

Remember! Before you start using the "nc+ pre-paid TV with Start+ Package" offer, please read it with the Guide to the "nc+ pre-paid TV with Start+ Package" offer available in this Guide User and on the website www.ncplus.pl

Kit installation

1. Mount the satellite dish in place guaranteeing the best signal reception from the HotBird 13E satellite.
2. Connect your TV or HD set-top box to the satellite dish and power socket.
3. Check whether the access card is correctly inserted into the CAM CI+ module and then place the module in the TV or decoder.
4. Make sure the current antenna orientation satellite guarantees the best signal reception from the HotBird 13E satellite.
In case of problems with proper installation please contact your nearest antenna installer.
5. Activate the Decoding Card via SMS or after connecting with BOK.



If you want to receive information from ITI Neovision and Cyfrowy Dom, e.g. about promotions, new channels on offer, special promotions, competitions; consent to data processing personal data by sending the Access Card number via text message. Consent to data processing personal data will be equivalent to an order to activate the "nc+ pre-paid TV with Start+ Package" Offer. If you do not want to receive information, activate the "nc+ pre-paid TV with Start+ Package" offer after connecting with the Customer Service Office. Sending an SMS is tantamount to consent to the processing of personal data by ITI Neovision and Cyfrowy Dom and is treated as an instruction to activate the Offer.

"nc+ pre-paid TV with Start+ Package".

Activation of the Access Card of the "nc+ pre-paid TV with Start+ Package" offer

Activation methods:

1. SMS

Send an SMS message from your mobile phone with the Access Card number to the number
+48 725 72 72 72 (SMS cost according to operator rates)

2. BOOK

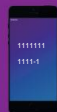
You can always activate your Access Card by calling the Customer Service Office
22 430 77 77 (call cost according to operator rates)

The Access Card may be activated within 2 business days of acceptance activation commands. After connecting the module CAM CI+, follow the instructions on the TV screen.

Activation via SMS



ENTER NUMBER
YOUR CARD



SMS

SEND SMS
WITH CARD NUMBER
ACCESS
CALL **(+48) 725
72 72 72**

ACCESS CARD
(example number)

If you want to continue enjoying TV content after a month, you can take advantage of the offers:

- "nc+ pre-paid TV with Start+ Package" after topping up your Card by making a payment to a dedicated bank account number, in accordance with the "nc+ pre-paid TV with Start+ Package" Offer Guide. Confirm the top-up account number in the customer service desk dedicated to pre-paid customers **22 430 77 77** (connection cost according to operator's rates) or at ncplus.pl
- or, dedicated to Subscribers with their own equipment (section 3, point 9, letter a of the Offer Guide "nc+ pre-paid TV with Start+ Package"). Details available at Customer Service Center for post-paid customers, tel. **22 22 000 00** (connection cost according to operator's rates) and at ncplus.pl

nc+

pre-paid TV
with the Start+ Package



Serena on CANAL+
Distributed by Monolith Films



package
With **CANAL+**

from

1999
PLN/month 1

without a contract

1 month to start

USER GUIDE

PROMOTION 1 MONTH TO START OVER 130 CHANNELS

(46 HD CHANNELS, FULL OFFER OF CANAL+ CHANNELS)⁵

AFTER A MONTH YOU DECIDE



pre-paid TV
with the Start+ Package

No contract, no
obligations 60
channels,
including 20 in HD quality

1999 FROM
PLN/month 1

(WHEN RECHARGED FOR 3 MONTHS)



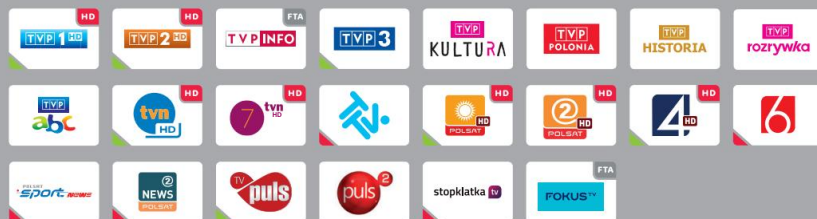
with contract³

Watch more!

Offers with a contract also
include PREMIUM4
options: CANAL+ and HBO

2999 OF
PLN/month²

Free package⁶



Start+ package

BROADCASTS
AND MOVIES
NO ADVERTISEMENT⁹



John Wick w CANAL+
Distributed by Monolith Films



Promotional channel that does not constitute an offer. During test and promotional periods, the Subscriber may be provided, free of charge, with additional services/Packages not covered by the "nc+ prepaid TV with Start+ Package" Offer. The provision or withdrawal of such services/Packages does not require informing or obtaining the consent of the Subscriber. Guide to the "nc+ pre-paid TV with Start+ Package" Offer, section 8 point 3



The program is intended for general and free reception, available digitally via terrestrial broadcasting. The broadcasting standard, as well as the image and sound quality of a program available via terrestrial broadcasting, may differ from the broadcasting standard, as well as the image and sound quality of a program available via satellite.



FTA (free to air) - programs widely available via satellite, access to which is possible using Equipment with a conditional access card, purchased as part of the "nc+ pre-paid TV with Start+ Package" Offer. FTA channels available free of charge do not constitute the "nc+ pre-paid TV with Start+ Package" Offer. Offer status as of March 1, 2016.

Guide to the "nc+ pre-paid TV with Start+ Package" Offer

1. Definitions

- 1) **Subscriber** – an entity in a legal relationship with the Offer Provider "nc+ pre-paid television with Start+ Package".
- 2) **Subscription** – a fee paid in advance for the possibility of use by the Subscriber from Access effective from the date of posting.
- 3) **Activation of the Decoding Card** - activation of the signal at the Subscriber's request, enabling the use of the "nc+ pre-paid TV with Start+ Package" Offer.
- 4) **Activation of the Package** - activation of the signal at the Subscriber's request, enabling the use of the Package, takes effect no earlier than after the expiry of the original Validity Period of the Package specified in the starter kit.
- 5) **BOK** – Customer Service Office established to service Subscribers.
- 6) **Cyfrowy Dom** – Cyfrowy Dom limited liability company, based in Warsaw, entered into the register of entrepreneurs kept by the District Court for the Capital City of Warsaw. Warsaw, 13th Commercial Division of the National Court Register under KRS number: 0000309542.
- 7) **ITI Neovision** – ITI Neovision a joint-stock company, based in Warsaw, entered into the register of entrepreneurs kept by the District Court for the Capital City of Warsaw. Warsaw, 13th Commercial Division of the National Court Register under KRS number: 0000469644, GIOŹ No. E0012413WZBW.
- 8) **Deactivation** - turning off the signal enabling Access takes effect no earlier than after the expiry of the original Validity Period specified in the starter kit.
- 9) **Supplier** – ITI Neovision and/or Cyfrowy Dom companies providing Access.
- 10) **Access** – the right to use the Packages for the Validity Period.
- 11) **Decoding card** - an electronic card paired with the Decoding Device, not constituting the property of the Subscriber, made available by the Supplier to the Subscriber together with the "nc+ pre-paid TV with Start+ Package" Offer, which, after its proper placement in the Decoding Device authorized by the Supplier and its Activation, enables Access .
- 12) **Password** – a numerical code provided during Registration, used to identify the Subscriber by BOK.
- 13) **"nc+ pre-paid TV with Start+ Package" offer** - a joint offer of Cyfrowy Dom and ITI Neovision enabling access in exchange for a Subscription (hereinafter referred to interchangeably with the "Offer").
- 14) **Validity period** - the period for which the Subscriber obtained Access in exchange for the Subscription as a result of settling the Account Balance. The minimum validity period is one month, i.e. 31 days.
- 15) **Package** – Free Package, Basic, Additional or other to which Access enables the Supplier.
- 16) **Package free of charge** - a group of television channels to receive which the Subscriber requires a decoding device indicated by the entity/ies providing Access, separated from the Basic, Additional or other Packages to which the Subscriber gains Access, each time for a period of one month from expiration of Access to the Basic Package, without the need to pay a Subscription fee during this period. As part of the Package, individual TV channels are provided free of charge either by Cyfrowy Dom or ITI Neovision or jointly by Cyfrowy Dom and ITI Neovision. The current program offer is available at www.ncplus.pl
- 17) **Additional Package** - a group of television channels to receive which the Subscriber requires a Decoding Device indicated by the entity/ies providing Access and a Decoding Card, to which Access is provided by the Supplier under separate detailed terms of the offer. The condition for using the Additional Package is to use the Basic Package. Under promotional conditions, the Additional Package may serve as the Basic Package. As part of the Additional Package, individual television channels are provided either by Cyfrowy Dom, by ITI Neovision or jointly by Cyfrowy Dom and ITI Neovision. The current program offer is available at www.ncplus.pl
- 18) **Basic Package** – a group of TV channels available to the Subscriber

a Decoding Device indicated by the entity(ies) providing Access and a Decoding Card, to which Access is provided by the Supplier, are required. The Basic Package cannot be Deactivated, except for the cases expressly described in this guide, unless otherwise provided for in the terms of the promotion or separate detailed terms of the offer. As part of the Basic Package, individual TV channels are provided either by Cyfrowy Dom or ITI Neovision or jointly by Cyfrowy Dom and ITI Neovision.

The current program offer is available at www.ncplus.pl

- 19) **Registration** - entering the Subscriber's data into the IT system from the registration form completed by the Subscriber or via SMS in the standard defined in the user guide, delivered to the Supplier.
 - 20) **Account balance** – the balance on a dedicated bank account used for the Subscriber's settlements with the Supplier under the Subscription, which the Subscriber allocates for Access or other services that may be provided by the Supplier. The account balance can be checked via Customer Service or using other forms of communication provided by the Supplier.
 - 21) **SMS** - a short text message sent using a mobile phone, used by Subscribers or the Supplier to: Activate the Decoding Card, Activate the Package, Deactivate, communicate with Subscribers, make changes in the scope of Access.
 - 22) **Decoding device** - a decoder with a decoding Card or a conditional access module with a decoding Card provided by the Supplier, necessary to obtain Access to the "nc+ pre-paid TV with Start+ Package" Offer.
 - 23) **Validity of the Offer** – the maximum period for which Access can be obtained. The validity of the Offer expires on October 31, 2019. The Supplier reserves the right to extend the Validity of the Offer. The Supplier will inform Subscribers about the extension of the Offer Validity in the manner specified in section 8 point 6 of this Offer Guide "nc+ prepaid TV with Start+ Package".
- ## 2. Activation
- 1) The necessary element to start using the "nc+ pre-paid TV with Start+ Package" Offer is to activate the Decoding Card.
 - 2) The Subscriber may submit the Decoding Card Activation Instruction: by SMS, by phone, by contacting Customer Service or using other forms of communication provided by the Supplier.
 - 3) The Decoding Card will be activated when the Decoding Card Activation instruction is issued, and the signal will be technically activated within 2 business days from the Subscriber's issuance of the Decoding Card Activation instruction.
- ## 3. Changes in Access to Packages
- 1) Changes to the Packages to which the Subscriber has Access may be made at the Subscriber's request after his/her identification and to the extent specified by the Supplier.
 - 2) Activation of the Package each time results in automatic settlement of the Account Balance and the Subscriber's access to the Packages active on the Subscriber's account, for the Validity Period resulting from the Account Balance.
 - 3) The Supplier will provide access to the Package(s) that he requested to be activated Subscriber, within 2 business days from the date of acceptance by the Supplier of the instruction to activate the Package(s), provided that the Subscriber's Account Balance is sufficient to make available, for the minimum Validity Period, the Package(s) the Subscriber requested to be made available.
 - 4) The Supplier Deactivates the Additional Package(s):
 - a) after the 31st day from the date of the Supplier's acceptance of the Deactivation instruction, if on the date of the Supplier's acceptance of the Deactivation instruction, the Subscriber's account balance enabled Access for at least 31 days,

- b) without observing the 31-day deadline referred to in point (a). a of this point, at the end of the currently held Access, if on the date the Supplier accepted the Deactivation instruction, the Subscriber's account balance did not enable Access for at least 31 days,
- c) without observing the 31-day deadline referred to in point (a). a of this point, if the Subscriber submits a Deactivation order during the period when the Subscriber has Packages on his account but their Validity Period has expired,
- d) without observing the 31-day deadline from the moment of concluding the contract for the provision of services with the Supplier as part of offers dedicated to Subscribers with equipment owned by the Subscriber and purchased as part of the "nc+ pre-paid TV with Start+ Package" Offer.
- 5) The subscriber uses Access:
- a) until the funds in the Account Balance are exhausted, b) to the Additional Package(s) for a period no longer than Access to the Basic Package, unless otherwise provided in the terms of the promotion or separate detailed terms of the offer,
- c) in the case of Deactivation of the Package(s), for the periods specified in point 4 this paragraph,
- d) until the conclusion of an agreement for the provision of services with the Supplier as part of offers dedicated to Subscribers with equipment owned by the Subscriber and purchased as part of the "nc+ pre-paid TV with Start+ Package" Offer.
- 6) If the Subscriber submits an oral request to change the Package/ active on the Subscriber's account, the Subscriber will be informed immediately by the person accepting the application about the fact that the Supplier has accepted the application in question.
- 7) If the Subscriber submits, by telephone, an application to change the Package/ active on the Subscriber's account, the Supplier has the right to register the content of the application submitted by the Subscriber by making a record, to which the Subscriber consents.
- 8) After Deactivation of the Additional Package(s), the Subscriber has the right to reactivate it
Activation of the Package(s) provided that:
- a) The Subscriber will submit an instruction to re-Activate the Packages and,
- b) The balance of the Subscriber's account is sufficient to grant Access for the minimum Validity Period to the Package(s) that the Subscriber requested to be activated.
- 9) Subscriber after the first Validity Period included in the starter kit, Maybe:
- a) take advantage of the Provider's offers dedicated to Subscribers with their own equipment purchased as part of the "nc+ pre-paid TV with Start+ Package" Offer, provided on the basis of documents separate from this Guide to the "nc+ pre-paid TV with Start+ Package" Offer. The return of a Subscriber who took advantage of the offers referred to in the previous sentence to the "nc+ prepaid TV with Start+ Package" Offer is not possible, unless the Supplier decides otherwise, or
- b) continue to use the "nc+ pre-paid TV with Start+ Package" Offer on the terms described in this Guide to the "nc+ pre-paid TV with Start+ Package" Offer.

4. Access Fees and their settlement rules

- 1) The Supplier provides Subscribers with Access to Packages specified in Table No. 1 of this section or other separate detailed terms and conditions of the offer indicated in the promotion conditions.
- 2) Access Fees are specified in Table No. 1. Subscription Fees. All fees are gross amounts (including VAT).

Table no. 1. Subscription fees

L.P	Type Package	Name Package	Type Package	Number of months Access	Subscription fee (one-time payment)
1	Package free of charge	Package free of charge	Free*	1*	Free*
2	Package Basic	Start+ package	Paid Parking	1	PLN 24.99
3	Package Basic	Start+ package	Paid Parking	3	PLN 59.97

* active each time for 1 month from the expiration of Access to the Basic Package.

Subscription Fees valid as of March 1, 2016.

Packages available in the Offer as of March 1, 2016.

The current table of Subscription Fees is available at www.ncplus.pl

- 3) To start using the "nc+ pre-paid TV with Start+ Package" Offer
The Subscriber is obliged to activate the Decoding Card.
- 4) The Subscriber uses the "nc+ prepaid TV with Start+ Package" Offer from the moment of Activation of the Decoding Card, throughout the Validity Period of individual Packages included in the starter set and up to the expiry of the Offer Validity.
- 5) A subscriber who wishes to use the "nc+ prepaid TV with Start+ Package" Offer after the Package Validity Period included in the starter kit should pay the Subscription Fee in the amount specified in Table No. 1. Subscription Fees enabling the Activation of the Basic Package, for periods defined by the Supplier, or in a different amount enabling the Activation of the Package for at least the minimum Validity Period, on the terms set out in this Offer Guide "nc+ pre-paid TV with Start+ Package".
- 6) The Subscriber may pay any amount for the Subscription, however, the amount will be settled towards the Access to the Basic Package in the amount entitling at least to granting Access for the minimum Validity Period and no longer than until the expiry of the Offer Validity.
- 7) If the Subscription fee is paid in an amount that is not sufficient to obtain Access to the Packages that the Subscriber is currently using for the minimum Validity Period, the funds paid will not be settled and Access to the service as part of the "nc+ prepaid TV with Start+ Package" Offer will not be granted. granted until the Subscription is paid in the amount enabling access for the minimum Validity Period, subject to point 14 of this section.
- 8) The Subscription fee can be paid by bank transfer to the unique bank account number provided by the Supplier, associated with the Decoding Card number, or using another method provided by the Supplier.
- 9) In exchange for the Subscription, the Supplier grants the Subscriber Access to the "nc+ pre-paid TV with Start+ Package" Offer.
- 10) For the purposes of settlement of the Subscription, it is assumed that a month has 31 days.
- 11) The first payment of the Subscription fee made after the expiry of the Validity Period of the Package included in the starter kit is fully converted into Access to the Basic Package, unless other Packages are available as part of the "nc+ pre-paid TV with Start+ Package" Offer and the Subscriber has previously issued an instruction. Activation of another Package and the Account Balance is sufficient to grant Access, for a minimum Validity Period, to all Packages active on the Subscriber's account.
- In such a case, the first payment for the Subscription fee will be converted into Access to all Packages active on the Subscriber's account.
- 12) The paid Subscription fee results in granting the Subscriber the right to use the Package(s) and automatic recalculation of the Account Balance for the Period

validity, entitling to Access to the Basic Package or other Packages, on the terms and conditions as in point 14 of this section, provided that in the event of making a payment in the amount defined directly in Table No. 1.

Subscription Fees, the Supplier will grant the Subscriber Access for the number of months assigned to a given fee in Table No. 1. Subscription Fees.

13) If the Subscriber uses only the Basic Package and tops up the account with a Subscription fee in an amount other than that defined directly in Table No. 1. Subscription Fees, in particular the amount:

- a) less than PLN 24.99, the deposited amount will be collected on the account subscriber and billed at the next top-up,
- b) greater than or equal to PLN 24.99 and less than PLN 59.97, the Subscriber will receive Access for 1 month + the number of days calculated in proportion to the amount of overpayment over PLN 24.99 (at a price of PLN 0.81 per day),
- c) greater than or equal to PLN 59.97, the Subscriber will receive Access for 3 months + the number of days calculated in proportion to the amount of overpayment over PLN 59.97 (at a price of PLN 0.64 per day).

14) If the Subscriber additionally uses other Packages than the Basic Package, the rules for settling Subscription payments will be specified in the detailed terms and conditions of the offers applicable to Packages other than the Basic Package.

15) The Supplier charges the Subscriber other fees listed in Table No. 2. Other fees.

16) The fees listed in Tables 1 and 2 are current as of March 1, 2016.

Tables 1 and 2, current as of a given day, are available on the website www.ncplus.pl and in Customer Service.

17) Due to the fact that the Subscriber of the "nc+ pre-paid TV with Start+ Package" Offer does not undergo the process of verification of the Subscriber's data when joining the "nc+ pre-paid TV with Start+ Package" Offer, i.e. the Provider cannot be sure of the data left by the Subscriber, and as a consequence, the Supplier cannot ensure effective communication of any changes in the fees listed in Tables 1, 2, the Subscriber is obliged to confirm the validity of the fee he/she intends to use using the website www.ncplus.pl each time before using any of the fees listed in Tables 1, 2.pl or BOK.

Table No. 2. Other fees

Fee for issuing to a registered Subscriber, at his request, a Decoding Card distributed by the Supplier in place of a lost, stolen or damaged one	PLN 99
Fee for issuing a Decoding Card and/or a Decoding Device distributed by a registered Subscriber at his/her request. Supplier to replace lost, stolen or damaged	299zł
Fee for issuance to a registered Subscriber upon his request Decoding device distributed by the Supplier in place of a lost, stolen or damaged one	299zł

5. Scope of allowed Access

- 1) The Subscriber may use Access only within the territory of the Republic of Poland Polish and exclusively for private use.
- 2) The Subscriber's use of Access to an extent exceeding the scope described in point. 1 of this section is possible only on the basis of a separate agreement concluded with the Supplier.
- 3) The Provider has the right to immediately and completely discontinue the provision of Access to the Subscriber if the Subscriber violates the provisions of this "nc+ pre-paid TV with Start+ Package" Offer Guide, promotion conditions, separate detailed terms and conditions of the offer or general provisions of law.
- 4) The Supplier has the right to immediately and completely discontinue providing Access to the Subscriber if it is found that the Subscriber, in order to obtain

financial benefits for yourself or a third party, allows access to other entities without the consent of the Supplier.

5) The Supplier has the right to demand compensation from the Subscriber on general terms if it is found that the Subscriber has taken the actions specified in this section.

6. Loss, theft, damage, replacement of the Decoding Card and/or Decoding Device, software update

1) In the event of loss, theft or damage to the Decoding Card and/or Decoding Device purchased as part of the "nc+ prepaid TV with Start+ Package" Offer, the Subscriber who has registered has the option of receiving another Decoding Card and/or Decoding Device for a fee.

2) The Registered Subscriber may report in writing the theft, loss or damage of the Decoding Card and/or Decoding Device purchased as part of the "nc+ pre-paid TV with Start+ Package" Offer to the Supplier. When reporting the theft, the Subscriber is obliged to attach the original certificate issued by the body authorized to prosecute crimes (Police, Prosecutor's Office).

After receiving a written notification, the Supplier will perform Deactivation. In the absence of a written report of the loss or theft of the Decoding Card and/or Decoding Device purchased as part of the "nc+ pre-paid TV with Start+ Package" Offer, the Decoding Card and/or Decoding Device purchased as part of the "nc+ pre-paid TV with Start+ Package" Offer remain active.

The Supplier is not liable for any consequences resulting from the use by third parties of a lost or stolen Decoding Card and/or Decoding Device.

3) The Supplier reserves the right to replace used Decoding Cards and/or Decoding Device purchased as part of the "nc+ pre-paid TV with Start+ Package" Offer with new ones and to Deactivate the previously used ones and to update the software at any time while maintaining the acquired rights of the Subscribers, in the event of a threat to the security of the signal coding system or other technical, organizational or legal reasons preventing the provision of Access. Messages about the replacement of Decoding Cards and/or Decoding Device purchased as part of the "nc+ prepaid TV with Start+ Package" Offer will be published on the website www.ncplus.pl and delivered to the Subscriber using electronic forms of communication, at least 30 days in advance.

7. Complaints

- 1) In the event of non-performance or improper provision of Access by the Supplier, The subscriber has the right to submit a complaint in writing.
- 2) The complaint should include:
 - a) name, surname (name), number of the Decoding Card and Decoding Device and the address of the Subscriber submitting the complaint,
 - b) the subject of the complaint and the reasons for its submission,
 - c) the amount of compensation or other receivables - if The subscriber requests their payment,
 - d) date and signature of the Subscriber making the complaint.
- 3) A complaint may be submitted within 12 months of the justifying event filing a complaint.
- 4) Complaint submitted after the deadline specified in point. 3 of this section, the Supplier has the right to leave it unrecognized.
- 5) The Supplier is obliged to consider the complaint submitted by the Subscriber within 30 days from the date of its submission.
- 6) The Supplier responds to the complaint in writing.
- 7) After exhausting the complaint procedure, the Subscriber may refer the case to a common court, and if the complainant is a consumer,

The subscriber has the right to pursue claims in mediation proceedings or before an arbitration court.

8. Program changes, additional provisions, changes to the "nc+ pre-paid TV with Start+ Package" Offer Guide

1) Due to the fact that the Subscriber of the "nc+ pre-paid TV with Start+ Package" Offer does not undergo the process of verification of the Subscriber's data when joining the "nc+ pre-paid TV with Start+ Package" Offer, i.e. the Provider cannot be sure of the data left by the Subscriber, and as a consequence, the Supplier cannot ensure effective communication of possible changes in the "nc+ pre-paid TV with Start+ Package" Offer, each time before using the "nc+ pre-paid TV with Start+ Package", the Subscriber is obliged to confirm the validity of the offer he/she intends to use using the website www.ncplus.pl or BOK.

2) Program changes in the "nc+ prepaid TV with Start+ Package" Offer, consisting in replacing or removing a TV channel included in the Package, will be communicated to Subscribers by making it public.

Notices about the scope of the changes in question will be published on the website www.ncplus.pl and delivered to the Subscriber using electronic forms of communication, at least 31 days in advance.

3) During test and promotional periods, additional channels, services/Packages may be made available to the Subscriber. The provision or withdrawal of such channels, services/Packages does not require informing or obtaining the consent of the Subscriber.

4) In the event of a change in the programming offer, consisting in replacing or removing a television channel included in the Package, the Subscriber who, on the date of the change, would have had access to the Package within which the change was made, is entitled to a claim for a refund of the unused part of the Subscription relating to the television channel included in the package. deletion or replacement.

Any claims will be satisfied, at the Subscriber's request, by additionally topping up the Decoding Card with the Subscription, in proportion to the unused part of the Subscription for the television program to be removed or replaced. The Subscriber is obliged to send all correspondence in this respect to the Supplier within 31 days of making the change. The letter should contain the Subscriber's details and the details of the Decoding Card to be recharged.

5) The Supplier reserves the right to make changes to the "nc+ pre-paid TV with Start+ Package" Offer Guide, detailed terms and conditions of the offer, promotion terms and conditions, for important legal, economic, technical or organizational reasons, as well as for reasons caused by force majeure, subject to paragraph 4 points 16, 17 and section 8 point 1 of this Offer Guide "nc+ pre-paid TV with Start+ Package". The following are considered important reasons:

- a) change in relevant taxes, including the tax on goods and services (VAT) rate applicable to services covered by the Access/Offer "nc+ pre-paid TV with Start+ Package";
- b) loss of distribution and broadcasting rights; cessation of broadcasting programs by broadcasters; changing the broadcasting satellite; low level of program viewership; insufficient technical quality of the service preventing proper provision of services by the Supplier; c) merger or acquisition of companies with the participation of the Supplier requiring reorganization of its activities;
- d) changes in legal provisions, issuance of a decision of a public administration body or a court ruling requiring an appropriate modification of the "nc+ pre-paid TV with Start+ Package" Offer Guide, detailed terms of the offer, terms of promotion;
- e) changes in the technology of providing services;
- f) changes in technical standards for the provision of services;
- g) the need to introduce actions to ensure integrity
networks and services;

h) the need to introduce actions to ensure the provision of services
high quality level;

i) the need to introduce measures to ensure protection of services against their use for purposes contrary to the "nc+ pre-paid TV with Start+ Package" Offer Guide, detailed terms of the offer and promotion terms;

j) causes caused by force majeure.

6) Changes to the "nc+ prepaid TV with Start+ Package" Offer Guide will be communicated to Subscribers by making them public.

Notices about the scope of the changes in question will be published on the website www.ncplus.pl and delivered to the Subscriber using electronic forms of communication, at least 31 days in advance.

In the event of a change to the Guide to the "nc+ pre-paid TV with the Start+ Package" Offer to the Subscriber who, on the date of the change, would have had access to the Packages and who, as a result of the change, does not wish to continue using the "nc+ pre-paid TV with the Start+ Package" Offer, you are entitled to a refund of the unused part of the Subscription. If such a claim is made, the Supplier will refund the unused part of the Subscription. In the event of a return, the Supplier will deactivate the Subscriber's decoding card. Failure by the Subscriber to submit the above claim will constitute the Subscriber's consent to continue using the "nc+ pre-paid TV with Start+ Package" Offer based on the amended guide. The Subscriber is obliged to send all correspondence in this respect to the Supplier by the date of entry into force of the amended Guide to the "nc+ prepaid TV with Start+ Package" Offer. The letter should contain the Subscriber's data and the data of the Decoding Card subject to Deactivation.

7) The Supplier reserves the right to introduce promotion conditions and separate detailed conditions of the "nc+ pre-paid TV with Start+ Package" Offer.

8) The Supplier reserves the right to send messages to the Subscriber
electronic data regarding the Supplier's services.

9) A subscriber who is a consumer has the right to withdraw, within 14 days from the date of conclusion, from an off-premises or distance contract, unless the Supplier, with the consumer's consent, started providing services before the expiry of the 14-day period, without giving a reason and without incurring costs, except for the direct costs of returning the goods.

9. Validity of the "nc+ pre-paid TV with Package" Offer Guide Start+"

The "nc+ pre-paid TV with Start+ Package" Offer Guide is valid from March 1, 2016.

Numerical footnotes for the User's Guide

NOTES

1. The fee is PLN 19.99 per month with a one-time top-up of the Basic Package (Start+) for a period of min. 3 months. When topping up the Basic Package (Start+) once for a period of 1 to 3 months, the fee is PLN 24.99 per month of Access. Details in the "nc+ pre-paid TV" Offer Guide

with the Start+ Package.
2. Subscription fee PLN 29.99 per month under the terms of the COMFORT+ promotion PLN 29.99 OWN DECODER 12M for subscribers with their own equipment, with a contract concluded for a period of 12 months. Promotion valid on July 26, 2016.
3. Applies to the Supplier's offers dedicated to Subscribers with their own equipment purchased as part of the "nc+ pre-paid TV with Start+ Package" Offer, provided on the basis of documents separate from the "nc+ pre-paid TV with Start+ Package" Offer Guide. Return of the Subscriber who took advantage of the offers,

referred to in the previous sentence, to the "nc+ pre-paid TV with Start+ Package" Offer is not possible, unless the Supplier decides otherwise. check out
with the current terms and conditions of the offer and promotion at www.ncplus.pl
4. Additional PREMIUM options, additionally paid. Details of access to additional options are available in the appropriate documents available at ncplus.pl and at Sales Points.
5. Detailed program content at www.ncplus.pl
6. Package free of charge - a group of TV channels to which the Subscriber obtains Access, each time for a period of one month from the expiry of Access to the Basic Package (Start+). Details in the "nc+ pre-paid TV with Start+ Package" Offer Guide.
7. The module works with decoding devices compliant with the DVB-S2, MPEG-4, CI+ standards. The electronic card is paired with the module.
8. The validity of the Offer expires on October 31, 2019. The Supplier reserves the right to extend the Validity of the Offer. The Supplier will inform Subscribers about the extension of the Offer Validity in the manner specified in section 8 point 6 of the Offer Guide "nc+ pre-paid TV with Start+ Package".
9. Within selected channels, advertising blocks may only appear between programs. However, individual programs and films are not interrupted by advertisements.

Remember! You can use the "nc+ pre-paid TV with Start+ Package" offer only on territory of the Republic of Poland and only for private use.

The current programming offer "nc+ pre-paid TV with Start+ Package" is available on the website ncplus.pl and at the Customer Service Center. Offer status as of March 1, 2016 .