

Terms and Conditions for Using IZI Services

1 January 2018

1. Definitions

- 1.1. Terms and conditions of using IZI services (hereinafter: IZI Terms and Conditions) regulate the relationship between Telekom Slovenije and users of IZI mobile electronic communication services. They apply together with the General Terms and Conditions of Using Electronic Communication Services of Telekom Slovenije, d.d. (hereinafter: the GTCU) and the Special Terms and Conditions of Using Mobile Electronic Communication Services of Telekom Slovenije (hereinafter: STC).
- 1.2. "IZI service" is a prepaid service, which comprises technical and commercial services in Telekom Slovenije's mobile electronic communication network, and which Telekom Slovenije provides to its IZI users, who do not enter subscriber agreements with Telekom Slovenije and pay for the services under the pay-as-you-go principle.
- 1.3. "Activation" is the first time the SIM card connects to or is used in the network, and is initiated by the user in the manner described in the instructions that accompany the pack.
- 1.4. "IZI users" are individuals or legal entities, who use mobile services that Telekom Slovenije provides to its IZI users as part of the IZI service, and who are appropriately identified.
- 1.5. "IZI account" is a mobile account that can be topped up with credit which is then used for buying/paying for mobile telephone services according to the valid price list, which is available at www.izi.si. The IZI account is inseparably tied to IZI user's mobile phone number (MSISDN).
- 1.6. "Bonus account" is a mobile account to which credit is added in the form of individual services and/or bonuses in accordance with the promotional activities in the form, under the terms and conditions and in the manner as published on www.izi.si.
- 1.7. "IZI voucher" is a voucher with information necessary to top up the IZI account. It comes in a paper format with a clearly indicated expiration date. The IZI voucher cannot be used after the expiration date. The IZI voucher comes in its original packaging or in the format of an electronic code printed out at a Telekom Slovenije's authorized point of sale for the IZI brand (hereinafter: IZI point of sale) or as a printout from an ATM or an Urbanomat device.
- 1.8. "Topping up the IZI account" means adding credit to the IZI user's account by any available means (IZI voucher, credit or debit card, Moneta SMS, direct top up at a point of sale) or through any channel (a text message, a command string, online portal/mobile app, direct top up at a point of sale) provided by Telekom Slovenije to its IZI users as part of IZI services.
- 1.9. "Credit" is a positive balance on the IZI account or a Bonus account.
- 1.10. "Identification" – IZI users can identify themselves with an IZI certificate, a PUK code or a SIM card, with a written statement and an identity document.
- 1.11. "IZI pack" is a sales pack that comprises a SIM card with an initial credit or an IZI voucher; the PUK and PIN codes, IZI Terms and Conditions, and different publications with instructions and information. Some packages also include the IZI certificate and/or a mobile phone with accessories and a warranty certificate.
- 1.12. Other terms used in these Terms and Conditions carry the same meaning as in the GTCU, STC, the Electronic Communications Act and the regulations based on it.

2. Mutual Rights and Obligations

- 2.1. In addition to the current legislation, the relationship between Telekom Slovenije and the IZI user is also governed by the GTCU, STC, these IZI Terms and Conditions, the instructions for use and the valid price list.
- 2.2. If the GTCU and STC deviate from these terms and conditions, the IZI Terms and Conditions apply.
- 2.3. By purchasing the pack and/or activating the SIM card, the user confirms that they were informed of the content of the GTCU, that they accept GTCU, as well as the price list for IZI services and any other appendices, and that they accept all the obligations related to this.
- 2.4. When an IZI user switches to a subscriber agreement, any potential credit on the IZI account is not transferred to their subscriber account.
- 2.5. Change from a subscription back to IZI and keeping the same mobile number (MSISDN) is possible, and is charged in accordance with the valid price list.

3. Terms and Conditions for Using IZI Services

- 3.1. As part of the prepaid service, Telekom Slovenije provides IZI users with basic, additional and supplementary services as defined by these terms and conditions and, depending on the selected plan, any additional agreements between the IZI user and Telekom Slovenije, in accordance with the offer and the price list.
- 3.2. IZI users can establish connections within Telekom Slovenije's mobile network and with other networks in Slovenia or abroad. Roaming is possible in the networks of foreign operators that have contracts with Telekom Slovenije and support the roaming of IZI users.
- 3.3. The use of certain services is only possible upon IZI user's identification.
- 3.4. Telekom Slovenije bills IZI services according to the valid price list.
- 3.5. The security of calls during established connections is the same for all users of Telekom Slovenije's mobile network.
- 3.6. In the event that their SIM card is destroyed, lost, or stolen, IZI users can inform Telekom Slovenije in writing or by visiting the closest Telekom Slovenije's point of sale, and Telekom Slovenije will block their SIM card within 24 (twenty-four) hours of receiving the notification. Potential costs of services used before the account is blocked will be deducted from the credit on IZI user's account and/or bonus account.
- 3.7. In the event that the SIM card is destroyed, lost or stolen, Telekom Slovenije will issue a new card with the same phone number upon written request from the IZI user, provided they have presented valid identification and made payment in accordance with the price list. If the IZI user also loses the identification documents, they ultimately lose the right to use the assigned mobile phone number in the IZI system.
- 3.8. If Telekom Slovenije fails to provide the required level of services as defined in the GTCU and STC, IZI users may request that any damage incurred be repaid up to the amount equalling the value of the highest IZI top-up voucher, but not more than the amount spent in the last three months.

4. Topping up the Account, IZI account and Balance on the IZI Account

- 4.1. Topping up the IZI account is possible by any available means (IZI voucher, credit or debit card, Moneta SMS, direct top up at a point of sale) or through all channels (a text message, a command string, online portal/mobile app, direct top up at a point of sale) provided by Telekom Slovenije to its IZI users in the scope of IZI services. If a mobile number has not yet been activated and has no starting bonus, the number can only be activated by topping up with an IZI voucher.
- 4.2. Telekom Slovenije guarantees the validity of original IZI vouchers only if they are purchased at points of sale authorized by Telekom Slovenije for selling IZI products.
- 4.3. IZI top-up vouchers are valid by the indicated date. An IZI voucher past its validity date cannot be used for topping up an IZI account, nor can such an IZI voucher be replaced.
- 4.4. After successfully topping up the IZI voucher is no longer valid.
- 4.5. Every purchased top up of an IZI account extends the validity of the IZI account. The validity of the IZI account depends on the value of the purchased top up. When an active IZI account expires, an IZI user cannot use services any more, even if they have credit on their IZI account and/or bonus account, except for calls to 112, 113, the uniform European number for reporting missing children 116 000, and the call centre at 051 800 800.
- 4.6. An IZI user can reactivate their IZI account by topping it up with purchased credit within one hundred and eighty (180) days of the date the IZI account became inactive. When topping up the IZI account the unused balance on the IZI account is reactivated.
- 4.7. If an IZI account is inactive for over one hundred and eighty (180) days, the user can no longer top it up. Any unused balance on the IZI account and/or bonus account expires irreversibly. The IZI account balance cannot be transferred, the IZI account is locked, and the user loses the right to using the mobile number.



- 4.8. An IZI user can top up the account up to the maximum value of €499.00.
- 4.9. When the balance on an IZI account falls below €0.99, the IZI user is notified on this before every call. After the IZI user uses up all the balance on their IZI account, the connection is disconnected. An IZI user without any balance on their IZI account can still receive incoming calls in the home network and can use the balance on their bonus account until the expiration of their IZI account.
- 4.10. If a wrong 16-digit number from the IZI voucher for topping up the IZI account is entered five times in a row, all methods of topping up the IZI account shall be temporarily blocked. The IZI user must turn for help to the IZI Customer Support Centre. The call must be made from the phone number, from which the IZI account was topped up unsuccessfully.
- 4.11. The IZI user can transfer any potential balance on their IZI account to another IZI account in accordance with the valid price list and the description of the service, as published on www.izi.si.
- 4.12. If the legal holder of a credit or debit card contests the IZI account top up payment made online/through the mobile app, Telekom Slovenije shall immediately inform the user by a text message, and call on them to make a statement relating to this contested payment in writing or by calling the IZI Customer Support Centre with three (3) days. Telekom Slovenije, d.d., shall also immediately temporarily freeze the credit on the IZI account that is the subject of the contested payment. If the holder of the credit or debit card rejects or revokes the contest, Telekom Slovenije, d.d., shall, after receiving notification from the bank that issued the credit or debit card, immediately and without undue hesitation allow the user to use their credit again. If not, the credit shall be permanently removed and the contested amount wired to the holder of the credit or debit card through the bank that issued the credit or debit card.

5. Resolving Complaints and Care for IZI Users

- 5.1. Procedures and deadlines for resolving IZI users' claims and complaints are defined by the General Terms and Conditions.
- 5.2. Users can submit any complaints related to IZI services by calling the IZI Customer Support Centre at 051 800 800 or by writing to Telekom Slovenije, d.d., Cigaletova 15, Ljubljana, with the words "IZI complaint" written on the envelope or by email to info@izi.si. Complaints related to the services, SIM card, etc. shall only be considered by Telekom Slovenije, d.d., when the complaint includes at least the following data: user's full name and address, IZI mobile number and any potential other contact number, the description of the issue, and for a complaint related to the SIM card or voucher also the point of sale and the location and the date of purchase, with the original SIM card or IZI voucher included along with a copy of the transaction or the invoice.
- 5.3. Issuing the list of established connections (itemized invoice) for IZI users is not possible.
- 5.4. Telekom Slovenije provides free calls from Telekom Slovenije's network to emergency numbers, as required by law, and from the EU area to the IZI Customer Support Centre at 051 800 800.
- 5.5. Telekom Slovenije publishes information on IZI users in the phone directory only upon a written request from an adult IZI user, or with parents' or custodians' permission for IZI users under the age of 18.

6. Final Provisions

- 6.1. IZI Terms and Conditions are available at points of sale authorized by Telekom Slovenije for selling IZI products (their list is available at www.izi.si and www.telekom.si) and on the websites www.izi.si and www.telekom.si so that an IZI user can familiarize themselves with their content before making a purchase.
- 6.2. By making a purchase, the IZI user confirms that they are familiar with the content of the IZI Terms and Conditions, and the price list before the purchase, and that they accept all obligations arising from them.
- 6.3. These Terms and Conditions come into effect on 1 January 2018. On this date, the General Terms and Condition for using services of IZI, d.d., of 22 January 2017, will cease to apply.

Telekom Slovenije, d.d.

"This text was consolidated on 23 May 2018 in accordance with the refreshed offer and the redesign of the IZI brand which is the property of Telekom Slovenije, d.d."

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