

The Price List

O2 Mobile Voice service
O2 Mobile Internet connection

Prepaid services

Effective from July 1, 2018



This price list constitutes an inseparable part of the General Terms and Conditions.

I. MAIN TERMS

Misuse of benefits provided within a tariff or marketing event: Misuse means, among others,

(a) artificial or automatic generation of calls or SMS,

(b) use of benefit primarily for gaining any other financial benefit for the Subscriber / third party in access of the provided benefit at the cost of O₂

(c) use of benefit beyond the expected maximum by the Subscriber i.e. above the volume of 10 000 minutes of calls or 10 000 SMS/MMS per month (If the billing period of a specific benefit or price within a specific bundle is shorter than a standard billing period the number of units will be proportionally reduced).

(d) the use of the service in a way that in the overall payment for electronic communications services (outgoing calls, outgoing SMS messages, data, outgoing MMS messages) for the last four months predominates the payment for electronic communications services (calls, SMS messages, MMS messages, data) used in the EU zone and charged for on the basis of prices corresponding to the national prices or prices lower than the national prices.

If the service fee is charged for on the basis of a lump sum fee for the Czech Republic and the EU zone, the payment falling on the electronic communications services in the EU zone includes a proportional lump sum fee for each day when a connection within the EU zone is carried out, and it is paid for as part of the corresponding lump sum fee. If the service is charged for based on a unit price set for the Czech Republic and the EU zone, the payment corresponding to the electronic communications services used in the EU zone includes the payment for units in the EU zone.

O₂ has the right to apply standard tariff charges unless the Subscriber proves that this was a standard use of service. Misuse is forbidden.

Bonus credit – a credit offered to the subscriber during O₂ marketing campaign. The bonus credit is valid for one month unless otherwise specified in the conditions of the marketing campaign. The validity period of the bonus credit will not be prolonged through a standard credit top up. The acquisition of the bonus credit will not prolong the validity of the standard credit. The bonus credit cannot be used for payment transactions and calls to premium numbers. The bonus credit includes even the initial credit charged on the SIM card when the service is purchased.

Data volume – the lump-sum price of a tariff or a bundle will include a basic volume of data for a prepaid period that will be automatically renewed up to three times within the prepaid period depending on how the subscriber uses their data. Making a data connection after the exhaustion of the data volume is considered to be an explicit request for further provision of services through the data volume renewal. Each renewed data volume can be used only within the given prepaid period of the data tariff or bundle. Drawdown of data beyond basic data volume is charged per unit price of data volume renewal based on the corresponding tariff. Renewal parameters can be set up in the mojeo2.cz application. Automatic data volume renewal does not apply to the Mobile data charged according to the rates of use.

Connection to O₂ - rate for the setup of connection to subscriber numbers of the O₂ Mobile voice service, the Bleskmobil and O₂ Family services.

International rate - it is applied to calls from O₂ subscriber numbers to a number with a prefix different from +420.

Special rate - rate of outgoing call and SMS - equal for all tariffs. No free units are applied.

Rate per SMS specified for each tariff - rate of outgoing SMS to Czech mobile operator networks and in the EU zone - does not apply to SMS charged by special rate.

Free minutes / toll-free calls - free calls up to the defined limit of minutes or specific destination and time of call applied during a given billing period to national rate of calls subject to charges. This does not apply to calls to premium numbers.

Free SMS / toll-free SMS - toll-free SMS applied in the given billing period to outgoing text messages to all Czech mobile networks and in EU zone.

Roaming - is a service that enables using O₂ services in the networks of foreign operators subject to roaming agreement. Roaming can be used in any territory covered by the signal of the foreign operator.

Automatic activation of a benefit with new SIM cards – a benefit that gets activated without being conditioned by recharging of credit is activated on a new SIM card by the first active use of an electronic communications services by the participant or by recharging of their credit.

Video-calls – the same terms and conditions and fees apply to the connection as the fees for standard calls in the given direction.

Changing in tariff terms - changing in tariff terms are currently being processed. The terms which are the subscribers migrated on are reported to them by SMS at least 31 days before the change.

LIST OF TYPES OF CALLS AND METHOD OF BILLING (NATIONAL)

Type of call	Billing method	Free minutes / SMS
Outgoing call	National rate - by the tariff	YES
Outgoing Video-call	National rate - by the tariff	NO
Outgoing call to Colour lines	National rate to fixed lines by the tariff	YES
Outgoing call to Voice box (960 xxx xxx)	National rate to fixed lines by the tariff	NO
Payment transaction	Special rate	NO
Outgoing international call	Special rate	NO
Outgoing international Video-call	Special rate	NO
Outgoing call to Information and Operator services	Special rate	NO
Outgoing international call - NetCall *55	Special rate	NO
Data and fax communication	Special rate	NO
Voicebox communication	"Voicebox service" rate Charged for the first minute as a whole and then per second.	YES
Sending of SMS/MMS from O ₂ SIM card to CZ mobile networks	National Rate - by the tariff	YES
Sending of SMS from O ₂ SIM card to fixed lines and international numbers	Rate CZK 5,00 incl. VAT (4,13 VAT excl.)	NO
Sending of MMS from O ₂ SIM card to fixed lines and international numbers	Rate CZK 9,50 incl. VAT (4,13 VAT excl.)	NO
SMS from Internet – paid service	National Rate - by the tariff	YES
New message announcement - several options: callback to own mobile	Rate of „Voicebox service“	YES
Sending of voice message from Voice box	Same as individual types of outgoing calls	YES
Sending of fax message from Fax box	Same as individual types of outgoing calls	YES
Emergency calls:: 112 - Emergency line 150 - Fire services 155 - Ambulance 156 - Municipal Police 158 - Police	Free of charge	---
Public service line: 116 000 - Hotline for missing children 116 111 - Safety line for children and adolescents 116 123 - Confidence line offering emotional support	Free of charge	---
*11 - O2 line	Free of charge	---
numbers with 800 prefix (Free info lines in the Czech Republic)	Free of charge	---

Type of call	Billing method	Free minutes / SMS
number with prefix: - 972 - Czech Railways network - 973 - Ministry of Defence network - 974 - Ministry of the Interior network - 95 - other on-public networks	National rate - by the tariff	YES
91x xxx - 91x calls, IP telephones	National rate to fixed lines by the tariff	YES
Colour lines - number with prefix 81, 83, 843, 844, 845, 846, 840, 841, 842, 847, 848 a 849	National rate to fixed lines by the tariff	YES

One-off fees and monthly fee for SIM card services

Service	Price (CZK incl.VAT)
Activation fee of O ₂ prepaid service ^{*1}	99,00
Top up of SIM card via O ₂ line assisted by operator	20,00
De-blocking of SIM card for top up	20,00
Replacement of SIM for SMART card	99,00
Replacement of SIM for SIM	99,00
Identification of malicious/nuisance calls (the price includes 1 - 5 numbers)	250,00
Backup of contacts on subscriber's storage media	99,00

^{*1} Activation fee is related to the costs for service activation and SIM card distribution. It is included in the price of O₂ Prepaid set.

CREDIT TOP UP

Separate O₂ vouchers worth CZK 300 and 500.

Credit and SIM card validity

A prepaid card is valid for 12 months since the latest top-up. The common credit gained by standard top-op shall be ascribed to the Subscriber 24 hours after the top-up at the latest. Validity of the credit (common and bonus) depends on the value of the one-off top-up and is determined by the top-up with the longest expiration. The validity of the bonus credit does not depend on the validity of common credit. When the validity period runs, the remaining credit expires and in that case O2 does not pay out any compensation.

The highest possible value of the sum of the common and bonus credit is CZK 200,000.

Top-up value(in CZK)	Validity
0-99	45 days (to 14.8.2018) 6 months (from 15.8.2018)
100-499	6 months
500 and more	12 months

Speed parameters of mobile data services

Type of technology		Estimated maximal speed / Advertised speed		Minimum guaranteed speed	
		download	upload	download	upload
2G	Edge	0,2 Mb/s	0,1 Mb/s	16 kb/s	16 kb/s
3G	HSPA+	42 Mb/s	5,76 Mb/s	16 kb/s	16 kb/s
4G	LTE	150 Mb/s	55 Mb/s	16 kb/s	16 kb/s
	LTE Advanced	300 Mb/s	55 Mb/s	16 kb/s	16 kb/s

The following factors influence the speed of mobile data services most of all:

- technology used and the level of coverage
- selected tariff or service
- devices using to connection and its location
- transceiver's power via subscribers use the service
- weather, vegetation, artificial horizons, interference of building under construction
- natural disasters
- building's character where the service is used; new construction
- frequency band, signal path
- random concentration of users / devices
- sharing the capacity by a parallel connection of more end devices
- in case of roaming services: an interference by the roaming partner whose network the subscriber uses abroad

The impact of set parameters of internet connection services quality on the possibility of their use

Tariff with an advertised speed of downloading/uploading (kb/s)

It usually serves for these kinds of content, applications and services

Up to 1.000/256	e-mail, chat (e.g. WhatsApp, Facebook Messenger, Viber), checking messages, weather and smaller websites, secured communications protocol SSH
1.000-2.000/256-512	checking websites, voice transfer (VoIP, audio chat), music streaming, social networks (e.g. Facebook, Twitter), games with simple graphics
2.000-4.000/512-1.000	video calls, security cameras transmissions, IPTV or video streaming in SD quality (e.g. YouTube, Netflix), transfer of small and medium-sized files
4.000-10.000/512-1.000	video streaming and IPTV in HD quality, VPN, remote access to the desktop and participation in video conferences (work from a distance)
10.000-20.000/1.000-2.000	games in high definition and real time, software distribution, noticeably higher users' comfort when using the internet for the above mentioned purposes
20.000-50.000/2.000-5.000	video streaming and IPTV in ultra HD quality, transfer of large files, backing up in real time, cloud solutions, security cameras transmissions in HD quality, web server for smaller pages, high users' comfort without any delays even when using more devices (up to 20)
Above 50.000/5.000	highly interactive application and communication (organizing of video conferences with more users, data collection in real time, multicast video streaming, web server), designed for large households and corporations

Tariffs with a data limit are not designed for playing of videos or streaming in HD or higher quality, for downloading or backing up of large volumes of data, for updating software in the background, for permanent monitoring or for the use of other data demanding services.

Specialized services and their impact

O2 provides two specialized services using Internet access and optimized for specific content: the O2 digital TV service and the IP telephony service (phone calls using voice transfer via an IP protocol). The current usage of specialized services has the following impact on the internet access service: a) if a data limit is set up with the specific tariff of the internet access service, the specialized service does not draw this limit; b) the real internet access speed may decrease by the data flow to each device, where the special service using the same access is currently being used. For example, if the overall current connection speed is 20,000 kb/s and IPTV is being watched in HD quality using a set-top box (with data flow of about 7,100 kb/s for HD quality and 3,500 kb/s for SD quality) and two mobile devices (with data flow of about 3,500 kb/s per device) and at the same time voice transmission on one VoIP device (with data flow of about 200kb/s per device), the internet access speed might decrease to 5,700 kb/s, which equals $20,000 - (1 \cdot 7.100 + 2 \cdot 3.500 + 1 \cdot 200)$.

Special provision about mobile data services faults and responsibility for them

- A fault of a service is a change of service performance meaning that there is a decrease in the downloading or uploading speed under 25% of the advertised speed for a continuous period longer than 30 minutes (long lasting divergence) or during one hour at least ten times for a period longer than 1 minute (large repeated divergence).
- Large divergences from the advertised downloading or uploading speed can result in the slowing down or in an extreme case in a complete suspension of internet access. This can result in a decreased quality of streamed video in high definition, longer response time, longer updating or longer downloading or uploading of data in applications and services that use the internet; and in the worst case in non functioning of these applications and services.
- To find out the service performance and its faults the measuring between the end telecommunications device and the access point in the internet networks plays a decisive role, it is done on the transport layer of a TCP/IP model.
- If the subscriber finds out current changes of the service performance, which could be responsible for the fault, they can submit a complaint about the service quality at the latest within two months from the day the fault appeared. If this is not an outage or a temporary interruption of operation that O2 is aware of from their own operating data and about which O2 informs at a toll-free line 800 184 084, to secure customer's rights from the responsibility for faults it is necessary that they report the fault at the time when the service performance is change at a line 800 184 084 so that O2 can carry out a timely measurement of the current service performance.
- If O2 finds out that the complaint was justified, they remove the fault, if it can be removed, and within one month from setting the complaint they return to the subscriber the amounts paid for services that they complained about. If the fault cannot be removed the subscriber and O2 can withdraw from the contract if they provably deliver the notice of withdrawal to the other party within 30 days from delivering the notification of setting the complaint to the subscriber at the latest. The contract terminates when the notice of withdrawal from the contract is delivered to the other contractual party.

II. O₂ MOBILE VOICE SERVICE

O₂ TO THE PRE-PAID GO CARD

DEN VOLÁNÍ, DEN VOLÁNÍ + SMS

Tariff	Calls in the CZE	Call in EU zone	SMS in the CZE	SMS in EU zone	Day fee
DEN VOLÁNÍ	unlimited	unlimited	2,00	1,90	20,00
DEN VOLÁNÍ + SMS	unlimited	unlimited	unlimited	unlimited	25,00

- The prices are expressed in CZK incl. VAT /minute/SMS/MMS/calendar day
- The DEN VOLÁNÍ tariff includes unlimited calls in the Czech Republic and in EU zone and basic internet connection Czech Republic and the EU zone with 32 kb/s maximal download and upload speed. The price per calendar day is charged of started first call or internet connection.
- The DEN VOLÁNÍ tariff + SMS includes unlimited calls and SMS in the Czech Republic and in EU zone and basic internet connection Czech Republic and EU zone with 32kb/s maximal download and upload speed. Price per calendar day is billed when the first call starts, the first text message is sent or when you first get connected to the internet.
- Calls in the Czech Republic mean calls to end phone numbers with a standard tariff charges, i.e. mobile networks and fixed lines in the Czech Republic. It does not apply to calls with special tariff charges.
- Change of the tariff is possible by texting SMS "VOLANI" (for DEN VOLÁNÍ tariff) or "VOLANI SMS" (for DEN VOLÁNÍ+SMS tariff) to
- Further services can be used with the DEN VOLÁNÍ, DEN VOLÁNÍ + SMS, individual fees above the framework of a daily fee apply:
 - calls to a voice mail for the fee of CZK 3 for the first minute of connection and then for a proportional amount of the price based on the number of connected seconds,
 - MMS is charged of CZK 5.90 incl. VAT
 - if it is not excluded by these terms and conditions then additional optional services that are provided and billed for according to the current pricelist of O₂ prepaid mobile services.
- Tariffs CALL DAY, CALL DAY + SMS are not compatible with any packages of free units, except for mobile internet packages.

NA!VÝBĚR

Tariff	Call in CZE	Call in EU zone	Voice box	SMS in CZE	SMS in EU zone	MMS
NA!VÝBĚR	4,90	4,90	3,00	1,90	1,90	5,90

- The prices are expressed in CZK incl.VAT/min./SMS/MMS.
- National calls are charged for each initiated 60 sec section from set up of call.
- Change of the tariff is possible by texting SMS 'TARIF NAVYBER' to number 999 111.
- The terms and conditions of a tariff change for subscribers who used the O₂ Felicia tariff prior to October 23, 2015, they change to the NA!VÝBĚR tariff with a Felicia benefit of calls to O₂ and to fixed lines in the Czech Republic for CZK 1.90 with VAT/min, calls to other mobile networks in the Czech Republic and in EU zone for CZK 2.50 with VAT/min and SMS messages price of CZK 1.50 with VAT in Cezch Republic and EU zone.

Call to O2 free with NA!VÝBĚŘ tariff

- Each Subscriber who new activates a SIM card with pre-charged credit with NA!VÝBĚŘ tariff purchased after August 1, 2017, automatically gets the benefit 30 days Call to o2 free..
- A Subscriber who new orders Prepaid service with NA!VÝBĚŘ tariff offer via www.simzdarma.cz, get the advantage after charging
- A Subscriber with the NA!VÝBĚŘ tariff activated prior to May 16, 2017, can claim a benefit by sending a free SMS with the key words VYHODA O2VOLANI to 999 111. The benefit is then activated by recharging of the credit with at least CZK 300
- Subscribers who change their current tariff to the NA!VÝBĚŘ tariff get the benefit activated by recharging their credit with at least CZK 300.
- The Subscriber is always informed about the benefit activation by an SMS message. Credit needs to be recharged with at least CZK 300 to renew the benefit, the benefit gets renewed straight after recharging and it is valid for 30 days from the last recharging of credit.
- The benefit is compatible with the NA!VÝBĚŘ, NA!HLAS and NA!PIŠTE tariffs. If the tariff is changed to a tariff that is not compatible, the benefit gets terminated.
- The benefit cannot be transferred in case of a transfer from O2 Prepaid Services to O2 Mobile Voice Services.
- The benefit cannot be transferred to a different phone number.
- All the above benefits apply solely to voice calls and SMS sent to destinations with standard tariffs. The benefits do not apply to calls made to premium numbers.
- The subscriber is entitled to the benefit arising from the special offer only based on recharging of credit that take place within 12 months from the moment the benefit was activated for the first time and the subscriber was informed about it by an SMS message.
- O2 reserves the right to limit or cancel providing of all services provided via a prepaid card or to take away the benefit in case of a misuse or a suspected misuse of services based on article 7.1. paragraph d) or article 7.2. paragraph b) of General Terms and Conditions for Providing of O2 Prepaid Services issued by O2.

Package 50 MB na rozjezd

- Each Subscriber who new activates a SIM card GO with pre-charged credit with NA!VÝBĚŘ tariff purchased after June1, 2018, automatically receives a 50 MB data package for 30 days.
- The Subscriber is always informed about the benefit activation by SMS
- The benefit cannot be transferred in case of a transfer from O2 Prepaid Services to O2 Mobile Voice Services.
- The benefit cannot compatible with mobile Internet packages. In the case of active advantage and activation of the mobile Internet package, the advantage is deactivated.
- The benefit cannot be transferred to a different phone number.
- The bundle can also be used in the EU zone.
- After the benefit is exhausted, mobile Internet services will be suspended.
- O2 reserves the right to limit or cancel providing of all services provided via a prepaid card or to take away the benefit in case of a misuse or a suspected misuse of services based on article 7.1. paragraph d) or article 7.2. paragraph b) of General Terms and Conditions for Providing of O2 Prepaid Services issued by O2.

Package 100 MB to the NA!VÝBĚR tariff

- Each Subscriber who new activates a SIM card with pre-charged credit with NA!VÝBĚR tariff purchased after August 1, 2017, automatically receives a 100 MB data package for 30 days.
- A Subscriber who new orders Prepaid service with NA!VÝBĚR tariff offer via www.simzdarma.cz, get the advantage after charging the credit at least CZK 300.
- A Subscriber with the NA!VÝBĚR tariff activated prior to June 27, 2017, can claim a benefit by sending a free SMS with the key words VYHODA INTERNET to 999 111 after June 28, 2017. The benefit is then activated by recharging of the credit with at least CZK 300
- Subscribers who change their current tariff to the NA!VÝBĚR tariff get the benefit activated by recharging their credit with at least CZK 300.
- The Subscriber is always informed about the benefit activation by an SMS message. Credit needs to be recharged with at least CZK 300 to renew the benefit, the benefit gets renewed straight after recharging and it is valid for 30 days from the last recharging of credit.
- The benefit is compatible with the NA!VÝBĚR, NA!HLAS and NA!PIŠTE tariffs. If the tariff is changed to a tariff that is not compatible, the benefit gets terminated.
- The benefit cannot be transferred in case of a transfer from O2 Prepaid Services to O2 Mobile Voice Services.
- The benefit cannot compatible with mobile Internet packages. In the case of active advantage and activation of the mobile Internet package, the advantage is deactivated.
- The benefit cannot be transferred to a different phone number.
- If the subscriber has sufficient credit, the bundle and automatic data renewal active, the bundle gets automatically renewed for a fee of CZK 49 with VAT once it is used up. Such renewed volume of data is valid until the 30-day period of benefit validity runs out. Automatic renewal does not take place if the SIM card does not have sufficient credit to cover the fee for purchased data.
- The subscriber is entitled to the benefit arising from the special offer only based on recharging of credit that take place within 12 months from the moment the benefit was activated for the first time and the subscriber was informed about it by an SMS message.
- The price for the renewal of 100 MB basic volume of data within the 30-day period is CZK 49.
- The bundle is compatible with benefits for recharging of the NA!VÝBĚR tariff (Free Calls and SMS to O2 at Weekends, Subsidized Calls to O2, Subsidized Calls, Bundle of Free 100 SMS). The subscriber can have 2 benefits for recharging their credit active.
- The bundle can also be used in the EU zone.
- O2 reserves the right to limit or cancel providing of all services provided via a prepaid card or to take away the benefit in case of a misuse or a suspected misuse of services based on article 7.1. paragraph d) or article 7.2. paragraph b) of General Terms and Conditions for Providing of O2 Prepaid Services issued by O2.

NA!SÍTI package with the NA!VÝBĚR tariff

- Each subscriber who activates a SIM card with the NA!SÍTI offer with pre-charged credit before April 15, 2016, automatically gets the NA!SÍTI bundle, which includes 500 MB of mobile internet, beneficial calls to all networks for 2.50 CZK/min and SMS to all networks for CZK 1.50 for the first 30 days. The subscriber who orders a SIM card with the NA!SÍTI offer via www.simzdarma.cz activates the bundle at the moment of the first topping up of the SIM card with at least CZK 200.
- If a subscriber has sufficient credit, the bundle is automatically renewed for another 30-day period once the previous 30-day period runs out, and a lump sum fee of CZK 199 is subtracted from their credit. The automatic renewal does not take place if there is not sufficient credit on the SIM card to cover the cost of the lump sum fee. Once a sufficient amount to cover the lump sum fee is topped up, the bundle is automatically renewed once more. The bundle activation for the next period is always confirmed by an SMS message.
- The fee for renewing the basic data volume of 500 MB within the 30-day period is CZK 99.
- The bundle is not compatible with the benefits for topping up the NA!VÝBĚR tariff (Free calls and SMS to O₂ at weekends, Calls to O₂ for a beneficial price, Calls for a beneficial price, Bundle of 100 free SMS).
- Even a current subscriber with the NA!VÝBĚR tariff can activate the bundle by sending a free activating text message with the keyword PR DATA 6 to 999111. If the subscriber uses a benefit for topping up with the NA!VÝBĚR tariff, this benefit gets immediately cancelled when the bundle is activated. If the subscriber has a bundle active that includes the same benefits as the NA!SÍTI bundle, the corresponding bundle gets deactivated when the NA!SÍTI bundle is activated.
- If the bundle is deactivated, the subscriber's usage is billed based on the NA!VÝBĚR tariff.
- If the NA!VÝBĚR tariff is changed to a different tariff, the bundle gets deactivated.
- From June 15, 2017 the package can be used in the EU zone

NA!DLOUHO

Call in CZE and selected countries	Call in EU zone	O ₂ and all fixed networks after 1st minute	Voice box	SMS in CZE	SMS in EU zone	MMS
5,90	5,90	zdarma	3,00	1,90	1,90	5,90

- The prices are expressed in CZK incl.VAT/min./SMS/MMS.
- National calls are charged for each initiated 60 sec section from set up of call.
- Change of the tariff is possible by texting SMS 'TARIF NADLOUHO' to number 999 111.
- The price of CZK 5.90 with VAT per a minute of calls valid for the NA!DLOUHO tariff applies also to calls to participants' number in Ukraine, Vietnam, Slovakia, Austria, Germany, Poland, Russia, Bulgaria, and Romania (not valid for the NETCALL *55 service).

O2 NA!PIŠTE, O2 NA!HLAS

Tariff	Call in CZE	Call in EU zone	Voice box	SMS in CZE	SMS in EU zone	MMS
O2 NA!PIŠTE	6,70	6,20	3,00	1,90	1,90	5,90
O2 NA!HLAS	5,60	5,60	3,00	2,60	1,90	5,90

- The prices are expressed in CZK incl. VAT /minute/SMS/MMS
- National calls rates are applied to each 60 seconds section from set up call.
- O2 NA!PIŠTE, O2 NAHLAS tariff can not be activated any more.

O₂ QUATRO, O2 FUN

Tarif	Calls to O2		Other mobile networks calls		Fixed networks		Call in EU zone	Hlasová schránka	SMS in CZE	SMS in EU zone	MMS in CZE	MMS in EU zone
	peak	off peak	peak	off peak	peak	off peak						
O2 Quatro	7,80	3,00	11,70	9,00	11,70	3,00	6,20	3,00	3,80	1,90	9,70	6,50
O2 FUN	7,80	7,80	7,80	7,80	7,80	7,80	6,20	3,00	2,10	1,90	9,70	6,50

- The prices are expressed in CZK incl. VAT /minute/SMS/MMS
- O₂ Fun, O₂ Quatro tariffs can not be activated any more.
- National calls rates are applied to each 60 seconds section from set up call.
- O₂ Quatro tariffs include: peak calls made on business days from 7 am to 4 pm and off-peak calls made on business days from 4 pm to 7 am + on weekend, bank holiday.

- SMS from Internet - charged

III. COMPLEMENTARY SERVICES

Weekend					
Package	Weekend calls in the CZE	Weekend calls in EU zone	SMS over the weekend in the CZE	SMS over the weekend in the EU zone	Monthly fee
VÍKENDY K TARIFU DEN VOLÁNÍ	unlimited	unlimited	2,00	1,90	100,00
VÍKENDY K TARIFU DEN VOLÁNÍ + SMS	unlimited	unlimited	unlimited	unlimited	100,00

- The prices are expressed in CZK incl. VAT.
 - Activation of the packages can be activated to the DEN VOLÁNÍ, DEN VOLÁNÍ + SMS
 - As part of the lump sum fee for the package it is possible to use services that are not a standard part of the lump sum daily fee for the DEN VOLÁNÍ, DEN VOLÁNÍ + SMS tariff from Saturday at 00:00:01 until Sunday at 23:59:50. At this time the Subscriber is not billed the daily lump sum fee for the DEN VOLÁNÍ, DEN VOLÁNÍ + SMS tariff. The bundle does not apply to services that cannot be used as part of the daily lump sum fee of the DEN VOLÁNÍ, DEN VOLÁNÍ + SMS tariff.
 - The activation will be executed after the sending of free SMS to the number of 999111 in the following formats VIKENDY.
 - As part of the bundle, there is also an unlimited basic Internet connection the Czech Republic and the EU zone at weekends with a maximum upload and download speed of 32 kb/s.
- The unlimited calls and SMS within the package are intended for traffic in the Czech Republic and the EU zone and can be used for connections billed by standard tariffs.

FREE PACKAGES					
Package	Unlimited calls	Unlimited SMS	Weekly data volume	Data volume renewal (CZK)	Weekly flat fee (CZK)
FREE O ₂	to O ₂ and fixed lines	to O2	no	no	59,00
FREE O ₂ SMS	no	to O2	no	no	39,00
FREE O ₂ calling on one number	on one O ₂ number	no	no	no	49,00
FREE CZ	inc CZE and EU zone	inc CZE and EU zone	375 MB	29,00	199,00

- The prices are expressed in CZK incl. VAT.
- Activation of the packages can be activated to the NA!VÝBĚR, NA!DLOUHO or O₂ NA!PIŠTE tariffs. For the O2 NA!HLAS tariff can be activated packages FREE O2, FREE O2 SMS a FREE O2 - calling on one number. For the O2 NA!HLAS it is not possible activation of package FREE CZ.
- The activation will be executed after the sending of free SMS to the number of 999111 in the following formats: FREEO₂ for the FREE O₂ package, FREECZ for the FREE CZ package, SMS O2 for FREE O₂ SMS package, JEDNO XXXXXXXXX for FREE O2- calling on one
- The activation of the packages will lead to the de-activation of all complementary services containing the same type of benefits as the FREE packages.
- The package will be activated at the point of confirming the activation by SMS. The package will be automatically restored after a 7-day cycle and a weekly amount of fee will be subtracted. The automatic recovery will not take place unless the SIM card contains a sufficient amount of credit to cover the cost of the fee. Once a sufficient sum to cover the entire lump-sum fee is recharged, the bundle is automatically renewed.
- Unlimited calls, SMS and data within FREE packages are intended for traffic in the Czech Republic (for FREE CZ as well as for EU Zone traffic) and can be used for flights billed by standard tariffs.
- The package does not support selected Internet applications.
- Data transfers can be made by using the following technologies: GPRS, EDGE, UMTS, HSDPA, HSPA+ and HSPA+DC, LTE.

MOBILE DATA - BILLING BASED ON USAGE

- APN video transfers are rated under the same conditions as transfers via APN internet.
- Data tariffs enable data communication in Czech Republic and in the EU zone.

	FUP for 24 hours	Price for 24 hours	O ₂ Mobile portal
Mobilní data (ČAS)	30 MB	29,00	0,00

- The price of call for the tariff applies to each initiated 24-hour regardless of the set up of the mobile phone or the volume of downloaded data.
- Content download services (such as ringing tone, wallpaper) are priced with special rate.

O₂ Konference / O₂ Conference

Conference on order

Voice conference: (line +420 606 000 600 – customers can not insert the number in the customer VPN). This service is for any subscriber. No monthly fee is applied.

Service	Price (CZK)
Activation	0,00
Per minute rate - from O₂	4,90

- No free minutes or discounts agreed with the subscriber will not be applied.
- The first minute is rated as a whole followed by per-second rating.
- Users communicating from other networks will be subject to standard O₂ call charges.
- Ordering by SMS:
Sending of SMS (format - konf ddmm hhmm ddd nn) to +420 720 00 22 33, where:
 - ddmm = date of conference (dd-day, mm-month)
 - hhmm = start of conference (hh-hour, mm-minutes - in 24 hour format)
 - ddd = length of conference in minutes (the maximal length of conference is 120 minutes)
 - nn = number of parties participating in the conference
 - example of order: "konf 0907 1400 60 10" (date 9 July of current year, start of conference at 14:00, length / duration of conference - 60 minutes, maximum number of parties: 10)
 - for communication in Czech use the key word "konf ddmm hhmm ddd nn" while for communication in English you should use "conf ddmm hhmm ddd nn".

IV. O₂ MOBILE INTERNET CONNECTION

INTERNET BUNDLES

- The Internet bundles allow a national data connections.

Bundle	Data volume (weekly)	Weekly fee (CZK)	Data volume renewal (CZK)
Bundle 75 MB mobile internet	75 MB	49,00	29,00
Bundle 400 MB mobile internet	400 MB	89,00	39,00

Bundle	Data volume (monthly)	Monthly fee (CZK)	Data volume renewal (CZK)
Bundle 500 MB mobile internet	500 MB	150,00	150,00
Bundle 1,5 GB mobile internet	1,5 GB	299,00	149,00
Bundle 5G mobile internet	5 GB	549,00	249,00

- Mobile internet bundles are compatible with all voice and data tariffs. If the subscriber does not purchase a voice tariff with their internet bundle, the internet bundle cannot be used to make calls, it is only possible to send SMS and MMS.

- The package is valid for 30 days.
- If the subscriber has sufficient credit, the bundle is always renewed after 30 days.
- If the expired data limit is exhausted and the participant has automatic data recovery capability before the expiry date of the existing packet, the data transfer limit is automatically restored to the same amount, repeatedly 3 times (1.5 GB Mobile Internet Package and 5 GB Mobile Internet) up to 10x (500 MB Mobile Internet Package) within the applicable 30-day validity period of the package.
- Once an existing data packet expires, the unused portion of the data volume is not converted into the new package's validity period.
- Data from the volume of data within the package is drawn preferentially prior to the basic internet connection that is available as part of the DEN VOLÁNÍ, DEN VOLÁNÍ + SMS tariffs line.

MOBILE DATA - BILLING BASED ON USAGE

- APN video transfers are rated under the same conditions as transfers via APN internet.
- Data tariffs enable data communication in Czech Republic and in the EU zone.

	FUP for 24 hours	Price for 24 hours	O ₂ Mobile portal
Mobilní data (ČAS)	30 MB	29,00	0,00

- The price of call for the tariff applies to each initiated 24-hour regardless of the set up of the mobile phone or the volume of downloaded data.
- Content download services (such as ringing tone, wallpaper) are priced with special rate.

V. SHORT-TERM MARKETING EVENTS

Additional CZK 100 worth of credit with the first topping up

- The offer applies to SIM cards with tariff DEN VOLÁN purchased and activated between March 1, 2018, and December 31, 2017, in our business partners' shops, in O2 brads shops and which will have been topped up for the first time by June 30, 2020.
- The first time the customer tops up their card, they receive an SMS with a code that they use at www.odmenazadobiti.cz whilst it is valid and they confirm a reward of additional CZK 100 worth of credit with their first topping up. Within 48 hours they will have CZK 100 credited. The code is valid for 10 days since its delivery.
- The added credit worth CZK 100 is a bonus. The bonus credit cannot be used for payment transactions and information services. The bonus credit is valid for 6 months.
- The first time the customer tops up their credit they do not have an option to choose their reward, they always get a credit worth CZK 100 with the first topping up. The next time they top up their credit, the customer can choose from other rewards based on the terms and conditions specified at www.odmenazadobiti.cz.

Zlatá edice PředplaDENky

- The advantage was for those who will purchase a SIM card with CZK 20 credit with the CALL DAY tariff on the O2 Stores, together with the new phone, from April 1 to May 31, 2018.
- Upon recharging a SIM card of at least CZK 300, it will receive an SMS with a code that can be inserted at www.odmenazadobiti.cz during its validity period and to collect a bonus credit of CZK 100, which will be credited to it within 48 hours. The validity of the code is 10 days after receiving the SMS with the code.
- Bonus credit of CZK 100 can be obtained repeatedly at the following recharges for at least CZK 300, up to a maximum of 10x (including the first recharge).
- The last recharge for which a Bonus Credit can be earned must be made no later than December 31, 2018.
- Bonus credit can not be drawn on Payment Transactions and Information Services.
- In the case of additional Bonus credits, neither the current credit card, which has expired, is renewed.
- Bonus credit is valid for 6 months.
- The bonus credit must not be misused. O2 reserves the right to take steps to report abuse of the Bonus Credit.
- Can not combine with the offer of 100 CZK credit in addition to the first charge

Zlatá edice GO

- The advantage was for those who will purchase a SIM card with CZK 20 credit with the NA!VÝBĚŘ tariff on the O2 Stores, together with the new phone, from June 1 to June 30, 2018.
- Upon recharging a SIM card of at least CZK 300, it will receive an SMS with a code that can be inserted at www.odmenazadobiti.cz during its validity period and to collect a bonus credit of CZK 100, which will be credited to it within 48 hours. The validity of the code is 10 days after receiving the SMS with the code.
- Bonus credit of CZK 100 can be obtained repeatedly at the following recharges for at least CZK 300, up to a maximum of 10x (including the first recharge).
- The last recharge for which a Bonus Credit can be earned must be made no later than June 30, 2019.
- Bonus credit can not be drawn on Payment Transactions and Information Services.
- When the next Bonus credit is provided, the validity of the regular credit or the previous Bonus credit is not prolonged, Bonus credit with expired validity is not renewed.
- Bonus credit is valid for 6 months.
- The bonus credit must not be misused. O2 reserves the right to take steps to report abuse of the Bonus Credit.
- Can not combine with the offer of 100 CZK credit in addition to the first charge

Zlatá edice O2 karty

- The benefit is designed for subscribers who order a SIM card with zero credit and with the NA!VÝBĚŘ tariff via www.o2karta.cz between May 1 and May 31, 2018, and within 14 days from ordering the SIM card at the latest they top up their credit with at least CZK 300; they will then receive a text message with a code that they can enter at www.odmenazadobiti.cz whilst it is valid and they can collect bonus credit of CZK 100 that will be credited to them within 48 hours. The validity of the credit is 10 days from receiving the text message with the code.
- The bonus credit of CZK 100 can be gained repeatedly during the following topping ups with at least CZK 300, for up to 10 times at the most (including the first topping up).
- The last topping up, for which it is possible to get the Bonus credit, must take place on December 31, 2018, at the latest.
- The Bonus credit cannot be used for Payment transactions and information services.
- When the next Bonus credit is provided, the validity of the regular credit or the previous Bonus credit is not prolonged, Bonus credit with expired validity is not renewed.
- Bonus credit validity is 6 months.
- The Bonus credit cannot be misused. O2 reserves the right to carry out steps informing about the misuse of the Bonus credit.

Package 5 GB mobile Internet for the 1st free period

- Each subscriber who newly activates a SIM card with the GO mobile internet 5 GB with the NA!VÝBĚR tariff purchased after June 1, 2018, automatically gets a Bundle of 5 GB of mobile internet for 30 days with the benefit of the first 5 GB for free.
- The bundle is designed for the NA!VÝBĚR tariff. If the tariff is changed to a tariff, which is not compatible, the benefit gets deactivated.
- The bundle is not compatible with a different data bundle.
- The bundle is valid for 30 days. By activating this bundle recurrence (repeating) of the bundle for CZK 549 for each 30 days is automatically set up.
- If the limit of transferred data is used up before the validity of the current bundle runs out and if the subscriber has the automatic renewal of data volume function activated, the limit of transferred data is automatically renewed with the same amount up to three times within the given thirty-day period of the bundle validity of CZK 249 for each renewal. Renewal parameters can be set up in My O2 application.
- The Bundle of 5 GB can be used in the EU zone.
- Once the validity of the current bundle of data runs out, the unused volume of data is not transferred to the validity period of the new bundle.
- The bundle can be deactivated for free in My O2 application or by sending a text message with the keywords INTERNET D to 999 111.

1. 5 GB of free data with the first topping up

- A subscriber who orders a SIM card at www.simzdarma.cz/revolucni-karta and tops it up with at least CZK 300 within 14 days from ordering receives a text message with a code that they can use at www.odmenazadobiti.cz and activate a repeated data Bundle of 1.5 GB of mobile internet (further referred to as a "bundle") with a benefit of free 1.5 GB.
- The benefit of the first free 1.5 GB applies only with the first topping up of the card.
- The validity of the code for the activation of the bundle with the benefit of first free 1.5 GB is 10 days upon receiving the text message with a code.
- The bundle is compatible only with the NA!VÝBĚR tariff. If it is changed to a tariff that is not compatible the benefit is terminated.
- V případě změny na již, než kompatibilní tarif se výhoda ukončuje
- The bundle is not compatible with the Bundle 100 MB benefit. If the Bundle 1.5 GB of data is activated the originally activated Bundle 100 MB is cancelled.
- The validity of the bundle is 30 days. When activating this bundle, the recurrence (repetition) of the bundle for CZK 299 per month is set up automatically.
- If the limit of transferred data is used up before the validity of the current bundle expires and the subscriber has the automatic renewal of data volume turned on, the limit of transferred data is automatically renewed in the same amount; this can happen repeatedly up to ten times within the corresponding thirty-day period when the bundle is valid; the fee is CZK 149 for every renewal. Renewal parameters can be set up in the My O2 application.
- The Bundle 1.5 GB can be used in the EU zone
- Once the validity of the current bundle of data runs out, the unused volume of data is not transferred to the validity period of the new bundle.
- The bundle can be deactivated for free in the My O2 application or by sending a text message with the keywords INTERNET D to 999 111.

A package of 500 MB of mobile internet with a discount

- A subscriber, who between June 1, 2018, and September 30, 2018, purchases and at the same time activates a new SIM card from the Go free edition with a preset package of 50 MB of data to get started and who uses this preset data package is entitled to activating a recurrent (repeated) Package of 500 MB of mobile internet with a 34% discount, i.e. for CZK 99 with VAT for every 30 days (further referred to as the “package”).
- The subscriber activates the package by accepting an offer in a link they receive in a text message notification.
- Activation of the package is conditioned by the subscriber’s having sufficient credit.
- The package is not compatible with other data packages and with the FREE CZ package. At the time the Package is activated, the originally activated data package is cancelled without compensation.
- The package is compatible with voice and text message packages.
- The package is compatible with all the prepaid service tariffs with the exception of the O2 Základ and DEN ZÁKLAD tariff.
- The package can be deactivated in My O2 application. The package then gets deactivated at the end of the validity of the last renewal.
- The package can be deactivated in My O2 application. The package then gets deactivated at the end of the validity of the last renewal.
- The discount on the package is only with the mentioned data package of 500 MB of mobile internet and it is valid as long as the package is valid. If the customer deactivates the package, the discount is also deactivated without compensation.

VI. ROAMING AND INTERNATIONAL CALLS

Roaming

▪ **Roaming** – is a service that enables the using of services of O₂ in the networks of foreign operators based on roaming contracts signed between O₂ and the foreign operator.

▪ The list of roaming partners on airplanes and boats is available at the following web site:

http://www.o2.cz/osobni/roaming/111826-roaming_v_letadlech_a_na_lodi.html.

Technological arrangement Smart data control becomes valid as of June 1, 2018. This arrangement is free of charge and it protects Subscribers against unexpected billing for use of data when they are connected to the internet in countries outside the EU zone: when a SIM card is registered in a network in a country outside the EU, data connection is automatically blocked, unless the Subscriber deactivates this arrangement or orders the offered roaming data package. The arrangement setting (active or inactive) can be changed via a text message or in the Web Self-Care My O2; the change of SIM card logging into a network in a different country does not change the current settings.

LIST OF TYPES OF CONNECTIONS AND BILLING WHEN ROAMING

Type of call	Billing method	Free min/SMS
Outgoing roaming calls	<p>Outgoing zone-to-zone calls are rated by the higher zone, for example calls from zone EU to zone Rest of Europe are rated as calls in zone Rest of Europe.</p> <p>The prices (rates) apply to video-calls wherever these are available.</p> <p>The subscriber is charged a proportional amount since the start of the connection for the first half a minute and then per second billing (i.e. 30+1) applies for outgoing calls in the EU zone after inactivation free units. The subscriber is charged a fee for each started minute since the beginning of the call (i.e. 60+60) in other zones.</p> <p>The above prices do not include Payment transactions (e.g. calls made to numbers with 900, 906, 909 prefixes, Premium SMS and to the Green Line.</p>	Applied in EU zone
Incoming roaming calls	<p>Incoming calls within the EU zone are free of charge.</p> <p>In other zones, an incoming call is charged for every minute that has been started since the call is connected (ie, 60 + 60).</p>	
Incoming SMS and MMS	Free of charge	Not applied
Data	In case of data services that are meant to be used in the Czech Republic and in the EU zone, O2 is entitled to charge the subscriber, who exceeds the limit set by the COMMISSION IMPLEMENTING REGULATION (EU) 2016/2286 ("Regulation") for a specific volume unit based on the use of data in the EU, a surcharge to the price for a corresponding volume unit for the data used in the EU zone above this limit; the surcharge is CZK 0.21 without VAT for 1 MB of data used in the EU zone. The billing unit for the charging of the surcharge is 1kB.	Applied on data in EU zone

Roaming - call, SMS nad MMS tariffs

- Incoming calls with information about prices are free of charge.
- Tariff activation and deactivation is free of charge, unless ordered by phone or a text message from another country.

Svět Basic / World Basic				
Country	Calls within a zone and to CZE	Incoming calls	SMS	MMS
Rest of Europe	42,35	24,20	12,10	9,60

Zones: Svět Basic / Roaming data	
Zones	Country
EU	Azores (Portugal), Belgium, Bulgaria, Croatia, Denmark, Estonia, Finland, France, French Guyana, Gibraltar (United Kingdom), Guadeloupe (France), Ireland, Iceland, Italy, Canary Islands (Spain), Cyprus, Lichtenstein, Latvia, Lithuania, Luxembourg, Madeira (Portugal), Hungary, Malta, Martinique (France), Germany, Netherlands, Norway, Poland, Portugal, Austria, Réunion (France), Romania, Greece, San Marino, Slovakia, Slovenia, Spain, Sweden, Vatican (Italy), United Kingdom.
Rest of Europe	Albania, Andorra, Belarus, Bosnia and Herzegovina, Montenegro, Faeroe Islands, Guernsey, Jersey, Kosovo, Macedonia, Isle of Man, Moldova, Monaco, North Cyprus(Turkey), Serbia, Switzerland, Turkey, Ukraine.
Rest of World	all countries not specified above, usage on airplanes and ships

- The prices are expressed in CZK per min./SMS/MMS incl. VAT and apply to all networks in the given country.

Roaming - data

Billing based on downloaded data volume	
Zone	incl. VAT
EU	According to the tariff
rest of Europe	240,00
rest of World	300,00

- Prices are expressed in CZK per 1 MB. Rates are applied to batches of 1 kB. The zones are identical with those for Svět Basic / World Basic. Subscriber can use data roaming as long as they have an active Roaming and, at the same time, the Data service in location of Czech Republic.
- Charges of data communication from boats and airplanes are classified in the "the rest of..." zone.
- Any activity requiring the connection to GPRS/EDGE/UMTS/HSDPA, HSPA+, HSPA+DC a LTE network is deemed as the start of a new billing unit.
- Communication / switching technologies depend on the technical conditions of the roaming partner operator.
- On roaming activation, the Data limit is set up to all Subscribers as a default functionality. The Data limit includes data used in all zones. The Data limit switches off data roaming when the Subscriber downloads data in a volume exceeding CZK 1600 incl. VAT (CZK 1322.31 excl. VAT). When reaching of the Data limit is the reason why data roaming has been switched off, the Data limit must be cancelled in order to download other data. In a single billing period it is possible to repeatedly activate and deactivate the Data limit on a free number 720 720 721. The volume limit starts counting anew with every new Data limit activation or at the beginning of another billing period. O₂ sends the Subscriber a message at the moment they reach 80% and 100% of their limit.

One-off roaming data packages

Package	Validity	Free minutes	Price/month CZK incl. VAT
World S	worldwide	25	99,00

- The package enables data roaming up to the agreed volume of data. After the exhaustion of the data volume, the fee will be derived from the volume of downloaded data. Data limit will be applied when the package is activated.
- Monthly fee applies when the package is activated. The billing unit is 100 KB. The unconsumed units will not be forwarded to the next month.
- Is not possible to use free MB of the Svět S/ World S bundles in the following countries: Nepal, Mauritius, Maldives, Tunisia, Mongolia. Roaming data operations carried out in these countries is charged for based on the volume of downloaded data.
- The bundle is valid for 30 days from its activation.

INTERNATIONAL CALLS

International calls made by NETCALL *55 service - conditions valid until August 14, 2018

The O2 NETCALL * 55 service will be terminated on August 15, 2018. Participants who have entered into a contract for electronic communications services before 15 June 2018 shall be transferred to the new conditions by notification in accordance with the law.

Zone	incl.VAT
Zone 1	9,00
Zone 2	9,00
Zone 3	19,00
Zone 4	19,00
Zone 5	49,00

- The prices are expressed in CZK per minute. Charges in Zone 1 and 4 are applied on a per-minute basis (i.e. for each initiated minute of call), in Zone 5 on a half-minute basis.

O2 NETCALL *55 - List of countries for each zone

Zone 1	Belgium ^ (*55 32), Denmark ^ (*55 45), Finland ^ (*55 358), France ^ (*55 33), Ireland ^ (*55 353), Italy ^ (*55 39), Canada ^ (*55 1), Luxembourg ^ (*55 352), Hungary ^ (*55 36), Monaco ^ (*55 377), Germany ^ (*55 49), Netherlands ^ (*55 31), Norway ^ (*55 47), Poland ^ (*55 48), Austria ^ (*55 43), Slovakia ^ (*55 421), USA ^ (*55 1), Spain ^ (*55 34), Sweden ^ (*55 46), Switzerland ^ (*55 41), Great Britain a North Ireland ^ (*55 44)
Zone 2	Australia ^ (*55 61), Belarus ^ (*55 375), Bosnia and Herzegovina (*55 387), Bulgaria (*55 359), Montenegro (*55 382), Estonia ^ (*55 372), Croatia (*55 385), Iceland (*55 354), Izrael ^ (*55 972), Japan ^ (*55 81), Cyprus ^ (*55 357), Lithuania (*55 370), Latvia (*55 371), Portugal ^ (*55 351), Romania (*55 40), Greece ^ (*55 30), Slovenia (*55 386), Serbia (*55 381)
Zone 3	Guadeloupe (*55 590), Guam (*55 1671), Hongkong ^ (*55 852), South Africa ^ (*55 27), Macedonia (*55 389), Morocco (*55 212), Mexico ^ (*55 52), Moldavia (*55 373), Russia ^ (*55 7), UAE (*55 971), Tunis (*55 216), Turkey ^ (*55 90), Ukraine (*55 380)
Zone 4	Angola (*55 244), Dutch Antilles (*55 599), Argentina (*55 54), Aruba (*55 297), Ascension (*55 247), Azerbaijan (*55 994), Bahrain (*55 973), Bangladesh (*55 880), Barbados (*55 1246), Belize (*55 501), Bermudas (*55 1441), Bhutan (*55 975), Botswana (*55 267), Brazil (*55 55), Brunei (*55 673), Burkina Faso (*55 226), Chad (*55 235), Dominica (*55 1767), Dominicana (*55 1809, *55 1849), Egypt (*55 20), Falklands (*55 500), Philippines (*55 63), Gabon (*55 241), Gambia (*55 220), Ghana (*55 233), Grenada (*55 1473), Guatemale (*55 502), Guyana French (*55 594), Guyana republic (*55 592), Haiti (*55 509), Chile (*55 56), India ^ (*55 91), Indonesia (*55 62), Jordan (*55 962), Cayman Islands (*55 1345), Qatar (*55 974), Kazakhstan (*55 732), Columbia (*55 57), Comoras and Mayotte (*55 269), Korea ^ (*55 82), Costa Rica (*55 506), Cuba (*55 53), Lesotho (*55 266), Libria (*55 231), Macao (*55 853), Malaysia ^ (*55 60), Malawi (*55 265), Mongolia (*55 976), New Zealand (*55 64), Virgin Islands U.S.A. (*55 1340), Peru (*55 51), Réunion (*55 262), Equatorial Guinea (*55 240), Salvador (*55 503), Seychely (*55 248), Sierra Leone (*55 232), Singapur ^ (*55 65), Sri Lanca (*55 94), Central African Republic (*55 236), Syria (*55 963), Tadjikistan (*55 992), Taiwan (*55 886), Tanzania (*55 255), Thailand (*55 66), Trinidad a Tobago (*55 1868), Uganda (*55 256), Uruguay (*55 598), Venezuela (*55 58), Zambia (*55 260), Zimbabwe (*55 263)
Zone 5	Anguilla (*55 1264), Antigua a Barbuda (*55 1268), Armenia (*55 374), Bahamas (*55 1242), Barma (*55 95), Benin (*55 229), China (*55 86), Eritrea (*55 291), Greenland (*55 299), Iran (*55 98), Jamaica (*55 1876), South Sudan (*55 211), Cameroon (*55 237), Cape Verde (*55 238), Corea North (*55 850), Kuwait (*55 965), Laos (*55 856), Libanon (*55 961), Maledives (*55 960), Marianes North (*55 1670), Mauretania (*55 222), Mauritius (*55 230), Oman (*55 968), Papua-New Guinea (*55 675), Paraguay (*55 595), Samoa American (*55 684), Senegal (*55 221), Somalia (*55 252), Sudan (*55 249), Surinam (*55 597), St. Helena (*55 290), St. Tome and Principe (*55 239), Swaziland (*55 268), Uzbekistan (*55 998), Vietnam (*55 84)

^ fax via NetCall55 is available

International calls - conditions valid until August 14, 2018

Zone

	incl.VAT
Zone A	19,50
Zone B	30,00
Zone C	60,00
Zone D	114,00

- The prices are expressed in CZK per minute.
- Charges in Zone A and B are applied on a per-minute basic (i.e. for each initiated minute of call), in Zone C on a half-minute basis, in Zone D for each initiated 15 seconds of call.

List of countries for each zone

Zone A	Slovakia (+421)
Zone B	Belgium (+32), Belarus (+375), Denmark (+45), Faroe Islands (+298), France (+33), Croatia (+385), Italy (+39), Lichtenstein (+423), Lithuania (+370), Luxembourg (+352), Hungary (+36), Monaco (+377), Germany (+49), Netherlands (+31), Poland (+48), Austria (+43), San Marino (+378), Slovenia (+386), Sweden (+46), Switzerland (+41), Ukraine (+380), Vatican (+39 (+379)), Great Britain and North Ireland (+44)
Zone C	Albania (+355), Algeria (+213), Andorra (+376), Armenia (+374), Australia (+61), Azerbaijan (+994), Bosnia a Herzegovina (+387), Bulgaria (+359), Montenegro (+382), Egypt (+20), Estonia (+372), Finland (+358), Gibraltar (+350), Gruzia (+995), Hongkong (+852), Ireland (+353), Iceland (+354), Izrael (+972), Japan (+81), Canada (+1), Cyprus (+357), Libya (+218), Latvia (+371), Macedonia (+389), Malta (+356), Morocco (+212), Moldavia (+373), Norway (+47), Palestine (+970), Portugal (+351), Romania (+40), Russia (+7), Greece (+30), USA (+1), Serbia (+381), Spain (+34), Tunis (+216), Turkey (+90)
Zone D	Aeromobile (+88299), Afghanistan (+93), Angola (+244), Anguilla (+1264), Antigua and Barbuda (+1268), Dutch Antilles (+599), Argentina (+54), Aruba (+297), Ascension (+247), Australian territories (+672), Bahamas (+1242), Bahrain (+973), Bangladesh (+880), Barbados (+1246), Barma (Myanmar) (+95), Belize (+501), Benin (+229), Bermudas (+1441), Bhutan (+975), Bolivia (+591), Botswana (+267), Brazil (+55), Brunei (+673), Burkina Faso (+226), Burundi (+257), Cook's Islands (+682), Chad (+235), China (+86), Diego Garcia (+246), Dominica (+1767), Dominicana (+1809, +1849), Djibuti (+253), Ecuador (+593), Eritrea (+291), Etiopia (+251), Falklands (+500), Fiji (+679), Philippines (+63), Gabun (+241), Gambia (+220), Ghana (+233), Grenada (+1473), Greenland (+299), Guadeloupe (+590), Guam (+1671), Guatemale (+502), Guinea republic (+224), Guinea-Bissau (+245), Guyana French (+594), Guyana republic (+592), Haiti (+509), Honduras (+504), Chile (+56), India (+91), Indonesia (+62), Inmarsat A (ships) (+87X 1), Inmarsat Aero (aeroplanes) (+87X 5), Inmarsat B (mobile) (87X 3), Inmarsat BGAN (+87077, +87078), Inmarsat M (mobile) (+87X 6), Inmarsat Mini-M (mobile) (+87X 76), Iraq (+964), Iran (+98), Iridium (+8816,+8817), Jamaica (+1876), Yemen (+967), South Africa (+27), South Sudan (+211), Jordan (+962), Cayman Islands (+1345), Cambodia (+855), Cameroon (+237), Cape Verde (+238), Qatar (+974), Kazakhstan (+732), Kenya (+254), Kiribati (+686), Corea North (+850), Columbia (+57), Comoras and Mayotte (Mahoré) (+269), Congo Democratic Republic (Zaire) (+243), Congo Republic (+242), Corea South (+82), Costarica (+506), Cuba (+53), Kuwait (+965), Kyrgyzstan (+996), Laos (+856), Lesotho (+266), Libanon (+961), Liberia (+231), Macao (+853), Madagaskar (+261), Malaysia (+60), Malawi (+265), Maledives (+960), Mali (+223), Marianes North (+1670), Marshalls' Islands (+692), Martinic (+596), Mauretania (+222), Mauritius (+230), Mexico (+52), Micronesia (+691), Mongolia (+976), Montserrat (+1664), Mosambique (+258), Namibie (+264), Nauru (+674), Nepal (+977), Niger (+227), Nigeria (+234), Nikaragua (+505), Niue (+683), New Caledonia (+687), New Zeland (+64), Oman (+968), Pakistan (+92), Palau (+680), Panama (+507), Virgin Islands British (+1284), Virgin Islands U.S.A. (+1340), Papua-New Guinea (+675), Paraguay (+595), Peru (+51), Ivory Coast (+225), French Polynesia (+689), Portorico (+1787), Reunion (+262), Equatorial Guinea (+240), Rwanda (+250), Saint Pierre and Miquelon (+508), Salvador (+503), Samoa American (+684), Samoa West (+685), Saudi Arabia (+966), Senegal (+221), Seychely (+248), Sierra Leone (+232), Singapur (+65), Somalia (+252), UAE (+971), Sri Lanka (+94), Central African Republic (+236), Sudan (+249), Surinam (+597), Saint Helen (+290), Saint Lucia (+1758), SSaint Christ and Nevis (+1869), Saint Tome and Principe (+239), Saint Vincent and Grenadines (+1784), Swaziland (+268), Syria (+963), Solomon Islands (+677), Tadjikistan (+992), Taiwan (+886), Tanzania (+255), Thailand (+66), Togo (+228), Thuraya (+88216), Tokelau (+690), Tonga (+676), Trinidad and Tobago (+1868), Turkmenistan (+993), Turkey (+1649), Tuvalu (+688), Uganda (+256), Uruguay (+598), Uzbekistan (+998), Vanuatu (+678), Venezuela (+58), Vietnam (+84), Wallis and Futuna (+681), Zambia (+260), Zimbabwe (+263)

International calls - conditions valid from August 15, 2018

Zone	incl.VAT
Slovensko	11,90
Zbytek světa *1	30,00
Satality *2	60,00

- The prices are expressed in CZK per minute. Each minute is charged.
- International calls made over * 55 will be charged for the above rates per zone.
- Subscribers who have entered into a contract for electronic communications services before 15 June 2018 shall be transferred to the new conditions by notification in accordance with the law.

*1 The rest of the world includes other countries and territories where O2 currently has a contractual partner providing mobile call termination. The latest list of these countries can be found at www.o2.cz/mezinarodni

*2 Satellites include international prefixes + 87x, + 88x, + 176x

International calls packages

Package	Validity	Free minutes	Price/month CZK incl. VAT
30 minutes - international calls	worldwide	30	179,00

- The bundle is valid for 30 days from its activation. Unused units is not transferred.
- Free units - minutes are applied to mobile numbers and fixed line.
- The activation will be executed after the sending of SMS INTC30 to the number of 999111.

SMS/MMS SENT TO FOREIGN DESTINATIONS

- Price of outgoing SMS to international numbers (i.e. number with a country prefix different from +420) is **CZK 5,00** incl. VAT.
- Price of outgoing MMS to international numbers (i.e. number with a country prefix different from +420) is **CZK 9,50** incl. VAT.
- The sending of SMS to international destinations does not include free minutes within the tariff or any other SMS packages.

VII. OTHER SERVICES

Combined SMS/MMS services

The prices are expressed in CZK incl. VAT.	SMS	MMS
Promo combined news of iDNES	0,00	2,00
Combined news of iDNES	1,20	5,00
SMS/MMS Hospodářské noviny	1,20	6,00

O₂ Active - services (SMS/MMS news)

O ₂ Active - SMS services	Price in CZK	
	incl.VAT	exl. VAT
111# menu - display of basic *111*# menu	by selected tariff	
111# menu - information of *111*# menu sent by SMS	by O ₂ Active service price list	
111# menu - information of *111*# menu shown on handset display : Ships, Logic,Matches, Moon landing, Cannon battle"	1,21	1,00
SMS/MMS infoservices and SMS Plus – sending of request (by SMS)	by selected tariff	
Disconnection due to theft (KRA), disconnection and re-connection of phone – vacation (PRA),connection of CDR service (PPU), zapojení signalizace příchozích hovorů (SIG), zapojení služby roaming (ROA), connection of COLP rejected (NEZ), disconnection of receipt of SMS from e-mail (NEM)and from web (NWW), account status (ZUS), change of flat fee (ZME), Benefit (BEN), activation and de-activation of WAP (WAPS), missed calls (ZHO), activation and de-activation of O2 Duet (DUET)	0,00 ^{*1}	
SMS holidays (A SVATEK, SVATEK)	1,50	1,24
iDNES General news (A IDNES V X), ČTK Domestic news(A ČTK D X), iDNES Economic news (A IDNES E X), iDNES Sports news (A IDNES S X), ČTK Economic news (A ČTK E X), ČTK Sports news (A ČTK S X), ČTK Football news (A ČTK F X), ČTK Ice Hockey news (A ČTK H X), ČTK International news (A ČTK M X), ČTK Aktuality - Czech Press Agency Breaking News (A ČTK A), Practical jokes (A KAM), Jokes (A VTI), News Blesk (A BLESK), News Slavia Praha (A SLAVIA), Betting service - results (SAZ), Sportka results (SPORTKA), Euromilióny results (EURO), Results of "Šťastných 10 / Lucky 10" (STASTNYCH), Sport combi and MMS - Teams from ELH (A TYM), General combii and MMS - SMS/MMS Hospodářské noviny (A IHNED), SMS Sport daily news (A DENIKSPORTSMS), tn.cz news (A TN), SMS weather lores (A PRN)	1,30	1,07
ČTK weather by region(A POC X), weather - cities (A PCS X), browsing in Teletextu ČT (CT1 X), foreign language dictionaries (SLO XXCA prekladane_slovo), radar reports (RAD X), traffic update: Summary (A DOPS X)	2,00	1,65
Current traffic situation: Detailed SMS (A DOP X), Summary SMS (A DOPS X)	3,00	2,48
Erotic horoscope (A HORO)	3,00	2,48
Time table - buses SMS (BUS U V X Y),Time table - Czech Railways (VLA U V X Y), train delays SMS (ZPO X), Time table - public/city transport SMS (MHD U V X Y), Partnership horoscope SMS (A HORP), Love Horoscope SMS (A HORL), Time table - Airplanes (ODLET, PRILET),Exchange rates (A KURZ), Exchange rates (A MENA), SMS French (A FRA), SMS Italian (A ITA)	3,50	2,89
SMS English (A ANG)	3,20	2,64
Foundation (NAD)	14,87	12,29
Full version of ČTK (Czech Press Agency) news sent by fax or e-mail	16,00	13,22
iDNES (BK SPORTSMS) sports package, iDNES (BK ZPRAVYSMS) news package	29,00	23,97
Access to AirToy (AIRTOY50)	57,50	47,52
SMS Plus - fax logo	0,00	0,00
SMS Plus - email text (EML)	0,85	0,70
SMS Plus - fax text (FAX)	2,90	2,40
Multiple SMS to O2 (profile edit) (SND)	0,85	0,70
Multiple SMS to other mobile numbers (T-Mobile, Vodafon) (SND)	1,82	1,50
Pivrnec's calendar (A KAL)	5,00	4,13

*1 The price includes the change of service (not the activation of service).

O ₂ Active - MMS services	Price in CZK	
	incl.VAT	exl. VAT
MMS in mobile (DOMOBILU)	0,00	0,00
Blesk MMS (A BLESKMMS), Sport daily news / reports (A DENIKSPORT)	4,10	3,39

iDNES news of the day (A ZPRAVYDNE), Health Horoscope MMS (A ZDRAVI), Jokes MMS (A MVTIP)	5,00	4,13
Czech Ice Hockey Extra-league reports (A ELH)	7,00	5,79
Girl of Blesk (A DIVKAB), iDNES General news and reports (A IDNESMMS V), iDNES Sports news (A IDNESMMS S), ČTK news headlines (A MCTK C), ČTK domestic news (A MCTK D), ČTK sports news (A MCTK S), ČTK football news and reports (A MCTK F), ČTK ice hockey news and reports (A MCTK H), ČTK weather MMS (A MMSPOC)	10,00	8,26
iDNES (BK SPORT) sports package, iDNES (BK ZPRAVY) news package	59,00	48,76
ČTK Weather MMS (A MMSPOC)	7,00	5,79
Smobil Melodies (SPO)	45,80	37,85
On-line web editor – sent to two users (MMSW)	57,50	47,52
iDnes Weather MMS (A POCASI)	3,20	2,64
Personal horoscope MMS (A MMSHOR)	3,50	2,89

SMS with a delivery note

- SMS with a delivery note is a text message service provided on five-digit numbers starting with the numbers 876 and enabling bulk automated communication with the recipient of the SMS message; it also ensures that an SMS reply is sent from the recipient to the subscriber.
- The price of sending messages to a 876X1 number and delivering a reply from the recipient and from the same number (including a guarantee of processing up to 10 text messages in 1 second and sending a reply within 60 seconds) is CZK 4.90 with VAT (CZK 4.05 without VAT) for both text messages.
- The price of sending messages to a 876X2 number and delivering a reply from the recipient and from the same number (including a guarantee of processing up to 50 text messages in 1 second and sending a reply within 10 seconds) is CZK 12.90 with VAT (CZK 10.66 without VAT) for both text messages.
- The variable X in phone numbers 876X1 and 876X2 is always represented by a numerical value of 0 to 9 when it is used.

INFORMATION SERVICES

Services	Price in CZK (incl.VAT)
Time information (+420 606 000 606 z MT O2)	4,84

- The prices are expressed in CZK per minute excl. VAT (incl. VAT).
- Minimum call duration is a minute. Then the price is applied on a per-second basis.

141xx Services	Price in CZK (incl.VAT)
14111 - Assistance for Request for Information on the existence of electronic communications networks	6,05
14112 - Time	6,05
14114 - Sportka, Sazka, Š10 a Euromiliony (results)	6,05
14116 - weather forecast	6,05
14144 - taxiservice (Tick Tack)	6,05

- The prices are expressed in CZK per minutes excl. VAT (incl. VAT).
- The minimum call duration subject to charges in calls made to no. 141xx is two minutes. Then the price is applied on a per-minute basis.

Services 14yxx

The 14yxx calls with “y” = 0, 2-9 (commercial services) are priced as calls to fixed networks depending on tariff/s chosen by the customer.

Service 1180, 1181, 1188 - Information line	CZK incl.VAT	CZK excl.VAT
Price per minute for calls	34,90	28,84

- Information services allow to connect the call to the requested number. This connected call is charged the same price as calls to the relevant information service.
- 1180, 1181: Service of call connection are provided within fixed and mobile networks in the Czech Republic, within international calls is call connection possible for call to zones 1 and 6. Service 1188 provides information about national telephone numbers (numbers in the Czech Republic) with the possibility of subsequent call connection.
- Calling to Information lines is only possible within the Czech Republic. This service is not reachable from abroad.
- The minimum call duration is one minute. After the elapse of the 60 seconds, each call will be charged on a per minute basis (applies to each initiated minute of call).

12xx services (important operator services available country-wide)	CZK incl. VAT
12xx	equal to fixed line call

12yxx services (important operator services available country-wide)	CZK incl. VAT
12yxx	equal to a fixed line call
1224	10,15

- The calling with 1224 is charged for each started minute since the beginning of the call.

O₂ Line for deaf people and blind

O₂ Line for deaf people and blind - mediation of contact abroad	CZK incl. VAT
Country group 1 without translation	5,32
Country group 1 with translation into english	29,52
Country group 2 without translation	5,81
Country group 2 with translation into english	30,01
Country group 3 without translation	11,50
Country group 3 with translation into english	35,70
Country group 4 without translation	11,50
Country group 4 with translation into english	35,70
Country group 5 without translation	13,92
Country group 5 with translation into english	38,12
Country group 6 without translation	18,15
Country group 6 with translation into english	42,35
Country group 7 without translation	27,83
Country group 7 with translation into english	52,03
Country group 8 without translation	60,50
Country group 8 with translation into english	84,70

- The prices are expressed per 1 minute of call.
- Minimal charged call duration is one minute. After the elapse of the minimal call duration, each call will be charged on a per minute basis (applies to each initiated minute of call).
- Contacts to Line for deaf people and blind services:
800 142 142 – for people calling in a direction of a man with a hearing disability
800 147 147 – for fax
722 147 147 – for SMS (SMS is charged according to client's tariff)
neslysici@o2.cz – for e-mail
UIN: 593 439 364 – for ICQ communication
O2hovorproneslysici – for Skype communication
www.nadaceo2.cz/linka – for O2 chat communication
- Service is free of charge in the area of Czech republic

Country groups for O₂ Line for deaf people and blind

Country group	COUNTRY/DESTINATION
1	Germany, Poland, Austria, Slovakia
2	Australia, Belgium, Denmark, Finland, France, Ireland, Italy and Vatican, Israel, Canada, Cyprus, Luxembourg, Hungary, Netherland, Norway, Portugal, Greece, Slovenia, United States of America, Spain, Sweden, Switzerland, Great Britain
3	Mobile network of selected countries: Australia, Belgium, Denmark, Finland, France, Ireland, Italy, Israel, Canada, Cyprus, Luxembourg, Hungary, Netherland, Norway, Portugal, Greece, Slovenia, United States of America, Spain, Sweden, Switzerland, Great Britain
4	Argentina, Belarus, Bosnia and Herzegovina, Bulgaria, Estonia, Hong Kong, Croatia, Japan, Korea, Liechtenstein, Lithuania, Monaco, New Zealand, Romania, San Marino, Singapore, Serbia and Montenegro
5	Albania, Algeria, Andorra, Armenia, Azerbaijan, Brazil, China, Faroe Islands, Georgia, Iceland, South Africa, Kazakhstan, Latvia, Macedonia, Malta, Moldova, Morocco, Russia, the United Arab Emirates, Tunisia, Turkey, Ukraine
6	American Samoa, the U.S. Virgin Islands, Aruba, British Virgin Islands, Egypt, the Philippines, Gibraltar, Chile, Libya, Malaysia, Malawi, Mexico, Peru, Puerto Rico, El Salvador, Syria, Thailand, Taiwan, Turkmenistan, Uzbekistan, Zimbabwe
7	Angola, Anquilla, Antigua and Barbuda, Bahrain, Barbados, Belize, Benin, Bermuda, Brunei, Dominica, Dominican Republic, Ecuador, French Guiana, Grenada, Greenland, Guadeloupe, Guatemala, India, Indonesia, Iran, Jamaica, Jordan, Cayman Islands , Qatar, Kenya, Congo, Congo Democratic Republic, Kuwait, Kyrgyzstan, Lebanon, Macao, Martinique, Mongolia, Montserrat, Niger, Nigeria, Pakistan, Palestine, Paraguay, Ivory Coast, Reunion, Saint Pierre and Miquelon, Saudi Arabia, St. Lucia , Saint Kitts and Nevis, Saint Vincent and the Grenadines, Tajikistan, Turks and Caicos Islands, Uganda, Venezuela, Vietnam, Zambia
8	other countries

CONTENT DOWNLOADING

Welcome tune		CZK incl.VAT	CZK excl.VAT
Monthly fee		19,00	15,70
Activation of Welcome tune	Sound	10,00	8,26
	Funny comment	25,00	20,66
	Movie comment	25,00	20,66
	Melody	25,00	20,66
Change of set up of Welcome tune (melody) in section "O ₂ Melodie"		0,00	0,00
Calls to *66		0,00	0,00
Activation, de-activation of service, ordering of new welcome tune by SMS		0,00	0,00
Game		CZK incl.VAT	CZK excl.VAT
Game		0,00 - 119,00 ^{*1}	0,00 - 98,35
O ₂ Active "Mobile games" Club - weekly subscription		70,00	57,85
Reading		CZK incl.VAT	CZK excl.VAT
Magazine / Newspaper		0,00-1400,00 ^{*1}	0,00-1157,02
E-book		0,00-899,00 ^{*1}	0,00-742,98
Audiobooks		CZK incl.VAT	CZK excl.VAT
audiobook		0,00-899,00 ^{*1}	0,00-742,98
O ₂ Active Club		CZK incl.VAT	CZK excl.VAT
O ₂ Active Club - weekly subscription		39,00	32,23

^{*1}The accurate price of an item is always shown before the purchase is completed in the detail view of an item at website www.o2active.cz or in O₂ Active application.

Rezerva

▪ The O2 Rezerva product can be used by current subscribers who use services continuously provided via the prepaid card based on their offer from O2 (e.g. in a text message or the Web Self-Care My O2), if they currently meet all these terms and conditions:

- they have had a prepaid card active for longer than the last six months,
- they have topped up such a prepaid card with at least CZK 200 in the last two months,
- the current credit on such a prepaid card is lower than CZK 50,
- they have not used the O2 Rezerva product on such a prepaid card or they have already paid up its fee and
- they have given O2 a consent to be approached with marketing offers.

▪ O2 makes it possible for a subscriber (according to paragraph 1) who cannot currently top up their credit on the prepaid card and who uses the O2 Rezerva product to use the calls, text messages or internet connection services with the value of CZK 50 based on the subscriber's current tariff (i.e. not premium services, third party services or O2 Active) immediately afterwards. The subscriber pays a one-off fee of CZK 55 with VAT for the services that O2 enables the subscriber to use immediately upon submitting their request and in the given scope exceeding the currently topped up credit. The fee will be automatically subtracted from the prepaid card credit the next time it is topped up.

▪ The subscriber (according to paragraph 1) uses the O2 Rezerva product by activating it in the Web Self-Care MyO2 or by placing a free outgoing call with the keywords *107*#.

▪ If a prepaid service is transferred to a postpaid O2 Mobile Voice Service or if the prepaid service is cancelled, it is not possible to transfer or replace the credit provided by the O2 Rezerva service.

SPOTIFY

Spotify Premium - 30-day subscription

Price (CZK)

Spotify Premium - 30-day subscription

159,00

▪ The service is available from June 8, 2016. The service provides the option to repeatedly purchase a thirty-day subscription to a Spotify Premium account and to pay for this subscription by having the credit from a prepaid card subtracted.

▪ The service can be activated or deactivated via www.o2.cz/spotify. If the subscriber activated the service prior to July 31, 2018, they gained a ninety-day subscription for free. Once the beneficial trial period runs out, the Subscriber pays a standard pricelist fee for the service.

▪ If a subscriber accesses a Spotify account via a mobile phone number logged into a mobile network, a standard data volume will apply to this data connection.

▪ As of August 1, 2018, Spotify changes the technical rules and regulations for providing and payment for its Spotify Premium services from the O2 prepaid card credit: Spotify will directly provide subscribers with access to its service based on its terms and conditions and O2 will collect the fee for the service by subtracting it from the prepaid card credit as its business representative. From the above mentioned data O2 terminates the sales of prepaid Spotify Premium services based on this chapter and the payment for the Spotify Premium service via O2 will further refer to part VIII of this pricelist – payment transaction

O₂ Péče/ O₂ Care services at O₂ shops

O₂ Péče/ O₂ Care services at O₂ shops

Prices
CZK incl. VAT CZK excl. VAT

O₂ Péče/ O₂ Care services at O₂ shops

299,00

247,11

- A customer can use the O₂ Care service either when they buy a new phone, tablet or a modem (hereafter “device”) or when they use a device or submit a complaint about a device.
- When a device is bought, the O₂ Care service includes putting one email account into operation (Gmail.com, Outlook.com, iCloud.com); sample installation of one application from Google Play, Windows Phone Store or App Store; transferring contacts from an old device (that was on offer in O₂) to a newly purchased device; sticking a protective glass screen on the display of a phone (the glass screen needs to be purchased separately).
- When a device is being used, the O₂ Care service includes installation and setting of modems and other devices (security devices, cameras, etc.), that are or were on O₂ offer; setting up synchronization and connection between a mobile phone/tablet and a notebook; installation of applications on a mobile phone/tablet including various solutions (cloud, etc.); transferring contacts (only between devices, that were on offer in O₂); counselling and education based on customer’s requirements.
- When a complaint about a device is being submitted, the O₂ Care service includes a priority repair in the service center; rental of a replacement device in the repair period; copying contacts from the faulty device to the rented device (if it is possible, based on the type of fault), and copying of contacts back from the rented device to the repaired device.
- A customer can buy the O₂ Care service as a one-off or repeatedly based on their needs (i.e. when buying a new device or when using a device or when submitting a complaint about a device) and use them all or use only some partial services included in it. Unused partial services cannot be used up later on.

VIII. PAYMENT TRANSACTIONS

- The option to enter a payment order, based on which goods and services provided by partners could be paid for from the credit is activated on prepaid cards by default. The list of partners and their contact info are available on www.o2.cz/3partner and on www.darcovskasms.cz. The duty to issue a bill rests with the partner upon Subscriber's request.
- Subscribers can activate/deactivate their payment transactions after dialling customer line no. 800 02 02 02 or *11 (from O₂ mobile network) or by visiting any O₂ brand store.
- Payment orders can be placed in a form of audiotext call, sending SMS to a special number (Premium SMS, Donor SMS) or by confirming the order on the Internet (m-payment).

AUDIOTEX CALL

- The number to which the audiotext call is made has the following form - 90X AB CD ZZ, where X represents the service character, AB stands for the minute price or for a connection incl. VAT and CD ZZ identifies the partner. The total transferred price for prefixes 900, 906 and 909 depends on the call interval, minute rate and minimum charged call interval, and the prefix 908 is charged with a fixed rate for executed calls regardless of the interval.

PREMIUM SMS

- Premium SMS: the ordering Premium SMS MO is texted to 7-digit (90y AB XY) or 5-digit (90y AB) numbers, where 'z' indicates the type of service, AB indicates the partner and XY the amount to be paid in CZK.
- By texting the ordering SMS MO to a 5-digit number the Subscriber provides their consent with transferring the sum or more sums to the partner, provided that the partner texts back a confirmation Premium SMS MT from an 8-digit number 90z AB XYZ, where XYZ refers to the transferred amount in CZK. In response to one ordering Premium SMS MO, the Subscriber may receive more confirmation Premium SMS MT, depending on partner's offer, with the sum to be transferred to the partner's account based on each confirmation Premium SMS.
- Reception of confirmation Premium SMS MT can be cancelled by texting STOP NAME OF THE CANCELLED SERVICE to the number, to which the Subscriber has texted the ordering Premium SMS MO. The Subscriber may cancel all confirmation Premium SMS MT and transfer of sums for services provided to the Subscriber on the respective phone number by texting Premium SMS MO reading STOP ALL. Texting Premium SMS MO to a 5-digit number and texting

m-platba

- The payment order is placed on the grounds of the order confirmation in the Internet environment. The minimum amount that can be transferred through a single transaction is CZK 10 incl. VAT and the maximum amount is CZK 1,500 incl. VAT.

Ostatní platby za produkty třetích stran

- If O2 acts as a business representative for a different provider and the subscriber uses O2 to order goods or a service or to use the services of such a provider (e.g. Spotify Premium), O2 can choose the price of such goods, service or its use. It happens together with other payment transactions without expressed VAT by subtracting the fee from the credit of the prepaid card.
- Whether O2 makes a payment for a specific third party product, it depends on the current offer of O2, this information is given when ordering a product using O2. O2 introduces this method of payment for selected products of third parties as of August 1, 2018.
- Payments are carried out based on the agreement when ordering a third party product. Otherwise terms and conditions for an m-payment are used similarly.
- If the subscriber does not have m-payments enabled, they cannot use this method of payment, i.e. that: a) if an ordered product can be paid for only using this method, the subscriber cannot order (activate) the product using O2, b) if the product is provided repeatedly or permanently and there is a ban on m-payments after it had been ordered, it will no longer be possible to cover its fee to the product provider in this way; from the moment of m-payments ban this can have a negative impact on the subscriber specified in the contractual terms and conditions of the product provider (it can especially lead to termination of its providing or to the reduction of its contents or quality to the extent offered for free)

IX. FINAL PROVISIONS

Final provisions

- All the services specified in this Pricelist are according to Act no. 235/2004 of the Collective, about the value added tax, and the further regulations, subject to 21% tax. The prices are specified in CZK with VAT.
- Based on a subscriber's request and a statement about the use of the given phone number for the purposes of doing business, that the subscriber can use at the customer care portal www.mojeo2.cz, O2 issues a simplified electronic taxation document about the use of credit on electronic communications services provided by O2. O2 issues this taxation document only for the credit, which did not have VAT detracted when it was sold.
- This taxation document is not a billing for electronic communications services and it shows only the overall amount of relevant types of use of the given credit. O2 does not provide a detailed list of used services that are included in the amount of the simplified taxation document.
- O2 issues a simplified taxation document for the period when the use of credit, for which VAT was not detracted when it was sold, for the electronic communications services provided by O2, does not exceed CZK 10,000, always for the period of a calendar month at the most.
- If there is a justified complaint about the use of credit, O2 will provide the credit, but it will not issue a correcting taxation document in this case.
- When transferring from prepaid services to post-paid services, the unused credit from the O2 Card is transferred to the post-paid service, with the exception of bonus credit, which does not get transferred. The maximum amount of transferred credit is CZK 10,000.