

# FULL PRICELIST

Effective from 27. 6. 2018



## Voice calls and packages

		opencall easy	opencall+ plus	opencall↑ MAXI
		0,- CZK	150,- CZK	799,- CZK
CALLS	All Czech networks	1.80 CZK/min	1.60 CZK/min	unlimited
	All networks in Austria, Germany, Poland and Slovakia	1.80 CZK/min	1.60 CZK/min	150 free minutes or 1.80 CZK/min
	OpenCall network	1.00 CZK/min	unlimited	unlimited
	International calls	from 1.80 CZK/min	from 1.60 CZK/min	150 free minutes to selected countries and according Pricelist of international calls*
SMS	Within Czech Republic	1,50 CZK	1.50 CZK	1.50 CZK
	OpenCall networks	1,00 CZK	0.60 CZK	1.00 CZK
	International	4.90 CZK	3.90 CZK	4.90 CZK
INTERNET	25MB / 24 hours	25.00 CZK	20.00 CZK	1.5GB / 30 days
MMS	Within Czech Republic	4.90 CZK	4.90 CZK	4.90 CZK
	International	7.90 CZK	7.90 CZK	7.90 CZK

\* Applicable in all EU countries and most of Asian, African and American countries. For full country list go to International pricelist.

- The package will be activated at the point of confirming the activation by SMS.
- The package is valid for 30 days. The package will be automatically restored every 30 days and a monthly 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.
- Prices of calls in the Czech Republic and Slovakia applies to all networks and are final.
- Package MAXI contains 150 free minutes to selected countries. Prices of calls to the rest of countries are according to full pricelist.
- Package MAXI contains 1,5GB internet that is integral part of package. If customer deactivates internet package, the whole package MAXI will be deactivated.
- Package MAXI isn't compatible with other data packages. If you activate other data package, your package MAXI will be deactivated.
- Using data beyond the basic data volume that is included in Internet packages is charged per unit price for increase of the data volume. Realization of data connection after the exhaustion of the data volume is considered as an explicit request for further provision of the service by increasing the data volume. Increase of the data volume can be done repeatedly. The increased data volume is valid until the Internet package is restored. Automatic increase of the data volume is possible to activate (A) or deactivate (D) by sending a free SMS in form OBNOVDATA (space) A /D to 999348 or in the internet self-service. Automatic increase of the data volume won't come through if the remaining credit is not sufficient to cover the cost of the increase.
- Automatic increase of data volume in package MAXI is 60MB. Each automatic increase of data volume costs 12CZK

- Tariffication for calls in the Czech Republic of the package OpenCall Easy is 60 + 1.
- Tariffication for calls in the Czech Republic of the package OpenCall Plus and OpenCall MAXI is 1 + 1.
- Prices include VAT.

## Data bundles



	Data volume / Period	0,- CZK	150,- CZK	Automatic increase of the data volume	Disposable restoration of the data volume FUP reset
INTERNET	25 MB / 24 hours*	25,- CZK	20,- CZK		-
	400MB / 30 days	99,- CZK	99,- CZK		49,- CZK
	750MB / 30 days	199,- CZK	199,- CZK	12,- CZK	99,- CZK
	1,5GB / 30 days	299,- CZK	299,- CZK		149,- CZK
	5GB / 30 days	449,- CZK	449,- CZK		224,- CZK

- Automatic increase of the data volume is 20 MB, for packages: Internet 150 MB, Internet 500 MB. For packages 1,5 GB and 5 GB it is 60 MB.
- Using data beyond the basic data volume that is included in Internet packages is charged per unit price for increase of the data volume. Realization of data connection after the exhaustion of the data volume is considered as an explicit request for further provision of the service by increasing the data volume. Increase of the data volume can be done repeatedly. The increased data volume is valid until the Internet package is restored. Automatic increase of the data volume is possible to activate (A) or deactivate (D) by sending a free SMS in form OBNOVDATA (space) A /D to 999348 or in the internet self-service. Automatic increase of the data volume won't come through if the remaining credit is not sufficient to cover the cost of the increase.
- If the data volume is exhausted it is possible to order a one-time restoration of the data volume for the given type
- The package will be activated at the point of confirming the activation by SMS
- The validity of the package is 30 days. The package will be automatically restored after 30 days and a monthly 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.
- The maximum download speed is 40 Mb/s, the maximum upload speed is 20 Mb/s.
- (\*) If the Subscriber does not activate the monthly data package, the transferred data are charged by the daily fee according to the actual use. Download and upload speed is the same as for monthly data packages. Automatic increase won't apply for the the daily internet.

### How it works?

For example, if you are using data package 1,5 GB for 299 CZK monthly and use up your data volume in the middle of the subscription period, we will automatically renew another 60Mb for 12 CZK which you can use until the end of the subscription period. You will be informed via SMS about each renewal. If you would need bigger volume of data at once, we recommend you to activate one time FUP reset which is the same volume as your monthly data package plus with 50% discount.

# International rates

**opencall**  
easy

**opencall+**  
plus

**opencall**↑  
MAXI

Country	0,- CZK	150,- CZK	799,- CZK
Austria, Germany, Poland, Slovakia	1.80 CZK/min	1.60 CZK/min	150 free minutes or 1.80 CZK/min
Bulgaria	2.50 CZK/min	2.30 CZK/min	150 free minutes or 2.50 CZK/min
China	2.50 CZK/min	1.60 CZK/min	150 free minutes or 2.50 CZK/min
Vietnam	2.50 CZK/min	1.80 CZK/min	150 free minutes or 2.50 CZK/min
Romania	3.50 CZK/min	2.80 CZK/min	150 free minutes or 3.50 CZK/min
Russia	4.50 CZK/min	4.10 CZK/min	150 free minutes or 4.50 CZK/min
Ukraine	4.50 CZK/min	4.50 CZK/min	150 free minutes or 4.50 CZK/min
Andorra, Angola, Antilles Netherlands, Argentina, Bahamas, Bahrain, Bangladesh, Belgium, Bermuda, Brazil, Brunei, Cambodia, Canada, Colombia, Costa Rica, Croatia, Cyprus, Denmark, Egypt, El Salvador, Estonia, Finland, France, Gibraltar, Great Britain and Northern Ireland, Greece, El Salvador, Guadeloupe, Guernsey, Guyana French, Hong Kong, , India, Iran, Ireland, Iceland, Israel, Italy, Japan, Jordan, Kuwait, Laos, Lithuania, Latvia, Luxembourg, Hungary, Malaysia, Malta, Mariana North, Martinique, Mauritius, Mayotte, Mexico, Mongolia, Namibia, Nepal, Nigeria Netherlands, Norway, New Caledonia, New Zealand, Pakistan, Palestine, Paraguay, Puerto Rico, Portugal, Reunion, Saudi Arabia, Singapore, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Swaziland , Syria, Sweden, Taiwan, Thailand, Turkey, United Arab Emirates, Uruguay, USA, Uzbekistan, Venezuela, Yemen	5.00 CZK/min	5.00 CZK/min	150 free minutes or 5.00 CZK/min
American Samoa, Australia, Bhutan, Cayman islands, Dominican republic, Faor islands, Fidji, Hawaii, Honduras, Indonesia, Kazakhstan,	5.00 CZK/min	5.00 CZK/min	5.00 CZK /min

Lebanon, Macao, Panama, Sudan, Trinidad and Tobago, Turkmenistan, US Virgin islands			
Anguilla, British Virgin islands, Caribe, Jersey, Man Island, Mosambique, Nikaragua, Norway – Aeromobile, Norway - Maritime Communications Partner, Peru, Quatar, Rwanda, Switzerland,	10.00 CZK/min	10.00 CZK/min	150 free minutes or 10.00 CZK/min
Afghanistan, Albanie, Algeria, Antigua and Barbuda, Armenie, Aruba, Azerbaijan, Barbados, Barma (Myanmar), Belize, Belarus, Benin, Bolivia, Bosna and Hercegovina, Botswana, Burkina Faso, Cape Verde, Dominica, Djibuti, Ecuador, ecuatorial Guinea, Eritrea, Etiopie, Georgia, Ghana, Grenada, Guyana republika, Haiti, Iraq, Kenya, Kosovo, Kirgyzstan, Libya, Macedonia, Malawi, Mali, Marshall islands, Moldavia, Monako, Montenegro, Morroco, Oman, Papua-New Guinea, Polynesia French, Sao Tome and navis, Senegal, Serbia, St. Kitts and Nevis, St. Lucia, Surinam, St. Vincenc and Grenadins, Tadjikistan, Tanzania, Turks, Uganda	10.00 CZK/min	10.00 CZk/min	10.00 CZK/min
Liechtenstein, Madagaskar, Montserrat, Niger, San Marino,	20.00 CZK/min	20.00 CZK/min	150 free minutes or 20.00 CZK/min
Burundi, Cameroon, Central African Republic, Chad, Chile, Comoros and Mayotte (Mahoré), Congo republic, Cook islands, Cuba, Democratic republic of Congo, East Timor, Gabun, Gambia, Greenland, Guinea republic, Guinea-Bissau, Ivory Cost, Jamajka, Lesotho, Liberia, Mauretania, Micronesia, Palau, Saint Pierre and Miquelon, Samoa West, Seychely, Sierra Leone Somalia, Togo, Tonga, Tunisia, Vanuatu, Wake Island, Wallis and Futuna, Zambie, Zimbabwe	20.00 CZK/min	20.00 CZK/min	20.00 CZK/min
Niue, Sao Tome and Principe	50.00 CZK/min	50,00 CZK/min	150 free minutes or 50.00 CZK/min
Ascension, Australian territory, Diego Garcia, the Falkland Islands, Kiribati, Korea, Maldives, Nauru, Puerto Rico - US Cingular Wireless, Saint Helena, Solomon Islands, Switzerland - OnAir, Switzerland - AeroMobile, Tokelau, Tuvalu	50,00 CZK/min	50,00 CZK/min	50,00 CZK/min

- Billing 60 + 60 - Each started minute is charged per minute.

- Prices are in CZK/min with VAT

# Roaming

	Outgoing call	Incoming call	Sending 1 SMS	Sending 1 MMS	Data
<b>EU (Zone 1)</b>	1,80 CZK/min	0,00 CZK/min	1,50 CZK	4,90 CZK	Data usage in Zone 1 is being charged as in ČR
<b>Zone 2</b>	29,00 CZK/min	17,00 CZK/min	10,00 CZK	10,50 CZK	254,00 CZK/MB
<b>Zone 3</b>	59,00 CZK/min	33,00 CZK/min	15,00 CZK	10,50 CZK	305,00 CZK/MB

\* Price includes VAT.

In all European countries, calling the emergency services on 112 is free of charge

## ABUSE OF ELECTRONIC COMMUNICATIONS SERVICES IN THE EU:

An abuse of the service is considered to be using the service in a manner in which the overall amount paid for electronic communications services (outgoing calls, outgoing SMS, outgoing MMS, data) for a four month period retrospectively outweighs the amount paid for electronic communications services (calls, SMS, MMS, data) consumed in the EU zone and charged on the basis of prices identical to domestic prices. If the service is charged on a flat rate basis for the CR and the EU zone, the average part of the flat rate for each day when a connection is made in the EU zone is added to the amount paid for electronic communications services consumed in the EU zone, which is paid in the framework of the relevant flat rate. If the service is charged on the basis of a unit price for the CR and the EU zone, the amount for a unit consumed in the EU is added to the amount paid for electronic communications services consumed in the EU zone.

## Call to and from abroad

- Outgoing calls from one zone to another, are charged by the rate of the higher priced zone, for example when calling from Zone 1 to Zone 2, you will be charged according to the pricelist of Zone 2.
- Prices are charged per begun minute of call connection (60+60). Prices of outgoing calls in Zone 1 (EU) after the first half a minute are charged by the second (30+1). Its price is the same as outgoing calls within Czech Republic.
- These prices don't apply to premium numbers and green lines.
- For incoming calls, the prices are charged for every minute of call connection (60 + 60). Prices for incoming calls in Zone 1 (EU) are for free.

## SMS and MMS messages from abroad

- The cost of outgoing SMS and MMS from one zone to another corresponds to the rate of the zone from which the SMS or MMS sent.  
- For example, if sending an SMS message from the United Kingdom (Zone 1) to the USA (Zone 2), users will be charged 1 CZK (the current valid rate for sending SMS from Zone 1).

## Data roaming

- Prices are charged by each 1 Kb of the data connection. Connection technology depends on technical possibilities of the contractual roaming operator.
- Data usage in Zone 1 is being charged as in Czech Republic. It is effective in OpenCall daily internet and data packages

When activating the roaming the functionality Data limit abroad is automatically set up to the subscriber. The data limit abroad includes data used in zones 2 and 3. Data limit abroad enables to turn off the data transfer when the subscriber downloads within the Data roaming the data volume worth 1,650 CZK with VAT (1363,64 without VAT). After turning off the data transfer by reaching the Data limit

abroad, to use more data it is necessary to cancel the Data limit abroad by sending a free SMS or in the Internet self-service. Within the one calendar months is possible to activate and deactivate the Data limit abroad repeatedly free of charge. During every new activation of the Data limit abroad or in the beginning of the months is the data limit calculated from zero. OpenCall sends a message to the subscriber when he reaches 80% and 100% of the limit.

To activate the Data limit abroad package send a free SMS or go to Internet self-service.

## THE CONDITIONS FOR CHARGING A DATA FEE

O2 Czech Republic a.s., CRN 60193336, with its registered office at Za Brumlovkou 266/2, Prague 4 - Michle, postcode 140 22 ("O2"). In the framework of the specific volume limit laid down in the COMMISSION IMPLEMENTING REGULATION (EU) 2016/2286 (the "Regulation"), OpenCall is one of the data services intended for use in the CR and the EU zone that is entitled to charge for data used in the EU zone that is beyond this limit; this surcharge to the flat rate price for the pertinent volume is CZK 0.21 without VAT for 1 MB of data used in the EU zone. The billing unit for the surcharge is 1 kB

## Distribution of countries according zones

### Zone 1

Azores (Portugal), Belgium, Bulgaria, Denmark, Estonia, Finland, France, French Guiana, Gibraltar (UK), Guadeloupe (France), Croatia, Iceland, Ireland, Italy, Canary Islands (Spain), Cyprus, Liechtenstein, Lithuania Latvia, Luxembourg, Madeira (Portugal), Hungary, Malta, Martinique (France), Germany, Netherlands, Norway, Poland, Portugal, Reunion (France), Romania, San Marino, Slovakia, Slovenia, Spain, Sweden Vatican (Italy), Great Britain.

### Zone 2

Albania, Andorra, Belarus, Bosnia and Herzegovina, Montenegro, Faroe Islands, Guernsey, Jersey, Kosovo, Macedonia, Man, Moldova, Monaco, Serbia, Switzerland, Turkey, Ukraine.

### Zone 3

All remaining countries

# Payment transaction & Premium SMS

- 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](http://www.o2.cz/3partner) and on [www.darcovskasms.cz](http://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. 778 820 820 or \*88 (from OpenCall mobile network).
- 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).

## Audiotext 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 cancellation Premium SMS is charged as a standard SMS according to the Subscriber's tariff.

## Other services

### Information services

Service	Price in CZK incl. VAT
Time information (+420 606 000 606 z MT O2)	10,00

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

Services 141xx	Price in CZK incl. VAT
14111 - Assistance for Request for Information on the existence of electronic communications networks	10,00
14112 - Time	10,00
14114 - Sportka, Sazka, Š10 and Euromillions (results)	10,00
14116 - weather forecast	10,00
14144 - taxiservice (Tick Tack)	10,00

- The prices are expressed in CZK per minute 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	Price in CZK incl. VAT
The 14yxx calls with "y" = 0, 2-9 (commercial services)	10,00

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

Service 1180, 1181 a 1188 - Information line	Price in CZK incl. VAT
Price per minute for calls	34,90

- 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)	Price in CZK incl. VAT
12xx	10,00

12yxx services (important operator services available country-wide)	Price in CZK incl. VAT
12yxx (with y = 4, 7, 8 and 9 except 12727)	10,00
12727 - Voice key at The Prague Castle	10,00

## General information

- 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).
- 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.
- Initial credit – validity of initial credit is 180 days and won't be prolonged through a standard credit top up.
- 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 -ate 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 - trate of outgoing call and SMS - equal for all tariffs. No free unites are applied.
- Rate per SMS specified for each tariff - rate of outgoing SMS to Czech mobile operator networks - 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.
- 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.
- Video-calls – the same terms and conditions and fees apply to the connection as the fees for standard calls in the given direction.

## Conditions for providing an Internet connection:

### Speed parameters:

Type of technology used		Estimated maximum speed / Advertised speed (kb/s)		Minimum guaranteed speed (kb/s)	
		Downloading data	Uploading data	Downloading data	Uploading data
2G	Edge	200	100	16	16
3G	HSPA+	40,000	5,760	16	16
4G	LTE	40,000	20,000	16	16

### The main factors influencing mobile data transfer speeds are:

- the technology used and the degree of signal coverage
- the tariff or service chosen
- the device used for connection and its location
- the transmitter power and the medium the subscriber uses for the service
- the weather, vegetation, artificial horizons, interference from buildings under construction
- natural disasters
- the nature of the building where the service is used, new construction
- the frequency band, signal propagation path
- the random concentration of users/devices
- capacity sharing by simultaneously connecting multiple end devices
- in the case of roaming services, the interference from the roaming partner whose network the participant is using abroad

### The impact of the Internet connection's given quality parameters on its usage options:

Connection with advertised download/upload speed (kb/s)	Usually used for these kinds of content, applications and services
Up to 1,000/256	e-mail, chat (ICQ, QIP), viewing messages, adverts and smaller websites, SSH secure communication protocol
1,000-2,000/256-512	browsing websites, voice transmission (VoIP, audio chat), music streaming, social networks (such as Facebook, Twitter), games with simple graphics
2,000-4,000/512-1,000	video calls, security camera feeds, IPTV or video streaming in SD quality (e.g. YouTube, Netflix), small and medium size file transfers

<b>4,000-10,000/512-1,000</b>	video streaming and IPTV in HD quality, VPN, remote desktop access and video conferencing (remote working)
<b>10,000-20,000/1,000-2,000</b>	games in high resolution and real-time, software distribution, noticeably more convenient for the user when using the Internet for the aforementioned purposes
<b>20,000-50,000/2,000-5,000</b>	video streaming and IPTV in ultra-HD quality, large file transfer, real-time backup, cloud solutions, HD security camera feeds, web server for smaller sites, highly convenient for user without delays even when using multiple devices (up to twenty)
<b>Over 50,000/5,000</b>	highly interactive applications and communications (organising multi-user video conferencing, data acquisition in real-time, multicast video streaming, web server) for large households and corporations

The service with a data limit is not intended for playing videos or streaming in HD or higher quality, for downloading or backing up large data volumes, background software updates, continuous monitoring or for using other data-intensive services.

#### **Specialised services and their impact:**

Currently specialised services are not provided.

#### **Special provisions for Internet connection defects and the liability for them:**

- A service defect is a change in a service's performance consisting of a drop in download or upload speed below 25% of the advertised speed, that being for a continuous period of over 30 minutes (large ongoing deviation) or at least ten times an hour for a continuous period of more than 1 minute (large repetitive deviation).
- A consequence of large deviations from the advertised download or upload speeds may be a slowing down in and, in the extreme case, a cessation of Internet access. This results in a deterioration in the quality of high resolution video streaming, longer response times, later updates or longer data download or upload times in applications and services that use the Internet and, in the worst-case, these applications and services stop working altogether.
- The measurement between the end telecom device and the Internet access point is crucial for ascertaining service performance and its defects, that being on the transport layer of the TCP/IP model.
- If a subscriber discovers a change in service performance that could be the cause of this fault, he/she has the right to make a service quality complaint, that being within two months from the date the defect occurred. If it does not concern a stoppage or interruption to the service that O2 is aware of from its own operational data and which it has announced on the free line 800 184 084, then, in order for the subscriber to safeguard his/her rights from liability for a defect, it is essential that they report the defect on 800 184 084 during the period of an ongoing change in service performance so that O2 can measure the current service performance in time.
- If O2 finds a complaint to be justified, it will remove the defect, if it is removable, and refund the amount paid for the services for which a complaint was made, that being within one month of settling the complaint. If the defect cannot be removed, the subscriber and O2 have the right to withdraw from the contract if they have demonstrably delivered a notice of withdrawal to the other party to the contract no later than within thirty days from the date on which the subscriber received a notification on settling the complaint. The subscriber is obliged to deliver the withdrawal to the current address of the O2 headquarters together with the SIM card. The contract expires with the delivery of the notice of withdrawal (together with the SIM card, if the subscriber withdraws) to the other party to the contract.

## Overview of connection and billing method in the Czech Republic

Type of call	Billing method
Outgoing call	National rate - by the tariff
Outgoing Video-call	National rate - by the tariff
Outgoing call to Colour lines	National rate to fixed lines by the tariff
Outgoing call to Voice box (960 xxx xxx xxx)	National rate to fixed lines by the tariff
Payment transaction	Special rate
Outgoing international call	Special rate
Outgoing international Video-call	Special rate
Outgoing call to Information and Operator services	Special rate
Outgoing international call - NetCall *55	Special rate
Data and fax communication	Special rate
Sending of SMS / MMS from OpenCall SIM card	National rate - by the tariff
Sending of SMS from OpenCall SIM card to fixed lines and international numbers	Rate CZK 4,90 incl. VAT
Sending MMS from OpenCall SIM card to international numbers	Rate CZK 7,90 incl. VAT
SMS from Internet - paid service	National rate - by the tariff
Emergency calls: <b>112 - Emergency line</b>	Free of charge

<b>150 - Fire services</b> <b>155 - Ambulance</b> <b>156 - Municipal Police</b> <b>158 - Police</b>	
Public service line: <b>116 000 - Hotline for missing children</b> <b>116 111 - Safety line for children and adolescents</b> <b>116 123 - Confidence line offering emotional support</b>	Free of charge
*88; +420778820820 - OpenCall line	Free of charge
numbers with 800 prefix <b>Free info lines in the Czech Republic</b>	Free of charge
Numbers with prefix: <b>972 - Czech Railways network</b> <b>973 - Ministry of Defense network</b> <b>974 - Ministry of the Interior network</b> <b>95 - Other on-public networks</b>	Rate for calls outside of the OpenCall network
91x xxx <b>91x calls - IP telephones</b>	National rate to fixed lines by the tariff
Colour lines <b>numbers with prefix 81, 83, 843, 844, 845, 846, 840, 841, 842, 847, 848 and 849</b>	3CZK/min incl. VAT

### One-off fees and monthly fee for SIM card services

Service	Price with VAT
Activation fee for OpenCall prepaid service *1	99,-
Identification of malicious/nuisance calls (the price includes 1 - 5 numbers)	250,-
Backup of contacts on subscriber's storage media	99,-

\*1 Activation fee is related to the costs for service activation and SIM card distribution. It is included in the price of OpenCall prepaid kit.

## How to active the SIM card?

- Activation of our new SIM card is very easy - activate it by outgoing paid call or SMS. You will be informed about activation via SMS.

## Credit Top up

- Separate O2 vouchers.

## New method for charging VAT for prepaid cards

Tax invoice for credit use for customers – entrepreneurs

- From 1 April 2017 the method of VAT applicable to prepaid cards has changed. For credit which is recharged after this date VAT will be charged during use of the credit in exchange for provision of services by the operator rather than upon its purchase. The sales receipt for the purchase of credit will therefore not serve as a tax invoice.
- The tax invoice for the use of prepaid services is issued to customers in the web self-service in PDF format.
- The document is always issued for the previous calendar month, for a maximum of the past 18 months (whereby the first such generated document will be issued for April 2017). The tax invoice will always be issued within 15 calendar days from the end of the accounting period. The tax invoice will include the value of credit used during the period in question. The value of credit used includes credit recharged from 1 April 2017 by all top-up methods.
- The tax invoice is not a service statement. It does not include a detailed breakdown of services, but rather the total of credit used which is subject to VAT.
- The document does not include the following: credit recharge, credit used to pay for goods or third party services, use of bonus credit, including the bonus credit on new SIM cards, use of credit recharged before 1 April 2017, use of credit provided as compensation.
- **Exceptions:** An exception to this may be credit coupons purchased by one of our partners. In the case that these were purchased during the previous system prior to 1 April 2017, the recharging of such coupon will not show up in the simplified document. In the case of such coupons the proof of purchase serves as the tax invoice (as was the case prior to the change).

## 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-up 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.
- From 1.1.2017 won't be possible to use the initial credit for payment transactions and calls to information lines.
- The highest possible value of the sum of the common and bonus credit is CZK 200,000.
- Validity of credit is 6 months.

## SMS with return message

- SMS with return message is a SMS service provided on five digits tel. phone numbers starting with 876 that are enabling multiple automatized communication with recipients of SMS including arranging sending of a reply in form of SMS from the recipient to the sender.
- Price of SMS to 876X1 number with delivery of the reply of recipient from the same number (including the guarantee of processing up to 10 SMS within 1 sec and sending of replies until 60 sec) is 4,90CZK incl. VAT (4,05CZK without VAT) for both SMS
- Price of SMS to 876X2 number with delivery of the reply of recipient from the same number (including the guarantee of processing up to 50 SMS within 1 sec and sending of replies within 10 sec) is 12,90CZK incl. VAT (10,66CZK without VAT) for both SMS
- Variable X in phone numbers 876X1 and 876X2 is always represented with number 0-9