

## **Instructions to use the site of telecommunication company "Transtelecom"**

### **General Terms and Conditions**

The site of the telecommunication company "Transtelecom" [www.ttc.kz](http://www.ttc.kz) is under the management of the Joint Stock Company "Transtelecom" (hereinafter - "Transtelecom") and is its property.

When you use the website of "Transtelecom" you agree to comply with the rules and instructions of the "Transtelecom" site. These instructions apply only to the use of this website, and are separate from the Rules applicable to the services of the telecommunication company and other promotions and services.

#### **1. Restrictions on use**

You may have an access or use this website to obtain information about the telecommunication company Transtelecom or its products and services, as well as their availability for purchase and use. Strictly prohibited to use our website for any other purposes, including use for commercial purposes.

The content and structure of the website "Transtelecom" are protected by copyright.

Materials published on the site are the property of the telecommunication company "Transtelecom" or its partners, unless identified as belonging to the third parties. Unless otherwise prescribed by law, no materials of this site may be copied, modified, reproduced, republished, uploaded, posted, transmitted, sold or distributed by any means, without the prior written permission of the telecommunication company Transtelecom. A link to [www.ttc.kz](http://www.ttc.kz) is mandatory if such permission is provided by Transtelecom. This site is intended for personal non-commercial use.

You can not use the site of the telecommunication company "Transtelecom" in a way that leads to violation of the property rights of other people.

You can not block, rewrite, modify any materials posted on the site or otherwise violate the site of "Transtelecom".

You have no right in any way to obtain or attempt to gain unauthorized access to any of our networks.

You guarantee that all information about you is true and accurate.

#### **2. Legal Information**

"Transtelecom" updates and very carefully checks the information on the site.

The services, products and information on the site may contain inaccuracies or typographical errors, and "Transtelecom" may make improvements and / or changes on this site at any time.

The company "Transtelecom" seeks to publish accurate and up-to-date information on its website. "Transtelecom" is not responsible for the relevance, accuracy, completeness and quality of the information provided, and is not responsible for the consequences of using the information posted on the website.

Transtelecom "does not give any representations or warranties, express or implied, concerning the website of "Transtelecom", its content or use in accordance with the law.

### **3. Changes on the website**

Transtelecom reserves the right to improve or implement changes to information, services, products and other materials contained on the website of the telecommunication company Transtelecom at any time and without prior notification.

"Transtelecom" reserves the right to change information on web services and is not responsible for possible misprints.

### **4. Links to the Third Party Websites**

The website of telecommunication company "Transtelecom" provides its customers with convenient links to other sites. "Transtelecom" is not responsible for the information, products or services contained or offered through these sites.

In addition, "Transtelecom" is not responsible for individuals or entities associated with our site and having links to other sites.

Such third-party sites and their contents are not supported, managed and controlled by Transtelecom, and Transtelecom does not give any guarantees regarding these sites. Third party references are provided for your convenience only, and are not certified by Transtelecom. You assume all the responsibility for access and use of these links belonging to the third parties.

You can not install and / or work with links to the site of the telecommunication company "Transtelecom" without a prior written agreement. Such an agreement can be canceled at any time at the discretion of "Transtelecom".

### **5. Customer Feedback**

Receiving feedback from customers is the information service provided by "Transtelecom" created for timely provision of the necessary information and consideration complaints and proposals addressed to "Transtelecom".

Any user has the right to address their concerns, suggestions, and ideas using the "Write to us" section.

A user must correctly fill in the information about himself/herself, such as name, email, contact information, and indicate the name of the topic before sending. Your feedback will be reviewed by the relevant department no later than 30 calendar days after its receipt.

"Transtelecom" reserves the right not to respond to user feedback, if they contain incomplete information, contradict to current legislation and moral principles.

## **6. Management of the law and violation of this policy**

The law applicable to these instructions for the use of the site is the law of the Republic of Kazakhstan, and the court of the Republic of Kazakhstan will have exclusive jurisdiction in the event of any dispute.

"Transtelecom" determines if there was a violation of this Policy through your use of the website. If violation of this Policy has occurred, "Transtelecom" may take such measures as it deems appropriate, including the possibility to deny you access to the site; as a result there can be a trial and disclosure of such information to law enforcement agencies in a way the "Transtelecom" considers it expedient.

## **7. Final Provisions**

"Transtelecom" also reserves the right to change these Instructions at any time. Any such amendments to instructions will come into effect from the moment of their posting on the site. Thus, if you continue to use the website or have access to it, it is considered as acceptance the updated Instructions.