

TERMS AND CONDITIONS OF SIM CARD PURCHASE AND CHANGE

1. The applicant / subscriber has the opportunity to purchase / change the SIM card remotely in the Silknet mobile network.
2. The applicant / subscriber pays for the service online - with a bank card (SIM card cost and delivery fee), sends photocopies of his/her ID card.
3. The applicant / subscriber must indicate in the application the full and exact name, surname, personal number, address and telephone number. Otherwise, the Silknet does not guarantee timely delivery and assumes no responsibility for delivery delays or disruptions.
4. The cost of the service will be paid online, before identification. If the applicant / subscriber cannot be identified, the amount paid will be refunded to his/her account. When purchasing a SIM card, the cost of the SIM card is 2 (two) GEL; see the courier service fees in the application form.
5. After each action / operation, the applicant / subscriber will receive a notification about the current status in the form of e-mail and SMS.
6. After filling in the application electronically, the subscriber will receive an e-mail with the Silknet subscription agreement for the provision of electronic communication services (only in case of purchase of a SIM card), and in case of direct delivery of a SIM card (both in case of purchase or change of a SIM card) – the delivery-acceptance act shall be concluded with the applicant.
7. The applicant / subscriber fills in the application form, pays the cost of the service online – with a bank card (SIM card cost and delivery fee), sends photocopies of his/her ID card. The applicant / subscriber must indicate the full and exact name, surname, personal number, address and telephone number in the application. Otherwise, Silknet does not guarantee timely delivery and assumes no responsibility for delivery delays or disruptions.
8. In case there is a discrepancy (mechanical error) between the data of the documents (ID card) filled in the application and sent by the interested person, the data will be corrected without contacting the interested person; if an incomplete email or a telephone number is fixed in the application, or the submitted documents are incomplete or do not meet the requirements of the company, the communication with the person wishing to be ported shall take place to verify the contact number and data specified in the application.
9. If the application contains an incorrect address (city / region) related to (substantially changes) the cost of the courier service, the application will be canceled and the applicant will be informed of the need to repeatedly fill out the application. In such a case, the amount paid will be refunded to the subscriber.
10. The SIM card is delivered by courier within 2-5 working days after the confirmation of the application and delivery to the courier.
11. When visiting the courier, the person wishing to port should have his/her ID document. When delivering an order on the spot, the courier identifies the person wishing to be ported; the person

wishing to be ported signs the delivery-acceptance act and only after that the SIM card will be handed over.

12. In case the courier does not meet the person wishing to be ported at the specified address, or if that person is absent for other reasons caused by the fault of that person and therefore the SIM card cannot be delivered, the cost of the SIM card will be refunded to the interested person within 30 (thirty) days after payment (account blocking). In such a case, the courier service fee will not be refunded to the person wishing to port.

13. The courier service fee will not be refunded to the person wishing to port if the order has already been delivered to the courier.

14. After the person wishing to port receives the SIM card and signs the delivery-acceptance act, the relevant operation (activation of the SIM card) will be performed by Silknet.