

## Tariff plans, tariff package, options valid in Uzbekistan

### Basic Principles for Tariff Setting.

Unless the descriptions of specific Tariffs, incl. Tariff packages, Tariff Options, and Additional services expressly specify otherwise, the following Principles for Tariff Setting apply:

- Tariffs will be valid only for individuals using services for personal needs
- All Tariffs are set up in Uzbek soums including VAT
- The payment for services will be made in advance unless otherwise provided in the description of a particular Service or Tariff. The minimum amount of the advance payment is 10,000 UZS.
- The billing period can be 3, 10 or 30 calendar days depending on the selected Tariff, and if the Tariff is not established, then 30 calendar days. The billing period starts from the Customer's connection to any Tariff. The settlement period starts again when connecting to the Tariff package.
- Prices are indicated for the rate unit.
- The rate unit for calls is 1 minute; calls are accounted and tariffs for calls are set per one minute, if the rate unit is not full, it will cost as one full rate.
- The rate unit for data transfer in the traffic volume is 1 byte. Data transfer in the traffic volume in Mobile Application should be rounded to the nearest 0.1 GB.
- The rate unit for SMS/MMS is one SMS/MMS.
- While inside Republic of Uzbekistan calls and SMS to the Provider's call-center phone numbers, as well as the traffic inside the Humans application and humans.uz website will not be subject to payment.
- The Provider is entitled to adjust the amounts to be paid upon the conclusion of the Agreement, which will be considered as an advance payment (advance) for the Services.

The cost of every Tariff includes:

- 48 hours of continuous use of the Mobile Internet to access the humans.uz website, the Humans Application, as well as the AppStore, GooglePlay (to download the Application) with maximum speed, which are provided to the Customer before the activation of any Tariff Package for the first activated SIM card.
- Unlimited access to official applications of banks and payment institutions: [list](#).

Incoming and outgoing calls, SMS and data transfer outside the Republic of Uzbekistan (roaming) are paid in accordance with the tariffs for [roaming](#), outgoing international calls, SMS are paid in accordance with the tariffs for [international calls](#).

Incoming and outgoing calls and SMS to Short numbers are paid additionally at [special tariffs](#). Unless otherwise provided for by the specified special tariffs for the Services using Short Numbers, the General Tariffing Principles, as well as the provisions of [the Rules for the Provision of Services Using Short Numbers](#) and [the Humans Communication Services Terms and Conditions](#) apply.

### 'Standard' Tariff

The tariff is activated when the SIM card is activated.

While on the territory of the Republic of Uzbekistan this option offers SMS to the Provider's phone numbers and phone numbers of other operators of the Republic of Uzbekistan.

Tariff will be provided under the following conditions:

- SMS to phone numbers inside the Republic of Uzbekistan - UZS 150 per one SMS;

- Incoming and outgoing calls are not available (except for calls to emergency numbers and Provider's CC);
- No Internet access will be provided.

International SMS are paid in accordance with the tariffs for [international calls](#).

### Tariff Packages

There are Services for data transmission, Voice Communication Services (incoming and outgoing calls), SMS to the Provider's phone numbers, and phone numbers of other operators in Uzbekistan and abroad. The Customer independently chooses the Tariff Package for each Subscriber Number using Remote Interaction Tools.

Each minute package subscription fee includes:

- The minutes of outgoing calls to phone numbers of the Republic of Uzbekistan specified in the selected Tariff package ("Included minutes").
- Calls inside the Republic of Uzbekistan to the Provider's numbers are unlimited

'Zero minutes' package does not provide free calls to the Provider's numbers.

When Client activate '100 minutes' option on 'Zero minutes' package, tariffication is carried out in accordance with Table 0 below

Table 0

Call direction	Price
Outgoing calls to the Provider's phone numbers	Free
Outgoing calls to phone numbers of other operators in the Republic of Uzbekistan	Included 100 minutes are consumed If the included minutes are exhausted until the end of the option - UZS 150 per one min.
SMS	UZS 150 per one SMS

"Unlimited minutes' tariff package provides a limitation of included minutes by the total number of minutes in the corresponding Billing period.

Each gigabyte package subscription fee includes:

- The traffic specified in the Tariff Package and providing the access to the Internet at the maximum speed. After its completion, the data transfer rate is limited to 64 Kbit/s
- The access to [www.humans.uz](http://www.humans.uz) website, the Humans application not limited by the traffic

'Zero minutes' package provides no access to the Internet.

All minutes and gigabytes included in the Tariff Package are provided on the first day of the Billing Period and are reset to zero with the last minute of the Billing Period. The subscription fee is debited in

the first hour of the Billing period. The Customer can activate the Tariff Package independently in the Mobile application or in the service center.

The Tariff Package is considered connected when the subscriber chooses any minutes package and any gigabytes package from the assortment below. The total cost of the Tariff Package includes the subscription fee for the included minutes and the subscription fee for the included gigabytes.

Table No. 2

<b>Minutes Tariff Packages</b>	<b>The cost for the Billing Period is 3 days</b>	<b>The cost for the Billing Period is 10 days</b>	<b>The cost for the Billing Period is 30 days</b>
Zero Minutes Package	0	0	0
300 Minutes Package	5,000	10,000	15,000
500 Minutes Package	6,667	13,333	20,000
Unlimited Minutes	11,667	23,333	35,000
<b>GB Tariff Packages</b>	<b>The cost for the Billing Period is 3 days</b>	<b>The cost for the Billing Period is 10 days</b>	<b>The cost for the Billing Period is 30 days</b>
Zero GB Package	0	0	0
2 GB Package	4,000	8,000	12,000
5 GB Package	6,667	13,333	20,000
Unlimited Internet	16,667	33,333	50,000

There are additional payments for all Tariff Packages:

- Calls to phone numbers of other operators exceeding the minutes included, SMS tariffication - UZS 150 per one minute/SMS

On Tariff Package "Zero Minutes Package" calls to phone numbers of all operators inside the Republic of Uzbekistan - UZS 150 per one minute/SMS.

#### **'100 minutes' option**

At any time before the expiration of the Billing Period for which the Tariff Package is connected, the Client has the right to activate the "100 minutes" option. In this case, Client is provided with additional Included minutes in the amount of 100 minutes.

The cost of connecting the option is UZS 6,000. Funds are debited from the Personal Account at the moment, then the option is activated

The option is provided only when the Tariff package is connected and is valid until the end of the Billing period in which it is connected; unused minutes will not pass to the next Billing period.

When the option is activated to the "Zero minutes" package, the cost of calls and SMS messages will change for the period of the package validity in accordance with Table 0.

#### **'0,5 gigabyte' option.**

At any time before the expiration of the Billing Period for which the Tariff Package is connected, the Client has the right to activate the '0,5 gigabyte' option. In this case, Client is provided with additional Internet traffic in the amount of 0,5 GB

The cost of connecting the option is UZS 7,000. Funds are debited from the Personal Account at the moment, then the option is activated

The option is provided only when the Tariff package is connected and is valid until the end of the Billing period in which it is connected; unused gigabytes will not pass to the next Billing period.

### Unlimited Messages Option

The Customer connected to the Tariff Package can activate the Unlimited Messages Option. The Customer receives unlimited number of SMS to phone numbers inside Uzbekistan.

The subscription fee for this option is UZS 7,000. The funds are debited from the Personal Account when the option is activated.

The option is valid after its activation until the end of the Billing Period of the Tariff Plan under which it was connected. If the Customer's Tariff Package is automatically extended at the end of the Billing Period, the option is also automatically extended for a new Billing period.

The Customer can disable automatic renewal of the option at any time in the Application or in the Service Center.

### Unlimited Apps Option

The Customer connected to the Tariff Package can connect the following options of Unlimited Applications: "Unlimited access to Vkontakte", "Unlimited access to Facebook", "Unlimited access to Odnoklassniki", "Unlimited access to Instagram", "Unlimited access to TikTok", "Unlimited access to Telegram", "Unlimited access to Whatsapp", "Unlimited access to Wechat", "Unlimited access to IMO", "Unlimited access to YouTube", "Unlimited access to Yandex Music", "Unlimited access to Shazam", "Unlimited access to Apple Music", "Unlimited access to Spotify", "Unlimited access to Twitch", "Unlimited access to Zoom", "Unlimited access to TAS-IX".

When the option is connected, the traffic of the corresponding resource (both via the official mobile application and the browser) does not consume gigabytes of the Tariff Package and operates with no speed limits even after the end of gigabytes of traffic provided under the Tariff Package. The Customer can activate any number of Unlimited Apps options, or none of them. The activation of Unlimited Apps does not provide the purchase of subscriptions for in-app content.

Table No. 3

Unlimited Apps Option	The cost of option for the Billing Period
Unlimited access to Whatsapp	7,000
Unlimited access to Wechat	7,000
Unlimited access to IMO	7,000
Unlimited access to TikTok	10,000
Unlimited access to Vkontakte	10,000
Unlimited access to Facebook	10,000
Unlimited access to Odnoklassniki	10,000
Unlimited access to Instagram	10,000
Unlimited access to Yandex Music	12,000
Unlimited access to Shazam	12,000
Unlimited access to Apple Music	12,000
Unlimited access to Spotify	12,000
Unlimited access to YouTube	15,000
Unlimited access to Twitch	15,000
Unlimited access to Zoom	15,000
Unlimited access to TAS-IX	15,000

The subscription fee for the options is debited from the Personal Account at the time of option activation.

The options are valid after its activation until the end of the Billing Period of the Tariff Plan under which they were connected. If the Customer's Tariff Package is automatically extended at the end of the Billing Period, the option is also automatically extended for a new Billing period.

The Customer can disable automatic renewal of the option at any time in the Service Center.

Unlimited access to services does not operate in Yandex Turbo, Opera Turbo and other applications that use proxying, anonymizer, VPN and other similar technologies. In these cases, the traffic consumes gigabytes provided under the Tariff package.

#### **Special conditions for Unlimited Access to Telegram Option.**

The Customer who activated any Tariff Package except for Zero Minutes and Zero Gigabytes Packages or the Customer with at least UZS 300,000 on the Personal Account during the period of option use can receive the Unlimited Access to Telegram option. This provides unlimited traffic for Telegram (both via the official mobile application and the browser), while such traffic does not consume gigabytes of the Tariff Package and operates with no speed limits even after the end of gigabytes of traffic provided under the Tariff Package until the end of the Billing Period.

#### **Automatic renewal**

If the Customer activated one of the Tariff Packages and there are enough funds on its Personal Account by the end of the Billing Period to extend the Tariff Package, the subscription fee for renewal of the current Tariff Package is debited for the entire Billing Period. Unlimited Messages and/ or Unlimited Apps options are also automatically renewed. If the Tariff Package provides activated Unlimited Messages and/ or Unlimited Apps options, it will be renewed only together with these options.

If there are no enough funds to automatically renew the Tariff Package together with all options activated, the Tariff Package will not be renewed without options (except for the case when the Customer has disabled the automatic renewal of options). The Services are charged according to the Standard Tariff. When funds are received on the Personal Account sufficient to renew the Tariff Package with all the options activated for the package, which the Customer used before switching to the Standard Package, the Tariff Package with all options will be activated at the time of such receipt.

The Customer can disable automatic renewal of the Tariff Package or options when contacting the Service Center. In this case, the services will be charged according to the Standard Tariff at the end of the Billing Period.

#### **Restriction on Use**

The Tariffs and Tariff Packages are intended for use by one SIM-card inserted to one Subscriber's device. It is not permitted to use the SIM-card in a Subscriber's device to enable any additional use of the Provider's communication services from other devices connected to the same Subscriber's device via a wired or wireless channel only then the Customer connected to 'Zero GB Package' or 'Unlimited Internet Package'. On the rest of the Gigabyte Tariff Packages, the traffic transferred to other devices consumes the volume included in the Tariff package at the maximum speed, regardless of the presence or absence of connected Unlimited Apps Options. In case of exhaustion of the volume of traffic included in the Tariff Package, the consumption of traffic by other devices is not allowed.

All Tariffs and Tariff Packages have the speed limited to 32 kbit/s for services that use the Network resources to access peer-to-peer file-sharing networks (including using the BitTorrent file distribution technology, etc.).

For the benefit of the Customers, in order to avoid the negative consequences of an accidental call, the Provider may limit the duration of the voice connection to one hour.

Services, Tariffs and Tariff Packages are managed using the Humans mobile app. The Customer must install the App on his/her subscriber's device. The Provider is not responsible for the negative consequences for the Customer if they do not install the App.

To receive the Mobile Internet service in roaming, the amount on the Client's Personal Account must be at least UZS 30,000.

### **Tariff Change**

The Customer connected to Tariff other than the Tariff Package has the right to activate the Tariff Package in the App or by contacting the CC, the transition to the Tariff Package is carried out at the time of the change in the App or when an employee of the CC takes action.

The Customer connected to the Tariff Package has the right to change the Tariff Package in the App or when contacting the CC, the transition is carried out from the first minute of the next Billing Period.

Changing Tariffs, Tariff plans (including Tariff Packages) is free of charge.

### **Number Change Service**

This service allows the Customer to change the current Subscriber's number for the new Subscriber's number. The new Subscriber's number will be assigned randomly from the Provider's numbering resource available at the time of service. The cost of service is UZS 20,000.

The Customer can order the service by giving the Provider a pre-order number or QR code when entering into a communication services contract or via the App.

Service delivery period: immediately after the Provider gets the information about service activation. The cost of the service (if any) is debited from the Personal account by the Provider at the time of service rendering.

### **Selection of Special Phone Number Service**

The Customer can purchase the Selection of Special Phone Number Service in addition to the Number Change Service. The Selection of Special Phone Number Service provides the Customer with the opportunity to select a Subscriber's number that meets certain criteria from the Provider's available numbering resource at the time of service.

[Table](#) provides the criteria of the Subscriber's number and the cost of the corresponding Service.

When ordering the Selection of Special Phone Number Service, the cost of Number Change Service is UZS 0.

The service can be ordered by forming a pre-order (before the conclusion of the Agreement), as well as at any time during the term of the Agreement in the App

1. Ordering the service is possible by providing the Provider with a pre-order number or QR-code.

The Service is provided for a test period free of charge from the moment of order for a period of 7 days.

During the test period, the Customer must confirm his/her/its intention to activate the service for the set cost and deposit the required amount on the Personal Account or refuse the service in the Mobile App. The intention to activate the Service can be confirmed only in the Provider's Mobile App.

Alternative methods of confirmation are not provided.

If the Customer disables the Service, he/she/it will continue to be served using the Subscriber's number provided initially when entering into the Agreement.

The validity period of the test period is terminated upon the activation of the Service, in case of disabling of the Service from the moment of switching the Subscriber's number provided to the Customer initially when entering into the contract.

If, before the end of the test period, the Customer does not confirm the connection of the service in the App and does not pay the amount of the Service cost to the Personal Account, the service is considered

not connected and the Customer will continue to be served using the Subscriber's number provided initially when entering into the Agreement.

The transition between Subscriber's numbers will be made within some days from the date of the end of the test period.

The cost of the service is debited from the Personal Account by the Provider during the calendar month in which the Customer confirmed his/her/its intention to activate the Service and deposited the amount of the service cost into the Personal Account.

The service is considered connected only if the Customer has confirmed his/her/its intention to connect the Service in the App and there is an amount on the Personal Account sufficient to pay for the Service.

2. The Service can be ordered in the App at any time during the term of the Agreement. To order the service, the Customer must select a new Subscriber's number and then follow the instructions in the App.

The term for the provision of services is immediately upon receipt of the information about the order of the Service by the Provider. To provide the Service, the amount required to pay for the Service must be on the Customer's Personal Account at the time of ordering. This amount is debited from the Personal Account by the Provider at the time the Service is provided. In case of insufficient funds on the Personal Account, the Service is not provided.

### **Provision of Special Phone Number Service**

The Customer can purchase the Selection of Special Phone Number Service in addition to the Provision of Special Phone Number Service. When ordering the Provision of Special Phone Number Service, the Customer can select a Subscriber's number that meets certain criteria from the Provider's available numbering resource at the time of service for a certain period of time (for Service validity period).

Depending on the criteria of the Subscriber's number, the Customer can select the validity period of the Provision of Special Phone Number Service. The cost of the corresponding service is specified in the [Table](#).

When ordering the Provision of Special Phone Number Service, the cost of the Number Change Service and the Selection of Special Phone Number Service is USZ 0, provided that the Customer will use the service during the entire period of Service chosen by the Customer.

The service can be ordered by forming a preliminary order (before the conclusion of the Agreement), as well as at any time during the term of the Agreement in the App.

#### **Procedure for the Provision of Special Phone Number Service**

1. The preliminary order of the Service is possible from October 27, 2020 exclusively in the Mobile App and only if the pre-order of the Subscriber number is made and the Provider is provided with the number or QR code of this order when concluding the Agreement.

The Service start date: within 24 hours from its activation.

The Service is considered connected only if the Customer has confirmed his/her/its intention to order the Service in the App and there is an amount on the Personal Account sufficient to pay for one period of the Service. If, within 7 days from the moment of confirmation of the order of the Service, there is not enough amount on the Customer's Personal Account to pay for one period of the Service, the Service will not be activated, and the Client will continue to be served using the Subscriber's number provided initially when entering into the Agreement.

If the confirmation of the order of the Service and payment for the first period of using the Service occurred in one calendar month, the cost of the Service will be debited every 30 days from the date of confirmation of the order of the Service. If the confirmation of the Service order and payment for the first period of using the service occurred in different calendar months, then the Service cost will be debited every 30 days, starting from the 1st day of the calendar month following the month of confirmation of the service order.

2. The Service can be ordered through the Application at any time during the term of the Agreement. To order the Service, the Client needs to select a new Subscriber number and follow the instructions in the Application.

The term for the provision of Service is immediately upon receipt of the information on the order of the Service by the Provider. To provide the Service, the Client's Personal Account at the time of ordering must have the required amount to pay for one period of the Service. This amount is debited from the personal account by the Provider at the time the Service is provided. In case of insufficient funds on the Personal Account, the Service is not provided.

From Nov. 04, 2020 to Nov. 03, 2025, in order to make the Provision of Special Phone Number Service widely known among the Customers, the Provider will run a campaign under which the Customers who activated the Provision of Special Phone Number Service during the campaign period, used the service during the entire selected period of Service validity and did not cancel the Service ahead of schedule, at the end of the period of Service validity selected by the Customer, will get the Service automatically for a new period without charging an additional fee.