

6.10.2023



PHONE NUMBER: [REDACTED]

NUMBER OF CONTRACT: [REDACTED]

SERVICE: Tarify 3 Pro Firmu

T-Mobile Czech Republic a.s.
Tomičkova 2144/1, 148 00 Prague 4
Company ID no. 649 49 681, VAT no. CZ64949681
Incorporated in the Commercial Register maintained by
the Municipal Court in Prague, Section B, Insert 3787

Customer Centre - Business
800 73 73 33 [REDACTED]
www.t-mobile.cz/podnikatele

SUMMARY

This contract summary sets out the main elements of this service offer as required by Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing a European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36). EU legislation. It helps to compare different service offers. Full details of the service are contained in other documents.

SERVICE

Tarify 3 Pro Firmu - mobile voice service

- Unlimited calls to fixed networks in the Czech Republic*
- Unlimited calls to other networks in the Czech Republic*
- Unlimited calls to T-Mobile numbers*
- Unlimited text messages to other networks in the Czech Republic*
- Unlimited text messages to T-Mobile numbers*

Other parameters of your Subscriber Agreement are part of the Framework Agreement, in which you have agreed on the specific settings of the Subscriber Agreements with the Operator.

SPEED OF INTERNET ACCESS SERVICE AND REMEDIES

The achievable speeds depend on many factors, namely on general factors beyond the control of the Operator or on your part, but also on factors that you can directly influence. Factors influencing the quality of service provision are listed in Appendix No. 1 to the Price List.

If you could use a service only partially or if you could not use it at all, due to a defect of a technical or operational nature on the part of the operator, file a complaint regarding the service. The operator is obliged to remove the defect and will proportionately reduce the price charged to you. The operator is not obliged to compensate any damage caused to the subscriber due to a suspension of a service or defective provision of a service. In the case of a substantial persistent deficiency or often recurring deficiency against the parameters of the service specified in the contract, you have also the right to terminate the Contract.

PRICE

CONTRACT DURATION, RENEWAL AND TERMINATION

The Contract is concluded for an indefinite period.

The Contract terminates by agreement, termination, resignation, death or termination of any of the parties to the contract without a legal successor or on the date of transfer of service. The Applicant has the right to terminate the Contract at any time with 30 days notice.

In the event of early termination of the Subscriber Agreement, the Applicant is obliged to pay the Operator a financial settlement - payment in the amount of costs associated with telecommunications terminal equipment provided to the Applicant under favorable conditions and financial settlement - payment in the amount of the sum of monthly lump sums remaining until the end of the agreed duration.

FEATURES FOR DISABLED END USERS

* Unlimited calls and SMS usually differ only for standard traffic within the Czech Republic. If you use calls to specially charged lines (eg competitions or oracle), information or color lines, or send a picture message (MMS), then this is a charged traffic, which will not be released by the unit from the tariff.

The Operator operates a special info line for hearing-impaired persons, where calls with the operators are set up as a text call. Everything that is said is converted directly to text.

Hearing-impaired customers can use the e-Transcription service at T-Mobile shops. The service consists in remote simultaneous speech transcription (by a blind transcriber), allowing deaf and hearing-impaired persons to conveniently view the answers of the shop assistant on the display of a tablet. Unlimited calls and text messages apply usually only to standard traffic within the Czech Republic. Calls to special-rate lines (e.g., competitions or psychic phone lines), info lines or colour lines or multi-media messages (MMS) constitute traffic that is subject to a fee and to which free units under a tariff plan do not apply.