

Public Offer for the provision of cellular radiotelephone services of the PREPAID system in the network of COSCOM LLC

Limited Liability Company "COSCOM" (abbreviated name of LLC "COSCOM"), trademark "Ucell" (Hereinafter referred to as the "Company") rendering cellular radiotelephone communication services in accordance with Licenses from 17.12.2018 AA 0006634, from 17.12.2018 AA 0006636, from 17.12.2018 AA 0006637, from 17.12.2018 AA 0006638, from 07/19/2021 AA 0007183 issued by the Ministry for the Development of Information Technologies and Communications of the Republic of Uzbekistan, this Public Offer for the provision of cellular radiotelephone communication services PREPAID system in the network LLC "COSCOM" (Hereinafter referred to as – "Public Offer") provides cellular radiotelephone communication services to individuals accepting the terms of this Public Offer by accepting the following terms and conditions by signing the Registration Form and fulfilling them (hereinafter referred to as the "Contract").

1. TERMS AND DEFINITIONS

1.1. For the purposes of this Public Offer, the following terms and definitions shall apply:

Subscriber – any legally capable individual who has reached the age of 18 and has entered into a contract with the Company for the provision of mobile radio telephone services (minors between the ages of 14 and 18 may apply for telecommunications services with the written consent of their parents, adoptive parents, or guardians) for the purpose of using mobile radio telephone services and obtaining a Subscriber Number.

Subscriber number - a number assigned to the Subscriber by the Company and used by the Subscriber during the term of the Agreement, which identifies the Subscriber's device connected to the Company's network when other subscriber devices are connected to it.

Subscriber device - a technical device belonging to the Subscriber, connected to the Company's network and designed to process and modify signals transmitted or received through it. The subscriber device must comply with the established technical requirements for this type of equipment in accordance with the standards in force in the Republic of Uzbekistan.

Subscription fee – payment for services at a fixed amount, which does not depend on the volume of services received by the subscriber for a certain (billing) period of time (month, quarter, year, etc.).

The Company's website - the Company's information resource on the Internet, located at the following electronic address: www.ucell.uz.

A dealer - a legal entity that has entered into an agreement with the Company to serve subscribers on behalf of the Company.

Identification documents of the Subscriber:

- Passport of a citizen of the Republic of Uzbekistan with a valid registration or a separate registration sheet, indicating the PINFL;
- Passport of a foreign citizen;

- Officer's ID, military ID + form No. 33 (for persons serving under contract and military personnel);
- Accreditation card (for employees of diplomatic missions and missions);
- Residence permit for foreigners with a valid registration or a separate registration sheet, or a travel document for stateless persons with a valid registration or a separate registration sheet;
- stateless person's certificate with current registration or separate registration sheet;
- new model national driver's license;
- ID card of the Republic of Uzbekistan.

All of the above documents can be used interchangeably.

Billing unit – a unit of payment for a service depending on the billing system established by the Company.

Payment card – a plastic card or other form determined by the Company, with a secret code, protective layer, and specified amount/denomination, for which the Subscriber may receive Services upon replenishment of the Subscriber's Personal Account by activating the card.

Major accident – an emergency situation that leads to the termination of cellular radio telephone services in a specific administrative territory.

Content – text or multimedia data of an informational, entertainment, or other nature received at the Subscriber's request via SMS or GPRS.

Content provider – a legal entity that provides commercial Content services to Subscribers through the Company's Network. A list of Content providers and the Content services they provide is available on the Company's Website and on the websites of the Content providers.

Content services - additional services provided through the Company's Network that enable Subscribers to receive information, entertainment, and other materials on a paid basis using funds from their Subscriber number account.

Conference call – a service that allows three or more subscribers to conduct telephone negotiations simultaneously, switch to sequential communication with each of the subscribers during the conversation, or terminate their participation in joint negotiations without interrupting the connection between the remaining participants in the conversation.

Personal account – an analytical accounting register in the Company's billing system designed to record the volume of Services provided, the receipt and expenditure of funds paid by the Subscriber under the Agreement to pay for the Services.

Company Office – any of the Company's own offices for servicing individuals and legal entities, where subscribers can receive information and reference services, conclude agreements for the provision of the Company's services, and receive other types of services.

Donor Operator - a mobile operator from whose telecommunications network the Subscriber's number is being transferred.

Recipient Operator - a mobile operator to whose telecommunications network the Subscriber's number is being transferred.

PINFL - a personal identification number of an individual in the Republic of Uzbekistan, consisting of 14 digits, which can be identified in a document certifying the identity of an individual in accordance with the procedure for determination.

Price list - an information and reference document of the Company containing a list of the Company's main services, indicating their terms and/or brief characteristics and cost for the current period, posted on the Company's Website.

Dealer service point - a service point organized and used by the dealer to provide services to subscribers.

Registration form – a form of a standard template established by the Company, containing information about the Subscriber, Subscriber number, and the Tariff plan initially selected by the Subscriber, which is an integral part of the Agreement and confirms the Subscriber's full and unconditional acceptance of all terms and conditions of the Public Offer.

Roaming - a service that allows one mobile operator to use the network of other mobile operators when the Subscriber is in the same country or in the service area of another mobile operator in another country.

Company Network – a set of technical means that provide the Subscriber with mobile radio telephone services for transmitting and receiving signals in the form of sound, information, images, video, and other forms of information.

Tariffing – a system of rates that determine the amount of payment for various Company services.

Tariff plan - a set of prices and technical data provided by the Company to the Subscriber or a specific group of subscribers, or the use of one or more services in a specific limited area.

Company Services - the Company's product of providing mobile radio telephone communications, mobile Internet access, as well as other types of information received, transmitted, and processed through the Company's network, provided under the Ucell trademark.

Service area - the territory in which the Company has the right to provide cellular radio telephone services on the basis of a license agreement and has the technical capabilities to ensure the quality of services in accordance with the conditions established by regulatory legal acts.

Fraud - a type of fraud in the field of information technology, in particular, unauthorized actions and unauthorized use of resources and services in communication networks.

CPPN (Centralized Ported Number Database) - a hardware-software system that manages a database containing information about ported subscriber numbers in mobile communication networks.

Gateway – a hardware and software complex (GSM, SMS, IP) that enables the transmission of voice and/or non-voice information between the Company's network and other communication networks (including via mobile communications, fixed-line communications, data transmission, etc.) and/or allowing a third party to use the Company's network for the purpose of utilizing and transmitting international traffic between the mobile network and other telecommunications networks by means of an illegal (unauthorized) connection to the telecommunications network via a server or other equipment, bypassing established security systems.

eSIM – a virtual subscriber device identification module that ensures the identification of the Subscriber Device, its access to the mobile network, and protection against unauthorized use of the subscriber number.

GPRS – General Packet Radio Service. A data transmission technology using the Internet Protocol, used in GSM networks. GPRS transmits data in packet mode, and the service fee is charged

not based on the duration of the GPRS session, but proportionally to the volume of data transmitted and received.

IMEI code—International Mobile Equipment Identifier—is a 15-digit identification number used to identify a subscriber device operating on GSM/UMTS/LTE networks.

Mobile Number Portability (MNP) - a set of organizational and technical measures for retaining and using a subscriber number assigned by the Donor Operator under a Mobile Communication Services Agreement when entering into a new agreement with the Recipient Operator.

PIN – Personal Identification Number, or a code used to identify a mobile network subscriber. It usually consists of four digits. The PIN is linked to the SIM card but can be changed at the Subscriber’s request via the Subscriber Device menu. The PIN is requested when the Subscriber Device is turned on, unless the Subscriber has disabled this feature on the Subscriber Device themselves.

PUK (Personal Unblocking Code) - a code used to unlock a SIM card if it has been blocked, for example, due to multiple incorrect PIN entries. The PUK is linked to the SIM card and is provided when you sign a contract with the Company.

SIM card - a removable identification module with a built-in microchip that identifies the Subscriber’s device, provides access to the mobile network, and protects against unauthorized use of the Subscriber’s number.

SMS – Short Message Service, a service designed for sending and receiving short text messages to mobile subscribers via a short message center.

Face ID – a scanner of the three-dimensional shape of a person’s face. The system is used for the following purposes:

- confirmation (authentication) of the Subscriber’s identity;
- verification of the Subscriber’s identity;
- in other cases provided for by law when entering into contracts, where legislation or an agreement between the parties requires a document to be signed by hand, the electronic document is considered signed if the contracting party has completed the electronic digital signature verification procedure. Face ID is recognized as a signature and electronic confirmation that expresses consent and allows for the identification and authentication of the person who signed the document.

2. SUBJECT OF THE PUBLIC OFFER

2.1. The Company undertakes to provide the Subscriber with Services in accordance with the selected Rate Plan and the terms and conditions of service provision, and the Subscriber agrees to pay for them under the terms published on the Company’s Website and in the manner provided for in this Public Offer.

2.2. This Public Offer applies to all Subscribers and replaces the Contract previously concluded with the Subscriber for the provision of cellular radiotelephone services of the PREPAID system in the network of COSCOM LLC. From the moment of publication of this Public Offer on the Company’s website, the terms of provision of Communication Services to Subscribers are determined in accordance with the terms of this Public Offer. At the same time, signing/re-signing of the Registration

Form is not required. In case of disagreement with the terms of this Public Offer and Services, the Subscriber has the right, within 30 days from the date of publication of this Public Offer on the Company's website, to inform the Company in writing about the refusal to accept the terms of this Public Offer. Failure to receive the Subscriber's Application for refusal to accept the terms of this Public Offer to the Company within the specified period, as well as the Subscriber's performance of conclusive actions (actual use of Communication Services) means unconditional and full acceptance by the Subscriber of the terms of this Public Offer.

2.3. Upon unconditional and full acceptance by the Subscriber of the terms of this Public Offer, the Company allocates to the Subscriber for use the subscriber number specified in the Registration Form.

2.4. List of initial services:

- Voice*
- SMS*
- GPRS*
- Caller ID
- Call forwarding
- Conference communication
- Ban calls
- Waiting/Call Hold
- Ucell Roaming
- Call Me

*basic services that are not subject to deactivation at the level of the Company's equipment.

The Subscriber, if desired, can connect and disconnect other services provided by the Company via USSD, SMS by contacting the Company's offices or in any other way proposed by the Company.

2.5. All current information regarding the Services provided by the Company, including pricing, procedures, terms and conditions of service, changes to the list of Services provided, and the Service Area, is available on the Company's Website.

3. RIGHTS AND OBLIGATIONS OF THE PARTIES

3.1. The Company has the right to:

3.1.1. Unilaterally amend this Public Offer, the Registration Form, the procedure and conditions for the provision of Communication and billing Services.

3.1.2. Restrict or suspend the provision of Services to the Subscriber if the Subscriber fails to comply with the terms of the Agreement, including:

3.1.2.1. In cases where the Subscriber causes harm to the Company, as well as to other subscribers and/or third parties, through the use of the Services, including but not limited to the following: making repeated attempts to activate non-existent payment cards; using the subscriber number without the Company's written consent to conduct lotteries, votes, contests, advertising

campaigns, and surveys; sending spam, mass SMS messages, engaging in fraudulent activities, as well as other actions that disrupt the operation of the Company's equipment and communication devices.

3.1.2.2. If the Company discovers (either on its own or based on notifications from competent authorities or other telecommunications operators) that a Subscriber has illegally used international traffic and/or utilized GSM, IP, or SMS gateways on the Company's network without notifying the Company, including the use on the Company's network of special equipment and/or software used to commit unlawful acts.

3.1.2.3. In cases of absence of sufficient funds on the Subscriber's Personal Account for the provision of Services.

3.1.2.4. If the subscriber does not commit paid events (any action of the subscriber through the subscriber device or system, entailing the debiting of funds from the subscriber's personal account) for a period exceeding the time limits set by the Company, according to the billing of the services selected by the subscriber.

3.1.2.5. In other cases established by the legislation of the Republic of Uzbekistan.

3.1.3. Partially or completely suspend the provision of Services by blocking outgoing (except for calls to emergency numbers and numbers designated as toll-free under the Rules for the Provision of Telecommunications Services, when the Subscriber's line is blocked) calls, incoming calls, SMS, GPRS and other paid, free services of the Subscriber, in the case of:

- inconsistencies of the Subscriber's personal data according to the current identity document of the Subscriber;

- absence in the Company of a copy of the Subscriber's identity document and/or originals of documents signed when connecting;

- other circumstances stipulated by the internal local documents of the Company.

When the Subscriber is transferred to the blocked status, the corresponding SMS notification is sent to the Subscriber. At the same time, the Subscriber must contact the Company's offices to update their personal data within 10 (ten) working days from the date of receipt of the corresponding SMS notification or update their personal data through the "Personal Data Update" service on the Company's official website. The SMS notification is purely informational in nature and its absence/non-receipt does not release the Subscriber from the execution of clause **3.4.7.** of this Public Offer. The Company shall not be liable to the Subscriber for any failure to receive SMS notifications regarding the Subscriber's account being placed on hold.

3.1.4. Terminate the contract unilaterally in the event that the subscriber violates the terms of the contract and/or the requirements of the Rules for the Provision of Telecommunications Services.

3.1.5. If necessary, change the Subscriber number by notifying the Subscriber at least 10 (ten) days prior to the number change.

3.1.6. To send promotional, informational, or service-related SMS messages and IVR calls from the Company and third parties.

3.1.7. To conduct various types of marketing campaigns, promotions, programs, sweepstakes, and the like to promote both its own services and joint services with its partners. Detailed terms, conditions, and offers regarding these activities are posted, at the Company's discretion, on the Website, in the Company's mobile app, at the Company's offices, at the Company's dealers' points of sale, or on partners' information resources or in the media, as selected by the Company.

3.1.8. To deny a Subscriber's request to port their mobile number (MNP) to another mobile operator's network in the following cases:

- if the Subscriber has outstanding balances under the Agreement at the time of the number porting;
- the Subscriber's personal data does not match the information in a valid document verifying the Subscriber's identity;
- the Subscriber's number is blocked;
- the Subscriber has unfulfilled obligations under the Agreement.

3.1.9. Provide the Subscriber with the Mobile Advance and/or Internet Advance services for a term determined by the Company. Upon expiration of the specified term, the Company reserves the right to automatically debit the full outstanding balance from the Subscriber's account without obtaining additional consent. If the Subscriber's account balance is insufficient, the debit will result in a negative balance (debt).

3.1.10. The Company may have other rights in accordance with the legislation of the Republic of Uzbekistan.

3.2. The Subscriber has the right to:

3.2.1. Change the list of Services used in accordance with the procedures specified in the current Price Lists and/or in the Company's information materials.

3.2.2. To make claims to the Company on the performance of the Contract in accordance with the legislation of the Republic of Uzbekistan.

3.2.3. If the Subscriber has no outstanding obligations under the Agreement to the Company, the Agreement may be transferred to another person in accordance with the procedure established by the Company.

3.2.4. Refuse to receive advertising/informational/service SMS messages from the Company and third parties sent by the Company in accordance with clause 3.1.6. of this offer, by dialing USSD, or submitting a written application at the Company's offices. At the same time, the refusal to receive advertising / informational / service SMS messages does not limit the receipt of SMS messages sent by the Company in the cases specified in clause 3.3.4. of this offer.

3.2.5. The Subscriber has the opportunity to save and use the allocated subscriber number on the basis of a contract for the provision of cellular radiotelephone services when concluding a new contract with another mobile operator (Recipient) and also has other rights provided for by the legislation of the Republic of Uzbekistan.

3.3. The Company undertakes:

3.3.1. Provide the Subscriber with a Subscriber number owned by the Company for temporary use for the duration of the Contract, as well as transfer the SIM card/eSIM activation code to the Subscriber. The cost of the SIM card/eSIM activation code is included in the connection cost. The subscriber number and SIM card/eSIM number shall be provided on the registration form.

3.3.2. After signing the Contract and making the initial payment by the Subscriber in accordance with the Contract, start providing Services to the Subscriber within 1 (one) working day.

3.3.3. If there is a payment, provide Services to the Subscriber in accordance with the list selected by the Subscriber, in accordance with the current Agreement, pricing and Company rates.

3.3.4. Become a Donor or Recipient of a phone number when a subscriber uses the mobile number portability (MNP) service in accordance with established procedures.

3.3.5. Form a local database of transferred numbers, ensure its operation and technical monitoring necessary to ensure the correct routing of connections from its network to the transferred subscriber numbers and the provision of mobile communication services for the duration of the concluded contract in accordance with the procedure established by the Rules for the Provision of Telecommunications Services.

3.3.6. Provide Subscribers with information about the conditions for transferring subscriber numbers in cellular radiotelephone networks.

3.3.7. To return, within the time limits established by the legislation of the Republic of Uzbekistan, the subscriber number transferred to the Donor, in case of termination of the contract between the Recipient and the subscriber.

3.3.8. Confirmation by the Donor to the CBPN operator about the possibility of transferring the subscriber number is the basis for termination of the contract for the provision of cellular radiotelephone services and blocking of all communication services to the subscriber and disconnecting services and services provided jointly with Content providers, which include information and entertainment services, SMS information services (Uzcard, HUMO and D.R.) and D.R. At the same time, the Donor notifies the subscriber about the blocking of communication services.

3.3.9. Notify the Subscriber of any changes to the terms of the Agreement, the list of services provided, the procedures and conditions for providing services, and the rates for the Services on the Website or via SMS message through media channels selected by the Company at least 15 (fifteen) days prior to their implementation. If the Subscriber fails to receive such notifications for reasons beyond the Company's control, the Company shall not be liable for the Subscriber's failure to become acquainted with them in a timely manner and shall not accept any claims in this regard.

3.3.10 Upon termination of the Agreement, make mutual settlements with the Subscriber in the manner and on the terms stipulated by the Agreement.

3.4. The Subscriber undertakes:

3.4.1. Comply with the terms of the Agreement.

3.4.2. Independently get acquainted with the official information of the Company, including information about changes in the list of services provided, pricing, procedure, terms of service and Service Area on the Company's Website.

3.4.3. Immediately inform the Company about the loss of the SIM card/eSIM activation code by submitting a written application to one of its own offices, or in any other way provided by the Company. In case of non-compliance by the Subscriber with the specified condition, he is obliged to pay for the Services provided by the Company, received using the lost SIM card/eSIM activation code, until the moment the Company receives a written application from the Subscriber or appeals in any other way provided by the Company about the loss and the desire to suspend the use of the Services.

3.4.4. Not to use the provided Subscriber number for organizing and conducting lotteries, quizzes, advertising distribution, collecting funds for goods (services, works) sold, providing sponsorship, financial assistance and for other purposes and actions not provided for by the subject of this Agreement, as well as actions affecting the operability of the Company's equipment and

communication devices. In case of identification and confirmation by accurate data of the use of the Subscriber Number for the purposes specified above, or if there are signs of the above actions, the Company has the right to notify state authorities in accordance with the current legislation of the Republic of Uzbekistan and on the basis of the current Tax Code of the Republic of Uzbekistan.

3.4.5. Do not use gateways or other specialized technical devices/software that are not intended for personal use and/or are designed to use the services in ways that violate the rights of other Subscribers, the terms of the Agreement, or the applicable laws of the Republic of Uzbekistan, including providing third parties with access to telecommunications services, such as those provided by other telecommunications operators, landline communications, Internet/IP telephony, and others.

3.4.6. Upon request, present the original identification document or other documents specified by the Company when visiting Subscriber service offices to receive Services.

3.4.7. Inform the Company within 15 days (by contacting the Company's offices or updating your personal data through the "Personal Data Update" service on the Company's official website) about changes in personal data specified in the Registration Form (surname, first name, patronymic, registration at the place of permanent residence or at the place of temporary residence, passport data).

3.4.8. Assume all risks associated with the use of materials, information, services and products obtained through a SIM card/eSIM:

- a) on the Internet;
- b) content providers that are accessed through a connection through the Company's network.

3.4.9. Before using the Mobile Advance and/or Internet Advance services, please review the terms and conditions on the Company's website, including the term. If using the services, ensure timely repayment of outstanding balances and accept automatic debiting of the outstanding balance from your account upon expiration of the service term. If funds in your account are insufficient, allow a negative balance to develop and agree to repay the resulting balance in full.

4. SETTLEMENT PROCEDURE AND PROVISION OF SERVICES

4.1. The pricing for Services is determined by the Company independently and is set in the national currency of the Republic of Uzbekistan – sum.

4.2. After signing the Registration Form, the Subscriber must make a minimum payment (the minimum payment is specified in the Registration Form and on the Company's official website). To begin using the Services, the Subscriber must make an advance payment for the plan/services selected. The Subscriber may make the payment using one of the following methods:

- a) by cash payment at the Company's own sales offices;
- b) a bank plastic card of an individual;
- c) through payment systems and agency networks, etc;
- d) by activating a Single Payment Card in accordance with the rules listed on the

Payment Cards.

4.3. Subsequent payment for Services is carried out by the Subscriber by making advance payments, in the ways specified in clause 4.2 of the Agreement.

4.4. If the Subscriber fails to pay the cost of the premium number and/or the rate plan within 24 (twenty-four) hours of connection, the Agreement shall be deemed not to have been concluded and shall be terminated unilaterally.

4.5. Services in the PREPAID system are provided on the terms of advance payment. After payment, the Company provides the Subscriber with Services for the amount of the payment until the funds on the Subscriber's personal account expire, according to the pricing and terms of service, specified on the Company's website.

4.6. If the funds on the Personal Account are reduced to the minimum set by the Company, the Subscriber's access to the use of the Services is limited, based on the conditions specified on the Company's website, including possible interruption during the use of the Service in accordance with the current conditions. Other conditions for restricting access and use of the Services are also indicated on the Company's Website and/or in the Company's information materials.

4.7. After restricting access to the Services – transferring the Subscriber to the blocked status, the Subscriber is given the opportunity to replenish the Personal Account and resume using the Services during the specified period. The specified period is reflected on the Company's Website.

4.8. As the Services are used, the amounts determined by the current pricing for the Services are debited from the Subscriber's Personal Account. Pricing for Services is determined by the Company and is reflected in the Price Lists and/or information materials of the Company.

4.9. In case of technical problems in the accounting system, billing and scheduled / unscheduled work in the system, the Company reserves the right to charge Services after troubleshooting.

4.10. Services are provided 24 hours a day, every day, without interruption, except when necessary preventive maintenance or emergency repairs are being performed.

4.11. In cases of major accidents in the Company's network that led to the suspension of Services, the Company informs the Subscriber about this, as well as about the expected timing of the resumption of Services on the Company's Website through the media or any other way, selected by the Company.

4.12. The Company provides the Subscriber, including, in the absence of funds on the Personal Account, the possibility of free and round-the-clock calling of emergency operational services by dialing single numbers installed on the territory of the Republic of Uzbekistan for the relevant services.

4.13. Additional information regarding the Services provided by the Company under the Agreement is available on the Company's website, at the Company's offices, at the Company's dealers' points of sale, and in the media, at the Company's discretion.

4.14. By entering into this Agreement, the Subscriber consents to the Company's processing (collection, organization, storage, modification, supplementation, use, disclosure, distribution, transfer, anonymization, and destruction) of their personal and biometric data for the purpose of providing the Company's Services.

The subscriber agrees to the processing of personal / biometric data in any form that allows confirming the fact of its receipt.

During the provision of services, some of the subscriber's personal/biometric data may be shared with third parties to ensure the smooth operation and accuracy of the service.

By signing the Registration Form and/or submitting a request to connect with additional services provided through the company's network, the subscriber agrees to the company transferring his personal/biometric information to third parties that provide additional services (content providers, payment agents, payment organizations) as well as to suppliers who provide technical support for the Company's information systems. After disconnecting from additional services, previously transferred data can be stored in appropriate systems based on the technical specifications of the Company's equipment.

The subscriber's personal information (data on traffic, account information, payments, services consumed, movements, financial information, etc.) is collected, used, and processed by the company solely for the purposes of providing services, as well as for additional services to third parties (credit scoring, financial rating, payment organizations system, etc.).

The Company ensures the privacy and security of personal and biometric data received. The safety and confidentiality of this information is guaranteed by the company in accordance with the laws of the Republic of Uzbekistan.

4.15. The Company's Privacy Policy regarding subscribers' personal data is available on the Company's website.

4.16. The Company has the right to independently and/or through third parties – contractors to collect, use and process the Subscriber's personal data for the purpose of providing Services in accordance with the procedure established by the current legislation of the Republic of Uzbekistan and the Company's Privacy Policy.

5. PROCEDURE FOR CONSIDERATION OF APPEALS

5.1. In order to resolve issues arising from the Subscriber within the framework of the provision of Services, the Subscriber may apply to the Company with a corresponding application, the consideration of which is carried out within the framework of current legislation and in accordance with the procedure established by the Company.

5.2. In case of non-fulfillment or improper fulfillment by the Company of obligations under the Agreement, the Subscriber has the right to file a claim in written, oral and/or electronic form.

5.3. Claims on issues related to the refusal to provide Services, late or improper fulfillment of obligations arising from the Contract are accepted within 6 (six) months from the date of provision of communication services, refusal to provide them or billing.

5.4. Subscribers' requests are considered by the Company within a period not exceeding 30 (thirty) days from the date of registration of requests, unless otherwise provided by the legislation of the Republic of Uzbekistan.

5.5. The Company informs about the results of the review of requests in written, oral, or electronic form (at the Subscriber's request). A written response is sent by registered mail or email, as well as using other means of communication that ensure the sender's identification, or is handed over to the Subscriber in the Company's office against a signed receipt. An oral response is provided via telephone/mobile communication.

6. FORCE MAJEURE

6.1. The Parties shall be exempt from liability for failure to perform or improper performance of their obligations under the Agreement if such failure resulted from force majeure circumstances that arose after the conclusion of the Agreement. Force majeure means extraordinary events or circumstances that could not have been foreseen or prevented by the Parties using the means available to them. Such “extraordinary events or circumstances” include, but are not limited to: fires, acts of third parties whose fault caused the non-performance or improper performance of obligations under the Agreement, natural disasters (floods, earthquakes, etc.), acts of war, actions or regulatory acts of the authorized administrative bodies of the Republic of Uzbekistan, as well as any other circumstances beyond the reasonable control of the Parties, the extraordinary nature of which the Parties could neither foresee nor prevent.

7. THE TERM OF THE CONTRACT. THE PROCEDURE FOR CONCLUDING, CHANGING AND TERMINATING THE CONTRACT

7.1. The Agreement comes into force from the moment the Registration Form is signed by the Parties and is valid until its termination in accordance with the legislation of the Republic of Uzbekistan and/or the terms of the Agreement.

7.2. The Contract is concluded between the Subscriber and the Company at the Company's Offices, at the Points of Sale of the Company's dealer and through the mobile application by making a photo/video image of the face (Face ID) or signing the Registration form / by the parties manually.

7.3. The Parties agreed that when signing the Registration Form, facsimile reproduction of an analogue of the handwritten signature of an authorized person of the Company is allowed.

7.4. The Company reserves the right to unilaterally amend and/or supplement the Public Offer. Information regarding any amendments and/or supplements to the Public Offer shall be posted on the Company's Website no later than 15 (fifteen) calendar days prior to the effective date of such amendments to the terms of the Public Offer. Such changes and additions shall take effect upon their implementation. The Subscriber has the right to refuse to accept the terms of the Agreement in the event of disagreement with the changes and additions by sending a written statement to the Company within 30 (thirty) days of the implementation of the changes and additions. In this case, the Subscriber's disagreement results in the unilateral termination of the Agreement at the Subscriber's initiative and in accordance with Section 7.6.

7.5. The Parties have the right to terminate the Contract if the terms of the Contract are not fulfilled, in the manner and on the terms stipulated by the Contract.

7.6. The Contract may be terminated on the Subscriber's initiative unilaterally on the basis of a written application of the Subscriber submitted to the Company's own offices and upon providing the original of the Subscriber's identity document.

In this case, the Subscriber is obligated to pay for the services rendered up to the date of termination of the Contract.

7.7. The Contract may be terminated by the Company unilaterally in the following cases:

7.7.1. After the expiration of the period specified in the current information materials of the Company, including the official Website of the Company, if the Subscriber has not replenished the

Personal Account, as well as if the subscriber is in a blocked status for more than the prescribed period specified on the official Website of the Company.

7.7.2. If the Subscriber has not contacted the Company's office within the period specified in clause 3.1.3. of the Public Offer.

7.8. Upon termination of the Agreement, the Parties must make mutual settlements for all their obligations. The funds remaining on the Subscriber's Personal Account are refunded in the following order:

7.8.1. The Subscriber has the right to demand a refund of the funds remaining on the Personal Account at the time of termination of the Contract within the limitation period established by the legislation of the Republic of Uzbekistan from the date of termination of the Contract. If the Subscriber contacted the Company after the specified period, the funds are not refundable.

7.8.2. Funds from promo balances (bonus accruals), the fee for connecting (activating) the SIM card/eSIM activation code, the cost of a paid Subscriber number, as well as the cost of Payment Cards purchased but not activated by the Subscriber are non-refundable.

7.8.3. The refund of the remaining funds is carried out within 15 working/ banking days from the date of registration of the Subscriber's written application for termination of the contract//for a refund following termination of the Contract at the Company's own offices. At the same time, the refund is made by the Company only in cashless form by transferring funds to a bank account or to a bank plastic card belonging to the Subscriber, or before the termination of the Contract and the termination of the number to the Personal Account of another active number belonging to this Subscriber.

7.8.4. In case of unspent balance on the subscriber's personal account is identified when the subscriber number is transferred from the Company's network to the Recipient's network, refund shall be made by the Company within 30 working/banking days from the moment of registration of the Subscriber's written application on refund at the Company's offices. Herewith, the refund shall be made by the Company only in non-cash form by transferring funds to the bank account or bank plastic card belonging to the Subscriber, or until the subscriber number is transferred from the Company's network to the Recipient's network, the Agreement with the Company is terminated and the number is terminated to the Personal account of another active Ucell number belonging to the Subscriber.

7.8.5. The refund will be performed in the national currency of the Republic of Uzbekistan som in accordance with the Procedure of refund established by the Company and the current legislation of the Republic of Uzbekistan.

8 LIABILITY OF THE PARTIES

8.1. For non-fulfillment or improper fulfillment of their obligations, the Parties bear responsibility provided for by the legislation of the Republic of Uzbekistan and the Contract.

8.2. The liable party is responsible only for direct damages caused to the other party. Indirect damages, moral harm, as well as lost profits shall be compensated in accordance with the procedure established by law.

8.3. The Company is not responsible for:

8.3.1. The inability to provide Services if this is due to the Subscriber's improper use of the SIM card/eSIM, the Subscriber's device, including devices of inadequate quality and/or those that do

not support the Company's network technology, as well as in cases where the Subscriber's device lacks a certificate of conformity from the Republic of Uzbekistan and/or does not meet the established requirements of the Republic of Uzbekistan's standards.

8.3.2. Non-provision or untimely provision, content and quality of content sent through the Company's network by third parties based on the Subscriber's order.

8.3.3. Possible losses of the Subscriber related to accidental, indirect damage, including, without limitation, damage related to loss of profit by the Subscriber, interruption of business activity and other material losses arising from the use of the Services.

8.3.4. Inconsistency of the information provided at the request of the Subscriber with the individual expectations of the Subscriber and his subjective assessments.

8.4. The subscriber is hereby notified and bears personal responsibility, including the obligation to pay for the Services provided by the Company, as well as for all events and actions carried out using their SIM card/eSIM, and for the transfer of the SIM card/eSIM activation code to third parties.

Pursuant to Article 155-2 of the Code of Administrative Liability of the Republic of Uzbekistan and Articles 278-3 and 278-7 of the Criminal Code of the Republic of Uzbekistan, liability is established for the manufacture, storing, and using special software or hardware to gain illegal (unauthorized) access to telecommunications networks, as well as for illegal (unauthorized) access to a telecommunications network for the purpose of using it and routing international traffic bypassing established security systems.

An exception is made for the loss by the Subscriber of a SIM card or eSIM activation code, provided the Company is notified thereof in accordance with Section 3.4.3 of this Public Offer.

8.5. The Subscriber confirms that the Subscriber number and SIM card/eSIM activation code are provided by the Company solely for the purpose of providing Communication Services. The company is a technical contractor for receiving/transmitting a telephone connection and maintaining the operability of a subscriber number. The Subscriber is aware and aware that the connection of banking services, including remote banking services to the subscriber number allocated under the Contract is not secure and may lead to the theft of funds on the Subscriber's current accounts in credit institutions or the issuance of loans by replacing the SIM card/eSIM activation code by unidentified persons. When the Subscriber decides to order banking services technologically related to the Subscriber number, including notification of the Subscriber about transactions, password reset, identification in other organizations, the Subscriber accepts all risks of losses, loss of funds from accounts in credit institutions and is independently responsible for their loss, waives the requirements to the Company about compensation for damages, moral damage and other claims.

The Subscriber also waives the claim for damages and other claims by the Company when using the subscriber number as an identifier for access to various Internet resources, including access to e-mail, social networking sites, messengers and other resources. The Subscriber is notified that the use of the subscriber number allocated under the Contract for the registration of accounts and other services technologically related to the subscriber number allocated under the Contract is not secure, since accounts and services can be hacked by third parties.

The Subscriber undertakes to bear full responsibility and assumes the risks associated with ordering third-party services, using materials, information, accounts, services and products on the Internet,

technological access to which is provided by the Company. Upon termination of the Contract, the Subscriber agrees to independently unlink the Subscriber Number from any banking or other applications, services, and accounts in which the number was used for registration, identification, or transaction verification.

9. OTHER PROVISIONS

9.1. The Company provides Cellular radiotelephone communication services taking into account its technical capabilities and service area. The Services provided to the Subscriber due to the design features of the communication device depend, among other things, on the quality of operation of networks of other mobile and fixed-line operators, which the Company does not influence and is not responsible for.

9.2. The Services provided to the Subscriber may deteriorate or be interrupted due to environmental, natural and physical conditions. The Company shall not be liable for any deterioration in the quality of the Services provided or for their termination if such deterioration or termination is caused by natural conditions of propagation and overlapping of radio waves, interference and obstacles; local terrain or building conditions; Subscriber's location inside buildings, in basements, tunnels and other underground structures; technical characteristics and condition of the Subscriber's equipment; meteorological conditions and other reasons that the Company is unable to influence.

9.3. The Company reserves the right to carry out work on the implementation of decisions of state bodies of the Republic of Uzbekistan, as well as related to production needs that may cause temporary deterioration in quality and interruption of the provision of Services.

9.4 The Subscriber agrees that the Company is not responsible to him if the deterioration in quality and interruption of the provision of Services do not exceed 24 hours continuously.

9.5. Any information requested from a subscriber's number via a USSD request is not confidential. The Company reserves the right to disclose information obtained through a USSD request to individuals who contact the Company's Contact Center from the requested subscriber's number using the appropriate subscriber number.

9.6. Contract restoration (renewal of the Contract after its termination) is not carried out in the PREPAID system.

9.7. The Parties shall make every effort to resolve the differences arising exclusively through negotiations. If it is impossible to resolve differences through negotiations, the parties apply to the judicial authorities of the Republic of Uzbekistan in accordance with the legislation of the Republic of Uzbekistan.

9.8. In matters not regulated in the Public Offer, the parties are guided by the Rules for the provision of Telecommunications services and other regulatory legal acts of the current legislation of the Republic of Uzbekistan, as well as internal documents of the Company.

9.8. This Public Offer is published in Uzbek, English and Russian languages having the same legal force. In case of discrepancies, the Uzbek text prevails.

10. COMPANY DETAILS

“COSCOM LLC”

Legal address: Republic of Uzbekistan, index 100031, Tashkent, Yakkasarai district, V. Vakhidov str., 118.

Bank requisites: r/s 20208000000457913001 to THE OPERA

JSCB "Uzpromstroybank"

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