon, Macao, Madagascar, Malaysia (+ Tioman Islands, Pangkor, Langkawi), Mali, Morocco, Mauritius, Mexico, Myanmar, Mongolia, Montserrat, Niger, Oman, Pakistan, Panama (+ Isla de Coiba), Peru, Côte d'Ivoire, Saudi Arabia, Senegal, Seychelles, Central African Republic, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Taiwan, Tanzania (+ Zanzibar, Pemba, Mafia), Thailand (+ Koh Samui, Koh Tao, Koh Chang), Trinidad and Tobago, Turks and Caicos, Uganda (+ islands of Kalangala, Ssese, Koome), Uruguay, Uzbekistan, Vanuatu, Venezuela (+ Isla de Margarita, Isla la Tortuga, Isla de Coche, Isla de Cubagua, Isla La Blanquilla), Vietnam
Zone 3 - Roaming at sea, Roaming on airplanes, Satellite networks	Malta - roaming at sea, Norway - roaming at sea, roaming at sea (Norway, Italy, Malta...), Roaming on airplanes, special rate numbers *, Italy - roaming at sea
Zone 1 – outside EU regulation - Switzerland	Switzerland

*Dial 908/0908 908 908 if calling from abroad for more info.

8. Home and Business Line subscription plans for VVPN (VPBX)

Introduction

This Article I contains prices for individual categories of calls and costs on the setup of Home and Business Line to the VVPN open - with a virtual private branch exchange (VPBX) subscription plans service.

Home line subscription plans for VVPN (VPBX):

Subscription plan	Prepaid minutes:	Monthly charge excluding VAT	Local Price per minute incl. VAT			Long-distance Price per minute incl. VAT			Mobile networks Price per minute incl. VAT		
			peak hours	off--peak hours	wee-kend	peak hours	off--peak hours	wee-kend	peak hours	off--peak hours	wee-kend
Local and long-distance 30+	*30 min. landline networks in Slovakia	€4.13	€0.0631	€0.0398	€0.0332	€0.1361	€0.0631	€0.0498	€0.2855	€0.1660	€0.1660
Local and long-distance 30	30 min. landline networks in Slovakia	€2,80	€0.1261	€0.0797	€0.0664	€0.2722	€0.1261	€0.0996	€0.4282	€0.2490	€0.2490
Local and long-distance Extra+	Unlimited calls to all landline networks in Slovakia	€8.28	free			free			€0.2290	€0.1627	€0.1627
Local and long-distance 60	60 min. landline networks in Slovakia	€5.46	€0.0631	free		€0.1295	free		€0.2290	€0.1627	€0.1627
Local and long-distance Extra	Unlimi ted calls – Evening and Weekend to all landline networks in Slovakia	€4.96	€0.0631	free		€0.1295	free		€0.2290	€0.1627	€0.1627
All networks 120	120 min. to all networks in Slovakia (mobile and landlines)	€7.54	€0.1092	€0.1092	€0.1092	€0.1092	€0.1092	€0.1092	€0.1092	€0.1092	€0.1092
All networks 60	60 min. to all networks in Slovakia (mobile and landlines)	€6.63	€0.1324	free		€0.1324	free		€0.1324	€0.1324	€0.1324
All networks 40	40 min. to all networks in Slovakia (mobile and landlines)	€5.41	€0.1617	free		€0.1617	free		€0.1617	€0.1617	€0.1617
All networks 20	20 min. to all networks in Slovakia (mobile and landlines)	€4.47	€0.1617	free		€0.1617	free		€0.1958	€0.1958	€0.1958
Home line	180 min. landline networks in Slovakia + EU	€5.00	€0.1008			€0.1008			€0.1008		

Business Line subscription plans for VVPN (VPBX)

Subscription plan	Prepaid minutes:	Monthly charge excluding VAT
All networks 50	50 min. to all networks in Slovakia + EU landlines	€7.45
All networks 150	150 min. to all networks in Slovakia + EU landlines	€12.43
Local and long-distance Start	no prepaid minutes	€5.79
Local and long-distance 100	100 min. to landline networks in Slovakia + EU landlines	€8.28
Local Classic	Unlimited calls within the nodal telephone area	€11.60
Local and long-distance Premium	Unlimited calls to all landline networks in Slovakia	€14.92
Start	0	€0.00

Package	Service description	Local and long-distance 30	Local and long-distance	Local and long-distance Extra	Local and long-distance Extra+	All networks 20	All networks 40	All networks 50	All networks 60	All networks 120	All networks 150	Local and long-distance Start	Local Classic	Local and long-distance Premium	Local and long-distance 100	Start EUR 1	Home line
LA0 for VPBX	Unlimited calls – company fix With virtual private branch exchange connected via GMS solution	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
LA1 for VPBX	Unlimited calls – company	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	–	–
LA2 for VPBX	Unlimited calls – company, OSK	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	–	–
LA3 for VPBX	Unlimited calls – company, OSK (except for calls to FunFón subscriber numbers), Telekom, a.s. landline network	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	–	–
LA4 for VPBX	Package 80 landline networks SK – Calls to other landline networks in Slovakia9, 17	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	–	–
LA4+ for VPBX	Package Plus 3,000 minutes for phone calls to all networks in Slovakia/EU/ Zone 1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–

LA5 for VPBX	Package 150 landline networks SK – Calls to other landline networks in the Slovak Republic[9, 17]	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	–	–
World Plus	World Plus[14, 23] to the Package 3,000 minutes for calls to all networks in Slovakia/EU/ Zone 1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
LA6 for VPBX	Package 80 Mobile SK – Calls to other mobile networks in the Slovak Republic, including calls to FunFón subscriber numbers[5, 17]	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	–	–
LA7 for VPBX	Package 150 Mobile SK – Calls to other mobile networks in the Slovak Republic, including calls to FunFón subscriber numbers[5, 17]	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	–	–
LA8 for VPBX	Unlimited calls – landline networks v Slovakia[14, 17]	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
LA9 for VPBX	Package +100 minutes in Slovakia	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
LA9+ for VPBX	Package Plus 100 minutes for calls to all networks in Slovakia/EU and to Zone 1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
LA10 for VPBX	Package Plus 50 minutes for calls to the EU and to Zone 1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
LA11 for VPBX	Package Plus 50 minutes for calls to all networks in Slovakia/EU and to Zone 1	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–

Call charges

The prices provided shall apply in excess of the pre-paid minutes according to the direction of calls.

Voice calls from Home and Business Line subscription plans

Direction	All networks 50 subscription plan	All networks 150 subscription plan
Calls within the same primary area on working days between 7:00 a.m. and 7:00 p.m.	€0.063/min.	€0.063/min.
Calls within the same primary area on working days between 7:00 p.m. and 7:00 a.m.	€0.063/min.	€0.063/min.
Calls within the same primary area on public holidays, bank holidays and days off	€0.063/min.	€0.063/min.
Calls to other primary area in the Slovak Republic[3] on working days between 7:00 a.m. and 7:00 p.m.	€0.063/min.	€0.063/min.
Calls to other primary area in the Slovak Republic[3] on working days between 7:00 p.m. and 7:00 a.m.	€0.063/min.	€0.063/min.
Calls to other primary area in the Slovak Republic[3] on public holidays, bank holidays and days off	€0.063/min.	€0.063/min.
Calls to mobile networks in the Slovak Republic on working days between 7:00 a.m. and 7:00 p.m.	€0.1958/min.	€0.163/min.
Calls to mobile networks in the Slovak Republic on working days between 7:00 p.m. and 7:00 a.m.	€0.1958/min.	€0.163/min.
Calls to mobile networks in the Slovak Republic on public holidays, bank holidays and days off	€0.1958/min.	€0.163/min.

Direction	Local and long-distance Start subscription plan	Local and long-distance 100 subscription plan
Calls within the same primary area on working days between 7:00 a.m. and 7:00 p.m.	€0.063/min.	€0.063/min.
Calls within the same primary area on working days between 7:00 p.m. and 7:00 a.m.	€0.0403/min.	€0.0328/min.
Calls within the same primary area on public holidays, bank holidays and days off	€0.0328/min.	€0.0328/min.
Calls to other primary area in the Slovak Republic[3] on working days between 7:00 a.m. and 7:00 p.m.	€0.0958/min.	€0.063/min.
Calls to other primary area in the Slovak Republic[3] on working days between 7:00 p.m. and 7:00 a.m.	€0.063/min.	€0.0327/min.
Calls to other primary area in the Slovak Republic[3] on public holidays, bank holidays and days off	€0.0504/min.	€0.0327/min.
Calls to mobile networks in the Slovak Republic on working days between 7:00 a.m. and 7:00 p.m.	€0.2294/min.	€0.2294/min.
Calls to mobile networks in the Slovak Republic on working days between 7:00 p.m. and 7:00 a.m.	€0.163/min.	€0.163/min.
Calls to mobile networks in the Slovak Republic on public holidays, bank holidays and days off	€0.163/min.	€0.163/min.

Direction	Local Classic subscription plan	Local Classic Local and long-distance Formium
Calls within the same primary area[3] on working days between 7:00 a.m. and 7:00 p.m.	€0/min.	€0/min.
Calls within the same primary area[3] on working days between 7:00 p.m. and 7:00 a.m.	€0/min.	€0/min.
Calls within the same primary area[3] on public holidays, bank holidays and days off	€0/min.	€0/min.
Calls to other primary area in the Slovak Republic[3] on working days between 7:00 a.m. and 7:00 p.m.	€0.063/min.	€0/min.

Calls to other primary area in the Slovak Republic[3] on working days between 7:00 p.m. and 7:00 a.m.	€0.0328/min.	€0/min.
Calls to other primary area in the Slovak Republic[3] on public holidays, bank holidays and days off	€0.0328/min.	€0/min.
Calls to mobile networks in the Slovak Republic on working days between 7:00 a.m. and 7:00 p.m.	€0.2294/min.	€0.1958/min.
Calls to mobile networks in the Slovak Republic on working days between 7:00 p.m. and 7:00 a.m.	€0.163/min.	€0.163/min.
Calls to mobile networks in the Slovak Republic on public holidays, bank holidays and days off	€0.163/min.	€0.163/min.

Direction	Home Line subscription plan
Landline networks made available in the Slovak Republic MON - FRI (0:00 a.m. to 0:00 p.m.), Saturdays and bank holidays	€0.10/min.
Landline networks made available in the European Unions MON - FRI (0:00 a.m. to 0:00 p.m.), Saturdays and bank holidays	€0.1344/min.
Mobile networks in Slovakia MON - FRI (0:00 a.m. to 0:00 p.m.), Saturdays and bank holidays	€0.10/min.

Direction	Start subscription plan
Calls within the same primary area[3] on working days between 7:00 a.m. and 7:00 p.m.	€0.10/min.
Calls within the same primary area[3] on working days between 7:00 p.m. and 7:00 a.m.	€0.10/min.
Calls within the same primary area[3] on public holidays, bank holidays and days off	€0.10/min.
Calls to other primary area in the Slovak Republic[3] on working days between 7:00 a.m. and 7:00 p.m.	€0.10/min.
Calls to other primary area in the Slovak Republic[3] on working days between 7:00 p.m. and 7:00 a.m.	€0.10/min.
Calls to other primary area in the Slovak Republic[3] on public holidays, bank holidays and days off	€0.10/min.
Calls to mobile networks in the Slovak Republic on working days between 7:00 a.m. and 7:00 p.m.	€0.10/min.
Calls to mobile networks in the Slovak Republic on working days between 7:00 p.m. and 7:00 a.m.	€0.10/min.
Calls to mobile networks in the Slovak Republic on public holidays, bank holidays and days off	€0.10/min.

Direction	Local and long-distance 30+ subscription plan	Local and long-distance 30 subscription plan
Calls within the same primary area on Monday to Friday 7:00 a.m. - 7:00 p.m.	€0.063/min.	€0.1260/min.
Calls within the same primary area on Monday to Friday 7:00 p.m. - 7:00 a.m.	€0.0403/min.	€0.0798/min.
Calls within the same primary area on Saturdays and bank holidays	€0.0328/min.	€0.0664/min.
Calls to other primary area in the Slovak Republic on Monday to Friday 7:00 a.m. - 7:00 p.m.	€0.0967/min.	€0.2723/min.
Calls to other primary area in the Slovak Republic on Monday to Friday 7:00 p.m. - 7:00 a.m.	€0.063/min.	€0.1261/min.
Calls to other primary area in the Slovak Republic on Saturdays and bank holidays	€0.0476/min.	€0.10/min.
Calls to mobile networks in the Slovak Republic on Monday to Friday between 7:00 a.m. and 7:00 p.m.	€0.2858/min.	€0.4286/min.
Calls to mobile networks in the Slovak Republic on Monday to Friday between 7:00 p.m. and 7:00 a.m.	€0.1664/min.	€0.2488/min.
Calls to mobile networks in the Slovak Republic on Saturdays and bank holidays	€0.1664/min.	€0.2488/min.

Direction	Local and long-distance Extra+ subscription plan	Local and long-distance 60 subscription plan
Calls within the same primary area on Monday to Friday 7:00 a.m. - 7:00 p.m.	€0/min.	€0.063/min.
Calls within the same primary area on Monday to Friday 7:00 p.m. - 7:00 a.m.	€0/min.	€0/min.
Calls within the same primary area on Saturdays and bank holidays	€0/min.	€0/min.
Calls to other primary area in the Slovak Republic on Monday to Friday 7:00 a.m. - 7:00 p.m.	€0/min.	€0.1294/min.
Calls to other primary area in the Slovak Republic on Monday to Friday 7:00 p.m. - 7:00 a.m.	€0/min.	€0/min.
Calls to other primary area in the Slovak Republic on Saturdays and bank holidays	€0/min.	€0/min.
Calls to mobile networks in the Slovak Republic on Monday to Friday between 7:00 a.m. and 7:00 p.m.	€0.2294/min.	€0.2294/min.
Calls to mobile networks in the Slovak Republic on Monday to Friday between 7:00 p.m. and 7:00 a.m.	€0.163/min.	€0.163/min.
Calls to mobile networks in the Slovak Republic on Saturdays and bank holidays	€0.163/min.	€0.163/min.

Direction	Local and long-distance Extra subscription plan	All networks 120 subscription plan
Calls within the same primary area on Monday to Friday 7:00 a.m. - 7:00 p.m.	€0.063/min.	€0.1093/min.
Calls within the same primary area on Monday to Friday 7:00 p.m. - 7:00 a.m.	€0/min.	€0.1093/min.
Calls within the same primary area on Saturdays and bank holidays	€0/min.	€0.1093/min.
Calls to other primary area in the Slovak Republic on Monday to Friday 7:00 a.m. - 7:00 p.m.	€0.1294/min.	€0.1093/min.
Calls to other primary area in the Slovak Republic on Monday to Friday 7:00 p.m. - 7:00 a.m.	€0/min.	€0.1093/min.
Calls to other primary area in the Slovak Republic on Saturdays and bank holidays	€0/min.	€0.1093/min.
Calls to mobile networks in the Slovak Republic on Monday to Friday between 7:00 a.m. and 7:00 p.m.	€0.2294/min.	€0.1093/min.
Calls to mobile networks in the Slovak Republic on Monday to Friday between 7:00 p.m. and 7:00 a.m.	€0.163/min.	€0.1093/min.
Calls to mobile networks in the Slovak Republic on Saturdays and bank holidays	€0.163/min.	€0.1093/min.

Direction	All networks 60 subscription plan	All networks 40 subscription plan
Calls within the same primary area on Monday to Friday 7:00 a.m. - 7:00 p.m.	€0.1328/min.	€0.163/min.
Calls within the same primary area on Monday to Friday 7:00 p.m. - 7:00 a.m.	€0/min.	€0/min.
Calls within the same primary area on Saturdays and bank holidays	€0/min.	€0/min.
Calls to other primary area in the Slovak Republic on Monday to Friday 7:00 a.m. - 7:00 p.m.	€0.1328/min.	€0.163/min.
Calls to other primary area in the Slovak Republic on Monday to Friday 7:00 p.m. - 7:00 a.m.	€0/min.	€0/min.

Calls to other primary area in the Slovak Republic on Saturdays and bank holidays	€0/min.	€0/min.
Calls to mobile networks in the Slovak Republic on Monday to Friday between 7:00 a.m. and 7:00 p.m.	€0.1328/min.	€0.163/min.
Calls to mobile networks in the Slovak Republic on Monday to Friday between 7:00 p.m. and 7:00 a.m.	€0.1328/min.	€0.163/min.
Calls to mobile networks in the Slovak Republic on Saturdays and bank holidays	€0.1328/min.	€0.163/min.

Direction	All networks 20 subscription plan
Calls within the same primary area on Monday to Friday between 7:00 a.m. and 7:00 p.m.	€0.1958/min.
Calls within the same primary area on Monday to Friday between 7:00 p.m. and 7:00 a.m.	€0/min.
Calls within the same primary area on Saturdays and bank holidays	€0/min.
Calls to other primary area in the Slovak Republic on Monday to Friday between 7:00 a.m. and 7:00 p.m.	€0.1958/min.
Calls to other primary area in the Slovak RepublicOornanMgeoRnedsatryictteodFriday between 7:00 p.m. and 7:00 a.m.	€0/min.
Calls to other primary area in the Slovak Republic on Saturdays and bank holidays	€0/min.
Calls to mobile networks in the Slovak Republic on Monday to Friday between 7:00 a.m. and 7:00 p.m.	€0.1958/min.
Calls to mobile networks in the Slovak Republic on Monday to Friday between 7:00 p.m. and 7:00 a.m.	€0.1958/min.
Calls to mobile networks in the Slovak Republic on Saturdays and bank holidays	€0.1958/min.

VPN PABX subscription plans for VVPN with a digital private branch exchange (PBX)

9. VPNX and VPN PABX subscription plans for VVPN with a digital private branch exchange (PBX)

Business subscription plans[1, 21, 22]	VPN PBX	VPN PBX 2	VPN PBX 3
	Current charge for VVPN PABX	Current charge for VVPN PABX	Current charge for VVPN PABX
Monthly charge	€4.9791 excl. VAT	€4.9791 excl. VAT	€4.9791 excl. VAT
Calls included in the tariff	n/a	n/a	n/a
Calls within a Voice VPN group (CUG - call from the extension to a company mobile number)	€0.0498	€0.0498	€0.0498
Orange Slovensko	Business Day 8:00 a.m. to 6:00 p.m.		Business Day 6:00 p.m. to 8:00 a.m. Saturdays and bank holidays
	€0.1494		€0.1494
Calls to Slovak Telekom landline network	€0.0664		€0.0498
Calls to other mobile networks in Slovakia	€0.2390		€0.2390

Supplementary packages to VPN PBX tariffs

Charge to be added to the monthly charge per user.

Package	Service description	Price excl. VAT
LA0 for VPBX	Unlimited calls – company fix with virtual private branch exchange connected via GMS solution	€0.83
LA1 for VPBX	Unlimited calls – company	€3.32
LA2 for VPBX	Unlimited calls – company, OSK	€18.26
LA3 for VPBX	Unlimited calls – company, OSK (except for calls to FunFón subscriber numbers), Telekom, a.s. landline network	€23.24
LA4 for VPBX	Package 80 landline networks SK – Calls to other landline networks in Slovakia[9, 17]	€3.29
LA4+ for VPBX	Plus package 3,000 minutes for phone calls to all networks in Slovakia/EU/Zone 1	€39.00
LA5 for VPBX	Package 150 landline networks SK – Calls to other landline networks in Slovakia[9, 17]	€8.33
World Plus	World Plus[14, 23] to the Package 3,000 minutes for calls to all networks in Slovakia/EU/ Zone 1	€8.32
LA6 for VPBX	Package 80 Mobile SK – Calls to other mobile networks in the Slovak Republic, including calls to FunFón subscriber numbers[5, 17]	€8.90
LA7 for VPBX	Package 150 Mobile SK – Calls to other mobile networks in the Slovak Republic, including calls to FunFón subscriber numbers[5, 17]	€15.90
LA8 for VPBX	Unlimited calls – landline networks in Slovakia[14, 17]	€6.00
LA9 for VPBX	Package +100 minutes in Slovakia	€10.00
LA9+ for VPBX	Package Plus 100 minutes for calls to all networks in Slovakia/EU and to Zone 1	€10.00
LA10 for VPBX	Package Plus 50 minutes for calls to the EU and to Zone 1	€4.90
LA11 for VPBX	Package Plus 50 minutes for calls to all networks in Slovakia/EU and to Zone 1	€4.17
Package 1,000	Package 1,000 minutes for calls to all networks in Slovakia	€83.33
Package 10,000	Package 10,000 minutes for pOhroanngee cRaesIltsricttoedall networks in Slovakia	€1,000.00

Telemarketing tariffs

Package	Service description	Monthly charge excluding VAT
Telemarketing - PBX	The tariff for telemarketing purposes	€12.50

[1] Telemarketing is a service designed for calls and communications for direct marketing purposes using the 0888 access code. The telephone number assigned under this service is intended to be used for the purpose of direct marketing as defined in Section 116(2) of Act No. 452/2021 Coll. on Electronic Communications, as amended. Telemarketing is priced because of the private branch exchange.

VPNX4 subscription plan for VVPN with IP private branch exchange (IPPBX)

10. VPNX and VPN PABX subscription plans for VVPN with a digital private branch exchange (PBX)

VPBX subscription plans	VPNX4	
	Current charge for Orange VPN	
Monthly charge	€4.9791 excl. VAT	
Calls included in the tariff	n/a	
Calls within a Voice VPN group (CUG - call from the extension to a company mobile number)	€0.0498	
Orange Slovensko	Business Day 8:00 a.m. to 6:00 p.m.	Business Day 6:00 p.m. to 8:00 a.m. Saturdays and bank holidays
	€0.1494	€0.1494
Calls to Slovak Telekom landline network	€0.0664	€0.0498
Calls to other mobile networks in Slovakia	€0.2390	€0.2390

Supplementary packages to VPNX tariffs

Charge to be added to the monthly charge per user.

Package	Service description	VPNX4
LA0 for VPBX	Unlimited calls – company fix With virtual private branch exchange connected via GMS solution	–
LA1 for VPBX	Unlimited calls – company	–
LA2 for VPBX	Unlimited calls – company, OSK	–
LA3 for VPBX	Unlimited calls – company, OSK (except for calls to FunFón subscriber numbers), Telekom, a.s. landline network	–
LA4 for VPBX	Package 80 landline networks SK – Calls to other landline networks in Slovakia[9, 17]	–
LA4+ for VPBX	Plus package 3,000 minutes for phone calls to all networks in Slovakia/EU/Zone 1	–
LA5 for VPBX	Package 150 landline networks SK – Calls to other landline networks in Slovakia[9, 17]	–
World Plus	World Plus14, 23 to the Package 3,000 minutes for calls to all networks in Slovakia/EU/Zone 1	–
LA6 for VPBX	Package 80 Mobile SK – Calls to other mobile networks in the Slovak Republic, including calls to FunFón subscriber numbers[5, 17]	–
LA7 for VPBX	Package 150 Mobile SK – Calls to other mobile networks in the Slovak Republic, including calls to FunFón subscriber numbers[5, 17]	–
LA8 for VPBX	Unlimited calls – landline networks in Slovakia[14, 17]	–
LA9 for VPBX	Package +100 minutes in Slovakia	–
LA9+ for VPBX	Package Plus 100 minutes for calls to all networks in Slovakia/EU and to Zone 1	–
LA10 for VPBX	Package 50 minutes for calls to the EU and to Zone 1	–
LA11 for VPBX	Package 50 minutes for calls to all networks in Slovakia/EU and to Zone 1	–

Telemarketing tariffs

Package	Service description	Monthly charge excluding VAT
Telemarketing - PBX	The tariff for telemarketing purposes	€12.50

[1] Telemarketing is a service designed for calls and communications for direct marketing purposes using the 0888 access code. The telephone number assigned under this service is intended to be used for the purpose of direct marketing as defined in Section 116(2) of Act No. 452/2021 Coll. on Electronic Communications, as amended. Telemarketing is priced on the basis of the private branch exchange.

ActiveCall Service

ActiveCall Service	Price
Charge for the service setup	Individual
Monthly charge for the service	individual

Specification and features of ActiveCall service

The ActiveCall service can be activated to the VVPN service with an IP PBX connection.
Features of the ActiveCall service

Call Recording
The ActiveCall service provides automatic recording of all calls. After the calls finish, you can play back the recordings directly from the web browser from anywhere and at any time. Tracking recordings increases the efficiency of communications with your customers.

Call groups
Create your own call groups. Incoming calls are sorted into call groups according to set rules and then distributed to available agent in the group. The option of playing the pre-alerting announcement (IVR) to the caller is included by default.

Color numbers
Green toll-free (0800) and blue (0850) telephone numbers are available for use. By providing a color phone number service, your customers can call you for free or at a discounted rate. This gives you a competitive advantage over other companies

Callback
We can automatically call your customers back in the event of missed calls. A missed call from a customer is registered in the system, which will dial the customer's number after a certain period of time until the agent and the customer are successfully connected.

Internal designation of a phone number
Does your company use multiple phone numbers? Name them so your employees and agents know right away which number your customer is calling and how to introduce themselves.

Business hours
Set your business hours when you are available to your customers. Outside of business hours, you can, for example, play your own announcement to customers, forward their call to another phone number, to a voicemail, or use various combinations.

Custom announcements
The pre-alerting announcement is your first interaction with the caling customer. ActiveCALL gives you the ability to create custom announcements that will be played to callers in different situations as needed (out-of- hours calls, waiting for an available agent, etc.).

Voicemail
Create individual or group voicemails. If a caller leaves you a voicemail message, you can instantly play it directly from your web browser from anywhere and anytime.

Internal Calls/Extensions
Each user, agent, call group or department is assigned its own internal number/extension. This way you can easily make an internal call or transfer a call from a customer to another agent without interruption

Tagging/marking of contacts
You can tag/mark contacts on your own. Tags allow you to search for, categorize and quickly identify contacts more easily.

Custom fields
Create custom fields to add other important information and data about your customers that you need for your business.

Real-time customer card
Agents can see all caller information in one place. During a call with a customer, they can instantly view their communication history, orders, chat or notes. Thus, they can provide first-class support to the customer right away.

Easy integration
You can easily connect ActiveCall with a few CRM, E-commerce or Helpdesk tools you already use. This way your agents can see all data about the customer they are currently calling with in one place. Thanks to this, they will be able to serve them more comprehensively and faster.

API
Connect ActiveCall with external systems you use regularly. For example, you can use the integration to import and export contacts, regularly download history of calls, orders, tickets and more.

Caller identification
Personalize your communication with your customers from the very beginning. We'll show you the caller's name, phone number and other information before you answer the incoming call.

Communication history
Always keep your entire customer communication history at your fingertips. We'll automatically show you previous calls, orders, chats or notes so agents will not have to search for this data across different systems.

Phone book
Merge all your contacts into one place. With integrations you will be able to get your contacts from different sources into ActiveCall. This will help agents work more efficiently.

Call statistics
Track the performance of your call center. ActiveCall is a system that truly leverages data. Comprehensive statistics on calls, agents and call groups in one place. Make important decisions based on relevant data.

Wallboard
Get a real picture of your call center status in the cloud on monitors. With Wallboard you can ensure higher employee productivity, shorter waiting times, immediate resolution of needs, and caller satisfaction.

Real-time dashboard
See what's happening in your call center in real time. All-important data about incoming calls or agent efficiency will always be available and up to date.

Call monitoring
Monitor calls whenever you need to. Get information about your agents' calls with customers and guarantee the quality of your customer support.

Conference (Three Way) calls
Take advantage of conference (three way) calls to improve collaboration between your teams. You can set up a conference in minutes and involve external contacts, such as your clients, suppliers, etc.

Agent reports
With easy access to statistics about your agents directly in ActiveCall, you will be able to improve the quality of your customer support and rate each agent according to their performance.

Customized reports
Are the statistics that ActiveCall offers not enough for you? Thanks to the filters, you can customize the statistics yourself based on your need (e.g. by agents, phone numbers, groups or exact time span) and get summaries that are relevant for your business.

Security
Reliable and secure operation for your PBX. We handle the security of your data and voice VoIP services for you. All ActiveCall data is stored in state-of-the-art secure data centers with 24/7 monitoring.

Online agent management
You can add agents to your call center, edit their data and settings or delete agents who no longer work for you. You don't need to contact us to manage your agents, you can do everything quickly and easily on your own.

Browser notifications
When receiving an incoming call, we'll automatically display a notification, so you know about the call and who's calling right away.

Predictive Dialer
Predictive dialing allows you to further increase efficiency and the number of outgoing calls. At the moment an agent is available, ActiveCall automatically dials the next outgoing call in the queue.

Campaigns
Create a campaign with call scripts and questionnaires and let agents make the calls. You can monitor the progress of the campaign in real time and adjust it as needed to make it as efficient as possible.

Responsive web admin
ActiveCall is accessible from all kinds of devices. The tool‘s web interface automatically adapts to your device‘s resolution whether it‘s a desktop, laptop, tablet or smartphone.

Power Dialer
is an automated phone dialing system that connects prospects with agents more efficiently by allowing agents to focus on live connections instead of manual dialing. The Power Dialer differs from a progressive or predictive dialer in that it uses a manually set ratio of calls to agents. When an agent becomes available, the system automatically dials further contacts based on this ratio. This setting gives the contact center maximum control over the auto-dial speed.

Caller-based routing
Intelligent routing of incoming calls based on the caller‘s phone number according to defined rules.

Preferred agent
Set each customer‘s preferred agent so that their calls are primarily routed to them. One-to-one communication makes your customer support more personal, efficient and pleasant.

Automatic outgoing number
ActiveCall allows you to set up an outgoing number automatically based on the country you are calling. This way, your international customers receive a local call and not an international call.

Ring groups
This feature ensures that incoming calls from customers will ring to more than one or all agents in a ring group. This will significantly reduce your response time and improve customer support.

Automatic call forwarding
With our PBX solution, your customers will always reach you. ActiveCall allows you to automatically forward incoming calls to the phone number you specify whenever agents are busy or unavailable during business hours.

Enter the task directly from ActiveCall
Add contacts, create tickets, tasks, edit orders and more to your CRM, Helpdesk or E-commerce solution directly from ActiveCall. Streamline your work processes and create a more efficient solution for customer calls.

Automatic call distribution (ACD)
Automatic, intelligent and efficient routing of incoming calls based on all available information, so that callers are always forwarded to the most appropriate agents or group of agents.

Voice menu (IVR)
Create a custom (even multi-level) voice menu that guides the caller through the options and ensures that the caller always reaches the right department, the right agent or the right group of agents, or provides the agent with the right information via custom announcements.

Skill based routing
It allows automatic routing of incoming calls to particular agents based on their experience and skills according to specific customer needs. You can set the level of proficiency of each skill for agents.

VoIP BlackList
Protect your business and PBX from VoIP abuse. Minimize the risks of attacks on your telephony server. Save the bandwidth with Geolocation filtering

Preview Dialer
A „preview dialer“ allows each contact record to be automatically delivered to agents based on outbound campaign settings such as list priority and ratios. This feature allows agents to review contact details before making a call and ensure they are fully prepared before the customer. The system automatically dials based on campaign settings and agents can optionally skip records that should not be dialed.