

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. The following terms and definitions are used to display the purposes of this Public Offer: Subscriber – any capable individual who has reached the age of 18 and has concluded a contract with the Company for the provision of mobile radiotelephone services (minors aged 14 to 18 years can apply for connection to telecommunications services with the written consent of their parents, foster parents or guardians) in order to use mobile radiotelephone services and receive subscriber number.

A cellular radiotelephone operator is a legal entity that owns a telecommunications network by right of ownership or other property rights, ensures its construction, operation, development and provides appropriate telecommunications services on the basis of a license.

A content provider is a legal entity that provides Content services to Subscribers on a commercial basis through the Company's Network. The list of Content providers and the Content services they provide is contained on the Company's Website, as well as on the Websites of Content Providers.

A major accident is an emergency situation that leads to the termination of the provision of cellular radiotelephone services in a certain administrative territory.

A payment card - is a carrier in the form of a plastic card or in another form determined by the Company, with a secret code, a protective layer, with the amount / nominal value indicated on it, for which Services can be provided to the Subscriber when replenishing the Subscriber's Personal Account by activating it.

A SIM card is a removable identification module with a built-in chip that provides identification of the subscriber device, its access to the mobile communication network, as well as protection against unauthorized use of the subscriber number.

A tariff plan is a set of prices and technical data provided by the Company to subscribers or a certain group of subscribers, or the use of one or more services in a certain limited area.

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

Billing is a system of rates that determine the amount of payment for various services of the Company.

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

Conferencing is a service that allows three or more subscribers to hold telephone conversations simultaneously, switch to alternate communication with each of the subscribers during a conversation, or terminate their participation in joint negotiations without interrupting communication between the remaining participants in the conversation.

COSCOM LLC is an enterprise registered and operating in accordance with the legislation of the Republic of Uzbekistan, owning a mobile communication network, ensuring its construction, operation, development and providing mobile communication services.

Company Office - Any Company's own office for servicing individuals and legal entities, where subscribers can receive information and reference services, conclude contracts for the provision of mobile communication services and receive other types of services.

Dealer - is a legal entity that has concluded a contract with the Company to service subscribers on behalf of the Company. The dealer may represent the interests of one or more mobile operators;

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

eSIM is a virtual identification module of a subscriber device that provides identification of a subscriber device, its access to a mobile network, as well as protection against unauthorized use of a

Subscriber number. - the number allocated to the subscriber by the operator and used by the subscriber during the term of the Agreement and identifying the Subscriber Device connected to the Company's network when connecting other subscriber devices to it.

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

- confirmation (authentication) of the identity of users;
- confirmation (verification) of the authenticity of the person.

In other cases stipulated by the legislation at the conclusion of contracts, in cases when the legislation or the agreement of the parties requires to sign a document with his own hand, the electronic document is considered signed if the party to the contract has completed the procedure of confirmation by electronic digital signature. Face-ID is recognized as a signature and electronic confirmation, expressing consent and allowing identification and authentication of the person who signed the document.

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

Gateway is a software and hardware complex (GSM, SMS, IP) that allows voice and/or nonvoice information to be transmitted between the Company's network and other communication networks (including through mobile communications, landline communications, data transmission, etc.) and/or allowing a third party to use the Company's network for the purpose of using and the transmission of international traffic between the mobile communication network and other

telecommunications networks by illegal (unauthorized) connection to the telecommunications network through a server or other equipment bypassing the installed security systems.

GPRS - General Packet Radio Service. The technology of data transmission over the Internet protocol used in GSM networks. GPRS transmits data in batch mode, and the service fee is charged regardless of the duration of the GPRS session, but in proportion to the volume of transmitted and received data.

Identification documents of the Subscriber:

- passport of a citizen of the Republic of Uzbekistan with an up-to-date residence permit or a separate residence permit sheet, indicating the PINFL; (In accordance with paragraph 5 of the Regulations on the passport system in the Republic of Uzbekistan, citizens are issued a passport from the age of 16);

- passport of a foreign person;
- officer's certificate, military ID + form No. 33 (for persons serving under contract and military);

- accreditation card (for employees of diplomatic missions and missions);
- residence permit for foreigners with an up-to-date residence permit or a separate residence permit sheet;

- residence permit or travel document for stateless persons with an up-to-date residence permit or a separate residence permit sheet;

- certificate of a stateless person with an up-to-date residence permit or a separate residence permit sheet;

- new national driver's license;

- ID card of the Republic of Uzbekistan. (In accordance with the regulations on the identification ID card, an ID card is issued to citizens of the Republic of Uzbekistan from 1 year to 16 years (at the discretion of parents, guardians (trustees). All the above documents can replace each other.

IMEI code (International Mobile Equipment Identifier) or international unique identification code (hereinafter referred to as IMEI code) is a number consisting of 15 digits and assigned by GSMA, as well as identifying a mobile subscriber's device operating in the GSM/UMTS/LTE standards network.

MNP (Mobil Number Portability) transfer of a subscriber number is a set of organizational and technical measures for the preservation and use of a subscriber number allocated by a donor on the basis of a contract for the provision of mobile communication services when drafting a new contract with another operator (recipient).

Personal account is a register of analytical accounting in the Company's billing system, designed to account for the volume of Services rendered, receipt and expenditure of funds deposited in accordance with this Agreement with the Subscriber to pay for Services.

PINFL - is a personal identification number of an individual in the Republic of Uzbekistan, consisting of 14 digits, which can be identified in the passport of an individual in accordance with the procedure for determining.

PIN - Personal Identification Number. The code used to identify the subscriber of the cellular network. It usually consists of four digits. It is linked to a SIM card, but can be changed at the request

of the subscriber using the phone menu. It is requested when the phone is turned on, if the subscriber has not disabled the corresponding function of his phone on his own.

PUK - Personal Unblocking Code. A code designed to unlock the SIM card if it has been locked, for example, in case of repeated incorrect PIN entry. It is linked to a SIM card and is issued at the conclusion of a contract with the Company.

Price list is an information and reference document of the Company containing a list of the main services of the Company, indicating their conditions and/or brief characteristics and cost for the current period.

Registration form – a form of the sample established by the Company containing information about the Subscriber, the Subscriber number, the Tariff Plan chosen by the Subscriber, which is an integral part of the Contract and confirms the Subscriber's full and unconditional acceptance of all the terms of the Public Offer.

Recipient operator - the mobile operator to which the subscriber's number is transferred to the mobile network.

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

Subscriber number - a number allocated to the subscriber by the operator and used by the subscriber during the term of the Contract and identifying the Subscriber device connected to the Company's network when connecting other subscriber devices to it.

Subscriber device is a technical device owned or temporarily issued to a Subscriber for use, connected to the Company's network and intended for processing, changing, 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 for a fixed amount, which does not depend on the volume of services received by the subscriber for a certain (estimated) period of time (month, quarter, year, etc.).

Service area - the territory where the Company has the right to provide cellular radiotelephone services on the basis of a license agreement and has the technical capabilities to ensure the quality of services that meet the conditions established by regulatory legal acts.

SMS - Short Message Service, a service designed to send and receive short text messages to mobile subscribers through the short message center.

The Company's website - is an information resource of the Company on the Internet, located at the email address: www.ucell.uz .

The Donor operator is the mobile operator from which the subscriber's number is moved from the telecommunications network.

The Company's network is a set of technical means that provide the subscriber with mobile radiotelephone communication services for transmitting and receiving signals in the form of sound, information, images, video and other forms of information.

The Company's services are the product of the Company's activities in providing mobile radiotelephone communication, mobile Internet access, as well as other types of information received, transmitted, processed through the Company's network, provided under the Ucell trademark.

The centralized database of transferred numbers (hereinafter referred to as CDTN) is a hardware and software complex that manages a database of information about transferred subscriber numbers on mobile communication networks, including information established in this regulation.

2. SUBJECT OF THE PUBLIC OFFER

2.1. The Company undertakes to provide the Subscriber with Communication Services in accordance with the selected Tariff Plan and conditions for the provision of Communication Services, and the Subscriber undertakes to pay for them on the terms and in accordance with the procedure 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, 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 by contacting the Company's offices or in any other way proposed by the Company.

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 of harm caused by the Subscriber to the Company, as well as to other subscribers and/ or third parties using the Services, including, but not limited to the following: repeated attempts to activate non-existent payment cards, without written consent from the Company, the use of the subscriber number for lotteries, voting, contests, advertising, surveys, spam, fraud, mass sending SMS without prior agreement with the Company, as well as other illegal use of mass mailings and other events, leading to a malfunction of the Company's communication equipment and devices.

3.1.2.2. When detecting (both independently and on the basis of notifications from competent authorities, other operators and/or the Company) cases of illegal use of international traffic by the Subscriber and/or illegal use of GSM, IP or SMS gateways in the Company's network without notifying the Company, including when detecting cases of illegal use by installing special equipment and software in the Company's network.

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 emergency and reference) 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 is not responsible to the Subscriber for not receiving the above SMS notification.

3.1.4. The Company has the right to terminate the contract unilaterally if outgoing (except for emergency and reference) calls, SMS, GPRS and/or other paid services /roaming events, deposits to the Personal Account after 31 days from the date of conclusion of the Contract are not carried out.

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. The Company has the right to send advertising/informational/service SMS messages from the Company and third parties.

3.1.7. The Company has the right to conduct various types of marketing campaigns, promotions, programs, lotteries, etc., to promote both its own services and joint services with its partners. Detailed terms / rules / offers regarding these are available in the Company's Offices, at the Company's Dealers' Sales Points, and, at the Company's discretion, in mass media or on the Company's Website or mobile application.

3.1.8. The Company has the right to refuse to transfer the subscriber number to the network of another mobile operator in the following cases:

- in case of arrears on tariffs and/or services;
- in case of inconsistency of the Subscriber's personal data according to the current identity document of the Subscriber;
- with the blocked status.

3.1.9. 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 there is no debt to the Company, reissue the Contract 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 number are indicated in 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 subscriber number (MNP) when the subscriber uses the number transfer service in accordance with the established procedure.

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 changes in the terms of the Agreement, the list of services provided, the procedure and conditions for the provision of services and pricing for Services through the media, on its official website or in the form of an SMS message at least 10 (ten) days before their introduction. If the Subscriber does not receive such notifications for reasons beyond the Company's control, the Company is not responsible for late notification of the Subscriber and does not accept claims about this.

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 new Tax Code of the Republic of Uzbekistan.

3.4.5. The Subscriber is not entitled to use gateways or other special technical devices/programs that are not means of individual use and/or intended for using the services in ways that violate the rights of other Subscribers, the terms of the Contract or the current legislation of the Republic of Uzbekistan, including providing third parties with access to communication services, including services provided by other operators communications, landline communications, Internet/IP telephony and others.

3.4.6. To present, upon request, the original of the identity document or other documents established by the Company when contacting the Customer service offices.

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.

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 indicated in the Registration form and on the official website of the Company). To start using the services, it is necessary to make an advance payment for the tariff/services selected by the subscriber. The minimum payment is made by the Subscriber in one of the following ways:

- 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, when connecting a paid/regular number, does not pay the cost of the paid number and/or tariff plan within 24 (twenty-four) hours, the Agreement is considered 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.

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. The Services are provided 24 hours a day daily, without interruptions, except for the necessary preventive and repair work.

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 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 about the Services provided by the Company on the basis of the Contract is posted at the Company's Offices, at the Sales Points of the Company's Dealers, as well as, at the Company's choice, in the mass media or on the Company's Website.

4.14. Upon conclusion of a contract for the provision of cellular radiotelephone services, the Subscriber gives consent to the Operator to process (collect, systematize, store, modify, supplement, use, provide, distribute, transfer, depersonalize and destroy personal data) his personal and biometric data in order to provide Operator 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 operator's information systems. After disconnecting from additional services, previously transferred data can be stored in appropriate systems based on the technical specifications of the operator'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 operator 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 Privacy Policy for personal data of COSCOM subscribers can be found on the website: <https://ucell.uz/en/information/sustainability>

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 are released from liability for non-fulfillment or improper fulfillment of their obligations under the Agreement, if such non-fulfillment was the result of force majeure circumstances that arose after the conclusion of the Agreement. Force majeure circumstances mean extraordinary events or circumstances that could not have been foreseen or prevented by the Parties by the means available to them. Such "extraordinary events or circumstances" include, but are not limited to: fires, actions of third parties, natural disasters (floods, earthquakes, etc.), military actions, actions or regulations of the authorized governing bodies of the Republic of Uzbekistan, as well as any other circumstances beyond the reasonable control of the Parties, emergency nature 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 has the right to make changes and/or additions unilaterally to the Public Offer by posting on the Website or publishing in other mass media in the amended version of the Public Offer no later than 10 (ten) calendar days before the date of entry into force of the changes. Such changes and additions are effective from the moment of making changes and additions. The Subscriber has the right to refuse to accept the terms of the Agreement in case of disagreement with the amendments and additions by sending a written application to the Company within 30 (thirty) days from the date of the amendments and additions. The Subscriber's disagreement, in this case, entails the termination of the Contract unilaterally on the Subscriber's initiative and in accordance with clause 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 obliged to pay the cost of services rendered on the date of termination, before the 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 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 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 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 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 improper operation of the Subscriber Device by the Subscriber, as well as in cases of using a Subscriber device that does not have a certificate of conformity of the Republic of Uzbekistan and / or does not meet the established requirements of the standards of the Republic of Uzbekistan.

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 personally responsible, including obligations to pay for the Services provided by the Company, as well as for all events and actions performed through his SIM card/eSIM, as well as for the transfer of the SIM card/eSIM activation code to third parties. The exception is the loss of the SIM card/eSIM activation code in case of notification of this in accordance with clause 3.4.3 of this Public Offer. According to Articles 155-2 of the Code of Administrative Responsibility of the Republic of Uzbekistan, Articles 278-3 and 278-7 of the Criminal Code of the Republic of Uzbekistan, responsibility is established for the manufacture, storage and use of special software or hardware to obtain illegal (unauthorized) access to telecommunications networks, as well as for illegal (unauthorized) access to telecommunications networks with the purpose of its use and the passage of international traffic bypassing the established security systems.

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.

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. 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.

9.4. All information requested from a subscriber number via a USSD request is not confidential. The Company reserves the right to provide information issued through a USSD request to persons who have applied to the Company's Call -center via the corresponding subscriber number.

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

9.6. 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.

9.7. 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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