

Name -----

Company Name: -----

Surname: -----

Registration No.: -----

Identification No.: -----

Address: -----

Address: -----

Representative: -----

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### **Premium Net International Terms and Conditions of Service**

- 1.** Undersigned of the present Terms and Conditions of Service (hereinafter: “Customer”) acknowledges and consents that the Service described below is provided by **Premium Net International SLR Branch in Georgia** (identification No.: 404948955, address: #15 Kavtaradze street, II floor, #3, Tbilisi Georgia, tel.: +40 74 4655 737, e-mail: info@premiumnetinternational.com), (hereinafter: “**Service Provider**”) and by signing the present form agrees on the terms and conditions provided below.
- 2.** By way of purchasing the number Customer receives Virtual Number Services, which entails delivery of incoming calls made to the purchased VOIP number.
- 3.** Service Provider will take all steps necessary to ensure maximum accessibility of Service to as many mobile and fixed networks as possible, however access restrictions in the Country (e.g. from mobile networks, payphones and hotels) may apply due to regulatory or commercial issue. Service provider also supports Caller ID (CLI) recognition for incoming call (in case A-number is received) and DTMF tones.
- 4.** Service provider will take all necessary steps to ensure its network and services are reasonably fault free, and that service is reasonably uninterrupted. Nevertheless, by signing present Terms and Conditions Customer acknowledges that the Service is not designed for the Customer’s individual requirements, and it is up to the Customer to decide if the service provided by Service Provider is of satisfactory quality and fit for the purpose for which it is used.
- 5.** The Customer is prohibited from using the Service for callback calls, auto-dialing, continuous or extensive call forwarding, telemarketing (including, without limitation, charitable or political solicitation or polling), fax or voicemail broadcasting or fax or voicemail blasting purposes. The Customer shall not use the Service for any unauthorized, illegal or illicit purposes. Making outgoing calls using a Virtual Number is not allowed unless mutually agreed otherwise. The Customer will be obliged to reimburse the damages caused by violation of the permitted use.
- 6.** Term of initial activation is one or more full months, according to the service order, made by the Customer commencing from the date of Service activation.
- 7.** Service Provider may restrict or terminate the service in case it is reasonable to do so or if:
  - Customer is in breach of its obligations under this Terms and Conditions;
  - Such action is required pursuant to any change in the relevant national numbering plan;
  - It is forced to do so by the National Regulatory Authority of any other competent regulatory body.

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**8.** Service provider will take all necessary actions to remedy the flaws of the service, which are under its direct control, within a reasonable time. Service Provider is not responsible for the flaws and/or restrictions of the service caused due to regulatory or commercial issue, as defined in paragraph 3 of the present Terms and Conditions.

**9.** Service Rates are indicated in the respective service order and are accessible for the review by the Customer before making a respective order. Customer will be notified about all changes related to the change of service rates and conditions of usage by written notice to the e-mail addresses provided by the Customer, while making a service order.

**10.** Present Terms and Conditions are valid for the period provided in the service order. Parties may prolong the term of these Terms and Conditions on the basis of their mutual decision.

**11.** Present Terms and Conditions and Service to be provided under this Terms and Conditions may be terminated:

11.1. At any time by the Customer, by way of sending a notice on such termination;

11.2. At any time by the mutual decision of the Parties;

11.3. By the Service Provider in cases determined by Paragraph 7 of the present Terms and Conditions.

**12.** All claims related to improper provision of Service or related to any flaws of the Service shall be presented to the Service Provider in a written form by way of delivering the claim to the official postal address or email address of the Service Provider indicated in this Terms and Conditions.

Claim shall include identification information of the Customer, address and contact information together with the description of the unjust/unlawful action by the Service Provider and/or violation of the Terms and Conditions of the Service by the Service Provider which caused the initiation of the Claim. Service Provider will review the claim and notify the Customer on its decision in the time frames determined by the applicable legislation.

**13.** Present Terms and conditions shall be construed and governed by Georgian legislation.

**14.** Any dispute related to or in connections with this Terms and Conditions shall be settled amicably, by way of negotiations. If no settlement is reached between the Parties within 2 (two) weeks period, any Party may submit a claim in the courts of Georgia. Customer may also submit a claim again Service Provider to the Public Defender of Subscribers' Interests at Georgian National Communication Commission.

**15.** Customer confirms that he/she has reviewed the provisions of the present Terms and Conditions, fully understands its content and by signing the present Terms and Conditions acknowledges and agrees to all of its terms.

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(Name Surname)

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(Signature)