

net2go

PREDPLAČNIŠKI MOBILNI INTERNET  
PREPAID MOBILE BROADBAND ACCESS

**MOBILNI  
INTERNET**

**NAVODILA**

**IN POSEBNI POGOJI UPORABE**  
INSTRUCTIONS AND SPECIAL TERMS AND CONDITIONS

**telemach**

## **Hvala, da ste izbrali mobilni internet NET2GO.**

Prednosti paketa in navodila za uporabo si lahko preberete na naslednjih straneh.

## **Thank you for choosing NET2GO prepaid mobile broadband internet.**

You will find benefits and instructions for use on the next pages.

# NAVODILA ZA UPORABO

## NET2GO:

- omogoča enostaven ter izjemno ugoden brezžičen dostop do Telemachovega mobilnega interneta (v tujih omrežjih je onemogočen),
- je brez mesečne naročnine in vezave,
- je enostaven za uporabo,
- deluje v najsodobnejšem mobilnem omrežju,
- zaračunavanje storitve **NET2GO** ni vezano na koledarske dneve, temveč je odvisno od trenutka aktivacije; za dostop vam zaračunamo takrat, ko internet dejansko uporabljate.

## Paket **NET2GO** vsebuje:

- kartico SIM **NET2GO** z začetnim dobroimetjem v višini 4 EUR,
- certifikat **NET2GO** s kodama PIN in PUK,
- navodila za uporabo ter različne tiskovine z navodili in informacijami.

V nekaterih paketih **NET2GO** je vključen tudi modem USB z garancijskim listom in Nasveti za uporabo modema USB.

Paket **NET2GO** vsebuje kartico SIM, ki omogoča paketni prenos podatkov v Telemachovem mobilnem omrežju in storitve predplačniških mobilnih komunikacij (klici, sporočila SMS) po ceniku predplačniške tarife **FREE2GO++**.

Paket lahko nadgradite z nakupom prenosnega modema USB, ki ob prvi uporabi samodejno vzpostavi internetno povezavo.

## **Kako začeti z uporabo predplačniškega mobilnega interneta NET2GO?**

1. Kartico SIM vstavite v modem USB ali drugo podatkovno napravo.
2. Pred prvo uporabo se prepričajte, ali je na vašem računalniku nameščen uporabniški vmesnik za dostop do Telemachovega mobilnega interneta. Ob zagonu modema USB ali druge podatkovne naprave vnesite številko PIN/PUK. Če uporabljate modem USB, bo ob prvi uporabi računalnik samodejno vzpostavil internetno povezavo.
3. Povežite se v Telemachovo mobilno omrežje in odprite spletni brskalnik.
4. Vaša kartica SIM že vključuje bonus v višini 4 EUR, kar vam zagotavlja 96 ur brezplačne uporabe mobilnega interneta. Ob prvem dostopu do spleta se bo vaša kartica SIM samodejno aktivirala, z vašega računa pa bo odštet znesek 1 EUR za prvih 24 ur uporabe mobilnega interneta.

Preostali prednaloženi znesek v višini 3 EUR lahko koristite kadar želite. Za vsakih 24 ur dostopa do spleta se bo z vašega računa odštel znesek v višini 1 EUR.

Za nadaljnjo uporabo račun ponovno napolnite.

Na spletnem portalu [moj.telemach.si](http://moj.telemach.si) lahko preverite trenutno stanje na svojem računu ter preostali čas brskanja po spletu.

## **Polnjenje računa NET2GO**

Račun lahko polnite na dva enostavna načina:

- s Telemachovo vrednostnico ali
- s storitvijo Polni zame.

## **Polnjenje računa NET2GO s storitvijo**

### **Polni zame**

S storitvijo Polni zame lahko Telemachov naročnik predplačniškemu uporabniku napolni njegov predplačniški račun v višini 5, 10 ali 20 EUR.

### **OPOMBA:**

Polnjenje predplačniškega računa z drugim predplačniškim računom ni možno.

## Kako napolniti račun?

- **Prek ukaznega niza USSD:**

Primer za polnjenje računa za 5 EUR prek ukaznega niza USSD:  
v mobilni telefon vtipkajte \*123\*vrednost polnitve\*telefonsko številko, ki jo želite polniti,# in pritisnite tipko za klic \*123\*5\*070700700# in klič

- **Prek sporočila SMS:**

Primer za polnjenje računa za 5 EUR prek sporočila SMS:  
pošljite sporočilo SMS s ključnimi besedami »polni, vrednost polnitve, telefonsko številko, ki jo želite polniti, poljubno sporočilo za prejemnika« na številko 7070 "Polni 5 070700700 Vse najboljše".

## Kje kupiti Telemachove vrednostne kartice?

Telemachovo vrednostnico v fizični ali elektronski obliki lahko kupite v poslovnih enotah Telemacha in na več kot 3400 prodajnih mestih.

**telemach**

**tuš** TRGOVINE

**tuš**drogerija

**PETROL**



kiosk



**POŠTA SLOVENIJE**

**Harvey Norman**



**Mercator**

**BIG BANG**

## Veljavnost kartice SIM in stanja na računu **NET2GO**

Neporabljen znesek na računu lahko v 90 dneh od zadnje polnitve porabite za ponovni dostop do mobilnega interneta ali za vse ostale storitve, ki jih nudi osnovna predplačniška tarifa **FREE2GO++**.

Po 90 dneh bo neporabljeni znesek zamrznjen, kar pomeni, da ne boste mogli več dostopati do mobilnega interneta. Ob ponovni polnitvi računa **NET2GO** (v največ 180 dneh od zamrznitve računa) vam bo zamrznjeni bonus ponovno na voljo.

Če je od zadnje polnitve računa preteklo več kot 270 dni, bo račun **NET2GO** skupaj s kartico SIM trajno in nepreklicno ukinjen, vaše morebitno dobroimetje pa bo nepovratno zapadlo. Rok 90 oz. 270 dni začne teči, ko izkoristite 24-urni zakup mobilnega podatkovnega dostopa oz. ob vsakokratni novi polnitvi računa **NET2GO**.

## Ročne nastavitve profila

Če se nastavitve profila ne namestijo samodejno ali pa ste jih po nesreči izbrisali, jih vnesite ročno:

- Ime profila (Profile Name): **Telemach**
- Dostopovna točka APN (APN static): **Internet**
- *Uporabniško ime (User name):* pustite prazno
- *Geslo (Password):* pustite prazno

## Cenik

Časovni zakup	Znesek v EUR z DDV	Vključena količina podatkov
24 ur	1,00	Neomejena*

Časovni zakup velja 24 ur od trenutka aktivacije podatkovne seje. Ostale storitve, ki jih omogoča paket **NET2GO**, se zaračunavajo po Ceniku predplačniške tarife **FREE2GO++**. Cenik se nahaja na spletni strani [www.telemach.si](http://www.telemach.si).

*\* Velja načelo primerne uporabe pri prenosu podatkov v skladu Posebnimi pogoji uporabe storitev mobilnega interneta NET2GO. Po porabi 3 GB prenosa podatkov v Sloveniji kadarkoli v roku 24 ur od aktivacije posameznega obdobja veljavnosti se hitrost zniža na največ 64 kbps. V tem dokumentu navedene blagovne in storitvene znamke so zaščitene znamke njihovih lastnikov. Tarifa se aktivira ob začetku prenašanja podatkov ter traja 24 ur od aktivacije. Ob ponovnem začetku prenašanja podatkov (po izteku 24 ur) se ponovno vklopi tarifa in traja 24 ur od aktivacije.*

## Posebni pogoji uporabe storitev mobilnega interneta "NET2GO"

S temi Posebnimi pogoji uporabe storitev mobilnega interneta **NET2GO** (v nadaljevanju tudi: Posebni pogoji) družba Telemach d. o. o., Brnčičeva ulica 49A, 1231 Ljubljana - Črnuče (v nadaljevanju: Telemach) v delu, ki se nanaša na zagotavljanje storitev mobilnega interneta v skladu s temi pogoji dopolnjuje Splošne pogoje uporabe predplačniškega sistema Telemach (SPU), ki so objavljeni na spletni strani [www.telemach.si](http://www.telemach.si) in veljajo poleg teh Posebnih pogojev ter zavezujejo kot ti. V primeru neskladja med temi Posebnimi pogoji in SPU za storitve mobilnega interneta veljajo ti Posebni pogoji. Vsi pojmi, uporabljeni v teh Posebnih pogojih, imajo pomen, kakršen je določen v SPU, če ni posebej drugače opredeljeno.

Uporabnik je dolžan uporabljati storitve **NET2GO** v skladu s temi Posebnimi pogoji ter vsakokratnimi navodili za uporabo storitve **NET2GO**, ki so

priložena posameznemu paketu **NET2GO** in so objavljena na spletni strani družbe Telemach. **NET2GO** (mobilni internet) so tehnične in komercialne storitve, ki delujejo v elektronskem komunikacijskem omrežju družbe Telemach, s katerimi Telemach omogoča uporabnikom paketa **NET2GO**, ki s Telemachom ne sklepajo pogodbe o naročniškem razmerju in storitve plačujejo vnaprej (v nadaljevanju tudi: predplačniški uporabniki), uporabo storitev paketnega prenosa podatkov, ki so na voljo v sklopu predplačniške tarife **FREE2GO++**. Telemach je v skladu z določili Izvedbene uredbe določil količinske omejitve v EU gostovanju, ki so navedene med lastnostmi paketa v Ceniku.

Storitve **NET2GO** in druge omogočene elektronske komunikacijske storitve se zaračunavajo po veljavnem ceniku, navedenem v Navodilih za uporabo in objavljenem na [www.telemach.si](http://www.telemach.si). Morebitne spremembe Cenika, SPU in teh Posebnih pogojev ter druge spremembe bo Telemach objavljial v predpisanem roku na predpisan način.

## Prehodi med paketi

Uporabniki paketa **NET2GO** lahko sklenete redno naročniško razmerje za Telemachove naročniške pakete mobilnega interneta z isto osebno telefonsko številko, ki jo uporabljate pri uporabi paketa **NET2GO**. Ob menjavi oz. prehodu s paketa **NET2GO** v redno naročniško razmerje za mobilni internet morebitnega dobroimetja ni mogoče uporabiti za plačilo mesečne obveznosti za redno naročniško razmerje naročniškega mobilnega interneta.

Prehod z rednega naročniškega razmerja Telemachovega paketa mobilnega interneta ali drugega naročniškega razmerja v mobilni internet **NET2GO** ni mogoč.

Za uporabo paketa **NET2GO** ni mogoče uporabiti številke MSISDN drugega operaterja.

## **Najnižje dobroimetje**

Za dostop do spleta mora biti stanje na vašem računu najmanj 1 EUR. V primeru aktivne podatkovne seje v trenutku poteka zakupljenega obdobja ali vzpostavitve podatkovne seje izven preteklega obdobja zakupa se vam samodejno aktivira naslednje obdobje zakupa, če stanje na računu to omogoča. V nasprotnem primeru se povezava samodejno prekine.

## **Omejitve in Pravila primerne uporabe**

Če uporabnik krši SPU in/ali te Posebne pogoje in/ali veljavne predpise tako, da kršitev pomeni takojšnjo in resno grožnjo za javni red, javno varnost ali javno zdravje ali povzroča resne gospodarske ali operativne težave Telemachu ali tretjim osebam, sme Telemach brez predhodnega opozorila in brez postavitve roka za prenehanje (oz. odpravo) kršitve uporabniku takoj omejiti ali prekiniti izvajanje storitev. Določilo tega odstavka ne omejuje Telemacha pri izvajanju

ali uveljavljanju katerihkoli drugih z zakonom dovoljenih dejanj oz. pravic za zaščito omrežja, infrastrukture ali dobrega imena Telemacha ali tretjih strank.

Telemach ne odgovarja za vsebine, objavljene na internetu, ali zaščito in zasebnost podatkov, prenesenih preko interneta. Uporabnik razume in se strinja, da storitev širokopasovnega dostopa do interneta z mobilnim terminalom zaradi lastnosti tehnologije, naravnih ali umetnih ovir, ki preprečujejo širjenje radijskih valov, ali velike količine sočasnih uporabnikov na določenem področju, zasnove in namena omrežja ter upoštevanih standardov večinoma ne bo dosegala najvišje deklarirane pasovne širine, ki velja za posamezno vrsto povezave in ni namenjena za okolja, kjer je absolutno neprekinjena povezava z internetom ali povezava z določeno pasovno širino ali delovanje drugih storitev ali naprav, ki so od take povezave odvisna, kritičnega pomena za dejavnost uporabnika in bi izpad delovanja storitve oz. posamezne podatkovne seje lahko povzročil škodo (kritična okolja). Uporabnik storitev ne bo uporabljal v kritičnih okoljih.

Telemach ne odgovarja za nobeno obliko škode, ki bi uporabniku nastala zaradi nedelovanja storitve na določeni mikrolokaciji ali nedelovanja povezave z določeno pasovno širino. Največja pasovna širina mobilnega širokopasovnega interneta je povzeta po specifikacijah proizvajalcev komunikacijske opreme, ki jo za nudenje storitev uporablja Telemach.

## **Za NET2GO velja načelo primerne uporabe storitev.**

Telemach je označeni paket oblikoval z namenom zagotavljanja uporabniške izkušnje, ki za povprečnega uporabnika pomeni neomejeno uporabo storitev, in sicer z dodelitvijo tako visoke količine storitev, da je povprečni uporabnik v določenem obračunskem obdobju običajno ne doseže oz. ne porabi. V določenih primerih, še zlasti ko poraba označenega paketa začne bistveno odstopati od siceršnje povprečne uporabe ali ko Telemach na podlagi analize

prometa oceni, da storitev naročnik ne uporablja v skladu z običajnimi vzorci uporabe povprečnega Telemachovega uporabnika (zlasti v primeru uporabe v omrežjih P2P (omrežja vsak z vsakim) ali prenosov večjih ali večje količine datotek ter v primerih vzdrževanja kontinuirane povezave ne glede na hitrost), si Telemach za zaščito kakovosti storitev, integritete omrežja in zaščite omrežja pred preobremenitvami, po predhodnem opozorilu s sporočilom SMS in v primeru, da uporabnik s kršitvami nemudoma ne preneha, pridržuje pravico omejiti možnost uporabe storitev s tem, da izvede kateregakoli izmed naslednjih ukrepov: **(i)** omeji prenosne hitrosti podatkovnih sej, **(ii)** za določen čas prepreči uporabo storitev, **(iii)** začne z obračunavanjem presežne uporabe po Ceniku, če je tak ukrep predviden, ali **(iv)** aktivira naslednje obračunsko obdobje. V izogib dvomu se bo v vsakem primeru za preseganje običajne rabe štelo kumulativno preseganje 3 GB prenosa podatkov kadarkoli v roku 24 ur od aktivacije posameznega obdobja veljavnosti.

## Končne določbe

Pogoji poslovanja in uporabe storitev **NET2GO** so uporabnikom na voljo na vsakem prodajnem mestu, pooblaščenem s strani Telemacha za prodajo paketa **NET2GO** in na spletni strani družbe Telemach d. o. o., tako da se lahko uporabnik pred nakupom seznanil z njihovo vsebino.

Z nakupom paketa **NET2GO** uporabnik potrjuje, da se je pred nakupom seznanil z vsebino teh Posebnih pogojev uporabe storitev mobilnega interneta **NET2GO**, Splošnimi pogoji uporabe predplačniškega sistema Telemach, uporabniškimi navodili ter cenikom in sprejema vse obveznosti z njihovega naslova.

Z nakupom paketa **NET2GO** uporabnik potrjuje, da se je pred nakupom seznanil z delovanjem Telemachovega mobilnega interneta in s pokritostjo s Telemachovim signalom. S tem se lahko uporabnik seznanil na spletni strani [www.telemach.si](http://www.telemach.si). Ti Posebni pogoji uporabe storitev mobilnega interneta

**NET2GO** veljajo od 3. 4. 2018 in veljajo do spremembe ali dopolnitve. Telemach bo na spletni strani [www.telemach.si](http://www.telemach.si) vsako spremembo teh Posebnih pogojev objavil najmanj 30 dni pred njeno uveljavitvijo. Kot zadnja veljavna štejejo navodila za uporabo mobilnega interneta **NET2GO**, cenik storitev **NET2GO** ter Pogoji poslovanja in uporabe storitev **NET2GO**, ki so na voljo na spletni strani družbe Telemach d. o. o.



**INSTRUCTIONS**  
**AND SPECIAL**  
**TERMS AND CONDITIONS**

## NET2GO:

- Enables simple and extremely affordable wireless access to Telemach's mobile Internet
- Has no monthly subscription fees
- Requires no contractual obligations
- Is easy to use
- Works in the most modern mobile network
- **NET2GO** billing is not dependent on calendar days but depends on the moment of activation; you will be billed for access when you actually use the Internet.

## **NET2GO package includes:**

- **NET2GO** SIM card with EUR 4 of preloaded credit
- **NET2GO** certificate with PIN and PUK codes
- Instructions for use and various printed materials with instructions and information.

Some **NET2GO** packages include a USB modem with a warranty certificate and USB Modem Instruction Manual.

**NET2GO** package includes a SIM card that enables **data packet transfer within the Telemach mobile network** and prepaid mobile communication services (calls, SMS messaging) billed in accordance with the **FREE2GO++** price list. You may upgrade the package by purchasing a USB modem which will automatically establish an internet connection upon first use.

## **Begin using the NET2GO prepaid mobile Internet**

1. Insert the SIM card into the USB modem or another data device.
2. Before using the modem for the first time, check whether the user interface for accessing Telemach's mobile Internet has been installed on your computer. Upon switching on the USB modem or another data device, enter the PIN/PUK code. If you are using a USB modem, the computer will automatically establish an internet connection upon first use.
3. Connect to Telemach's mobile network.
4. Your SIM card was preloaded with EUR 4 of credit which ensures 96 hours of mobile internet access. When you first connect to the Internet, the SIM card is activated and the amount of EUR 1 is deducted from your account and a 24-hour period of unlimited use of mobile Internet is enabled.

The rest of preloaded EUR 3 can be used for 3 whenever you like. For every 24 hours of use, EUR 1 will be deducted. After that, you should top-up your account.

You may visit the [moj.telemach.si](http://moj.telemach.si) portal to check the current balance on your account and the remaining time.

## **Topping-up your NET2GO account**

You can top-up your account in two simple ways:

- Telemach prepaid voucher
- Polni zame service

## **Topping-up your NET2GO account with the Polni zame service**

**Polni zame** is a Telemach service where a subscriber of Telemach can top up another Telemach prepaid user's prepaid account for the amount of EUR 5, 10 or 20.

## **NOTE:**

### **How to top an account?**

- **Using the USSD command**

For example, to top up in the amount of EUR 5:

Type \*123\*top-up value\*telephone number that you want to top up# and press Call.

\*123\*5\*070700700# and press Call.

- **Using an SMS text message.**

An example of topping up the account in the amount of EUR 5:

Send the following keywords to 7070: Polni, top-up value, the phone number you want to top up, and a message that the recipient will see after topping up.

For example: "Polni 5 070700700 Happy birthday!".

## Where to buy Telemach prepaid vouchers

You may buy Telemach prepaid vouchers or electronic prepaid vouchers from Telemach stores or at 3,400 points of sale.

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**PETROL**



**POŠTA SLOVENIJE**

**Harvey Norman**



**Mercator**

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## The validity of your SIM card and your NET2GO account balance.

Unused credit on your account may be used within 90 days since the last top-up to again access the mobile internet or any other services offered by the **FREE2GO++**.

After the 90-day period expires, the unused amount of the account is frozen, which means that the access to mobile Internet will not be possible while the balance is frozen. If the user tops up their **NET2GO** account within 180 days after the account was frozen, the frozen bonus will once again be available to the user. In the event that more than 270 days have passed since the account was last topped up, the **NET2GO** account and the SIM card will be permanently and irrevocably terminated and any amount that may have remained on the user's account will be permanently lost. The 90 or 270-day period begins when the user activates a 24-hour period of internet access or upon every time the **NET2GO** account is topped up.

## Manual profile settings

In the event that the profile settings are not set up automatically or have been deleted by accident, you can enter them manually:

- Profile Name: **Telemach**
- APN static: **Internet**
- *User name:* N/A
- *Password:* N/A

## Price list

Time period	Amount in EUR incl. VAT	Amount of data included
24 hour	1.00	Unlimited*

The prepaid period lasts 24 hours as of the moment of activation. Other services enabled by the **NET2GO** package are charged in accordance with the Price List of the **FREE2GO++** prepaid plan. You can find the Price list at [www.telemach.si](http://www.telemach.si).

*\*The principle of fair use during data transfer in accordance with the Special Terms and Conditions of NET2GO Mobile Internet applies. After you transfer 3 GB of data in Slovenia within 24 hours after an individual service period has been activated, the maximum transfer speed is limited to 64 kbps.*

*The trademarks and service marks mentioned in this document are legally protected marks of their owners.*

*The rate is activated once a data transfer is initiated and applies for 24 hours after activation.*

*When the user initiates another data connection, the rate is applied again and is active for another 24 hours.*

## Special Terms and Conditions for the Use of the services of the "NET2GO" Mobile Internet

With these Special Terms and Conditions for the Use of the services of the **NET2GO** Mobile Internet (hereinafter: "Special Terms"), Telemach d. o. o., Brnčičeva ulica 49A, 1231 Ljubljana - Črnuče, (hereinafter: "Telemach") amends the General Terms and Conditions for the Use of the Telemach Prepaid System (hereinafter: "SPU Terms") which are published online at [www.telemach.si](http://www.telemach.si) and apply in addition to these Special Terms and are as binding as these Terms. In the event of conflict between these Special Terms and the SPU Terms for mobile Internet services, these Special Terms apply. All terms used in these Special Terms have the meaning as defined in the SPU Terms, unless otherwise stated.

The user is obligated to use the **NET2GO** services in accordance with these Special Terms and with the respective instructions for use of the **NET2GO**

services which are enclosed with each **NET2GO** package and are published on the website of the company Telemach d.o.o.

**NET2GO** (mobile Internet) refers to technical and commercial services which are delivered through the electronic communications network of Telemach, with which Telemach enables the users of the **NET2GO** package, who do not enter into a subscription contract with Telemach and pay for the services in advance (hereinafter also: “prepaid users”), the use of services in relation to packet data transfer which are available as a part of the **FREE2GO++** prepaid plan. In accordance with the implementing regulation, Telemach set the volume limits during EU roaming that are listed among package properties in the Price list.

**NET2GO** services and other electronic communications services are billed in accordance with a valid price list included in the Instructions for Use and published at [www.telemach.si](http://www.telemach.si). Telemach will publish any changes of the Price List, the SPU and the Special Terms, as well as other changes within the prescribed deadline and in the prescribed manner.

## Migrating between packages

Telemach makes it possible for the users of the **NET2GO** package to conclude a Subscribers agreement with the same personal phone number that the user received for the **NET2GO** package. When the user switches from the **NET2GO** package to regular mobile Internet subscription, any possible remaining balance cannot be counted as credit towards the payment of monthly obligations under the regular mobile Internet subscription.

Switching from a regular subscription to Telemach's mobile Internet package or any other contractual subscription to the **NET2GO** package is not possible.

The MSISDN of another operator may not be used for the **NET2GO** package.

## **Lowest balance**

The balance on your account may not be lower than EUR 1 for accessing the Internet. In the event of an active data session at the moment when the prepaid period expires or in the event of the commencement of a data session outside of the prepaid period, the next prepaid period is activated automatically for the user, provided that the account balance is sufficient.

## **Restrictions and the Rules Concerning Fair Use**

If the user is in violation of the SPU Terms and/or these Special Terms and/or any valid regulations in a way that the violation represents immediate and serious threat to the public order, public security or public health or causes serious economic or operational issues to Telemach or third parties, Telemach may, without prior notice and setting the deadline for termination of violation immediately limit or cancel the provision of services. The

provision of this article does not limit Telemach in performing any other legally allowed acts or rights to protect the network, infrastructure or goodwill of Telemach or third parties.

Telemach shall not be held liable for any content published online or for any protection and privacy of data transferred over the Internet.

The user understands and agrees that the broadband internet access services by means of a mobile terminal may not achieve the highest declared bandwidth indicated for a particular connection type due to technology characteristics; natural or artificial barriers that stop or interfere with radio waves; large number of simultaneous users in a certain area; network design or purpose; or standards that were followed ; this service is also not intended for any environment, for which an absolutely uninterrupted internet connection, or a connection with a certain bandwidth, or the operation of other services or devices which depend on such a connection and are critical for the activities performed by the user, and for which disrupted services

or the failure of an individual data session may cause damage (critical environments). The user shall not use the services in critical environments. Telemach shall not be held liable for any form of damage which may be caused to the user due to the non-operation of the services at a particular micro-location or due to the non-operation of a connection with a particular bandwidth. The maximum bandwidth of the mobile broadband Internet has been determined in accordance with the specifications of the manufacturers of communications equipment which is used by Telemach to provide its services.

## **The principle of fair use of services applies to NET2GO.**

Telemach designed the package with the purpose of providing a user experience which, for an average user, constitutes the unlimited use of services; it has done this by allocating such a high volume of services that the average user usually does not use it up in a specific period. In certain cases, especially when the use of this package begins to significantly deviate from average use or when Telemach uses traffic evaluation to assess that the user is not using the service in accordance with usual usage patterns of an average Telemach user (especially in the case of the use in P2P networks or with larger data transfers or transfers of a larger amount of files, and in the case of maintaining a consistent connection, regardless of speed), Telemach reserves the right, after sending a prior SMS notice or if the user does not immediately terminate its violations, to restrict the possibility of

the use of services in order to protect the quality of service, the integrity of the network, and the protection of the network from overloading; Telemach does this by implementing one of the following measures: **(i)** it restricts the transfer speed of data sessions, **(ii)** temporarily stops the use of services, **(iii)** begins charging excess use in accordance with the Price List, provided that such a measure is foreseen, or **(iv)** activates the next billing period. To avoid any doubt, normal use shall be seen as exceeded in any case if it exceeds 3 GB of data transfer any time within 24 hours after the activation of an individual period of validity.

## Final provisions

Operating terms and conditions as well as the terms and conditions of the use of the **NET2GO** services are available for the users at any sales outlet authorized by Telemach to sell the **NET2GO** package, as well as on the Telemach website in order for the user to be able to familiarize himself with its contents before making the purchase.

By purchasing the **NET2GO** package, the user agrees that, before making the purchase, they familiarized themselves with the contents of these Special Terms for the use of the **NET2GO** mobile Internet services, the General Terms for the use of the Telemach prepaid system, the user guide, and the price list, and accept all obligations arising from these documents.

By purchasing the **NET2GO** package, the user confirms that, before making the purchase, they familiarized themselves with the operation of Telemach's mobile Internet and with the coverage of Telemach's signal. Users may familiarize themselves with this information at [www.telemach.si](http://www.telemach.si).

These Special Terms for the use of the **NET2GO** mobile Internet services enter into force on 3rd April 2018 and shall remain in effect until they are modified or amended. Telemach shall publish any changes of these Special Terms at its website [www.telemach.si](http://www.telemach.si) at least 30 days before such changes are implemented.

The instructions for use of the **NET2GO** mobile Internet, the **NET2GO** price list, and the **NET2GO** operating terms and conditions as well as the terms and conditions for the use of services which are available on the website of the company Telemach d.o.o. are deemed to be the latest valid versions.



**telemach**

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Več na **[www.telemach.si](http://www.telemach.si)**  
ali na telefonski številki **070 700 700**.