

INTERNET SERVICE REGULATIONS

**Regulations concerning rendering electronic services
("Regulations")**

§1.

1. Regulations specify terms of rendering electronic services by GTS Poland Sp. z o.o. (hereinafter referred to as the "Supplier") through the website available at: www.gts.pl (hereinafter referred to as the "Internet Service").
2. Regulations shall mean the regulations specified in Section 8 of the electronic services act dated July 18, 2002 (Journal of Laws No. 144, item 1204 as amended).
3. Regulations do not cover terms of provision of telecommunication services by the Supplier, the terms of which are set forth in the regulations concerning the provision of telecommunications services by the Supplier.

§2.

1. The Supplier renders services at the www.gts.pl website, which is divided into parts:
 - a) an informative part, within the scope of which the Supplier:
 - i) presents the services offered, providing their description, regulations, price lists, articles and services related to the provision of them as well as the most frequently asked questions,
 - ii) presents special offers of the services provided,
 - iii) presents current and archival press materials regarding the Supplier's activity as well as services rendered by the Supplier,
 - iv) enables comparison of available services,
 - v) presents sales of services network,
 - vi) presents the Supplier's activity,
 - vii) presentation of job and internship offers,
 - viii) presentation of partnership programs,
 - ix) presentation of different themed services,
 - b) self-service part, in the scope of which the Supplier provides:
 - i) submitting complaints by a subscriber, pursuant to the regulations concerning the provision of telecommunications services,
 - ii) submitting requests for quotes,
 - iii) submitting cooperation offers,
 - iv) submitting opinions on the Internet Service,
 - v) contact regarding other issues,
 - vi) failure reporting,

- vii) services management,
 - viii) use of billing and settlement system,
 - ix) submitting business enquiries,
 - x) submitting billing and settlement enquiries,
 - xi) on-line helpdesk,
 - xii) update and change of data,
 - xiii) submitting and cancelling payment orders.
2. Rights to the content available within the Internet Service, in particular copyrights, rights to data bases, rights to registered trade marks shall lie to the Supplier and/or entities with whom the Supplier entered into appropriate agreements.
 3. Submitting a request for quotation by filling in the form available in the Internet Service constitutes the first stage that leads to conclusion of an agreement. A procedure of conclusion of an agreement is specified in particular in the regulations concerning the provision of telecommunications services. A person submitting a declaration is notified by the Supplier about subsequent steps leading to conclusion of an agreement.
 4. Detailed terms and conditions of provision of services specified in the Internet Service, including entering into and termination of agreements on services rendered by the Supplier, shall be set forth in appropriate regulations.

§3.

1. The services rendered in the informative part of the Internet Service may be used by any visitor to the website at: www.gts.pl (user).
2. The services offered in the self-service part of the Internet Service may be used by the user or the Supplier's subscriber. Supplier shall be entitled to require submitting data for the purposes of using the services available in the self-service part.
3. Using the Internet Service is free of charge unless it is a subject to fees determined by the Supplier, in particular on the basis of proper regulations, of which the user or the Supplier's subscriber shall be informed before commencement of using the Internet Service.

§4.

Information obtained as a result of Internet Service use shall be intended solely for the user or the Supplier's subscriber to whom the information was made available. Supplier shall not be liable for further disclosure of the information.

§5.

While using the Internet Service the cookies may be installed in the ICT (information and communication technology) system of the user or of the Supplier's subscriber.

§6.

1. Using the Internet Service for the purposes infringing binding law is prohibited.
2. The Supplier has the right to block the access to the Internet Service with respect to the user or to the Supplier's subscriber who:
 - a) uses the Internet Service for other than intended use and/or to the detriment of third parties;
 - b) infringes binding law, the provisions of the Regulations and/or good practice.

§7.

1. Supplier will use all his best endeavors so that using the Internet Service is possible for users of all popular web browsers, operation systems, types of computers as well as types of internet connections. However, Supplier does not guarantee nor is he liable for making the Internet Service available in each and all of those combinations.
2. Using the self-service part of the Internet Service requires prior declaration that the user or the Supplier's subscriber has acknowledged the contents of the Regulations and expresses his consent thereto.
3. By using the self-service part of the Internet Service the user or the Supplier's subscriber agrees to move to the encrypted channel via SSL protocol.
4. Supplier shall not be liable for damages arising from:
 - a) technical limitations resulting from characteristics of the equipment and/or software used when using the Internet Service,
 - b) events that the Supplier exercising due diligence was not able to predict and/or prevent,
 - c) Force Majeure events,
 - d) using the Internet Service against provisions of the Regulations,
 - a) loss of data, equipment and/or system failure, and/or other damages, unless arisen due to the sole Supplier's fault.

§8.

1. Subscribers and resellers shall submit complaints regarding the use of the Internet Service via the form available in the Internet Service, while the users shall submit them to the e-mail info@gts.pl.
2. A complaint shall include at least: the first and last name, and detailed address of the complainant, as well as detailed description and cause of the complaint.

3. Complaints will be considered without delay after their receipt on a first come first served basis.
4. A complainant will be informed on the decision on admitting or refusal to admit a complaint in the same way as the complaint was submitted or by using the address indicated in the complaint.
5. Complaints referred to in Clause 8 Subclause 1 of the Regulations shall not be deemed the telecommunications services complaints referred to in Section 106 Subsection 1 of Telecommunication Law as of July 16, 2004 (Journal of Laws No. 171, item 1800 as amended).

§9.

1. Regulations shall come into force as of August 19, 2011.