

Warsaw, 08 May 2014

Dear Sir/Madam,

in the name of **Intelligent Technologies S.A.** we would like to inform you that as of June 8th, 2014, the procedure for submission of complaints concerning all telecommunication services rendered by our company will change. It is a result of implementation in the Polish legislation of a new regulation on complaints concerning telecommunication services, which was issued on February 24th, 2014 by the Minister of Administration and Digitalization (Journal of Laws of March 7th, 2014, item 284) (hereinafter referred to as „**the Regulation**”), which, in accordance with § 12 of the Regulation, came into force 3 months after its publication, that is, on June 8th, 2014.

The most significant changes introduced by the Regulation include the new modes of submission of complaints. At present, a complaint can be submitted:

- a) in writing - in person, during a visit of the complainant (Subscriber) at the facility of the Operator or via mail as defined in art. 3 clause 31 of the act of November 23rd, 2012 - Postal Law (Journal of Laws item 1529);*
- b) verbally - via phone or in person for the record during a visit of the complainant at the facility of the Operator;*
- c) in electronic format using electronic communication means to the address ioa24@itsa.pl or ncsd@itsa.pl or any other address indicated in the Agreement.*

Provided below is the text of the Regulation, which is also available in the database of legal acts of the Parliament of the Republic of Poland.

At the same time, we would like to inform you that according to art. 60a section 1 of the act of July 16th, 2004 - Telecommunication Law (Journal of Laws of 2014, item 243), if you do not accept the changes indicated above, you have the right to give a notice of termination of the agreement. At the same time, we would like to inform you that the changes introduced are a direct result of amendment of legal provisions, therefore, should you exercise your right to give a notice of termination of the agreement (or agreements), Intelligent Technologies S.A. will have the right to demand reimbursement of the relief, referred to in art. 57 section 6 of the Telecommunication Law act, the amount of which has been specified in the price list, constituting an appendix to your agreement.

The Management Board of Intelligent Technologies S.A.