

Terms of Use for SIM2GO For tourists for Telemach prepaid users

1. By activating the SIM card included with the product SIM2GO For tourists (hereinafter: the Product), the Telemach prepaid user (hereinafter: the User) accepts these Terms of Use for SIM2GO For tourists for Telemach prepaid users.
2. The starter plan on the SIM card is the International tariff (hereinafter: the Tariff). All benefits of the Tariff are defined by the current Telemach price list. The validity of the SIM card after activation is 90 days.
3. The initial credit on SIM2GO For tourists is 10 kn. Initial package includes 10 GB of data that the User can use within Croatia and 200 minutes towards all networks in Croatia. Packages are deactivated 30th day from the activation.
4. It is not possible to use roaming services while on the Tariff. The Tariff's users may switch their plan to one which includes roaming services.
5. The balance and validity of the package referred to in Articles 3 can be verified:
 - a) At application Telemach
 - b) By sending SMS with key word BALANCE to number 13880. Number 13880 is free of charge.
6. Call duration is limited to 60 minutes, after which the call is automatically disconnected.
7. All Users of the Tariff can activate an additional 10 GB package and 200 minutes towards all networks in Croatia:
 - a) At application Telemach
 - b) By sending SMS with key word PACKAGE2020 to number 13999. Number 13999 is free of charge.

The validity of the additional package is 30 days and it will not be automatically reactivated. The package can be activated only once per user number. The additional package is added to the basic package if the basic package is still active.

8. Calls and text messages towards value-added service numbers are not possible. The User can use the text message parking payment service (SMS parking).
9. If Telemach Hrvatska d.o.o. notices any unusual and/or excessive use of the Tariff for which there is reasonable suspicion of unauthorized use or abuse of Telemach services, including unusually large traffic to networks offering services that enable the call recipient to receive bonus amounts based on incoming traffic and/or a large disproportion between outbound traffic to such networks and incoming traffic, and/or a suspicion of unauthorized use or abuse of Telemach services in the event of use of the service for the purpose of direct advertising and/or sales of services and/or goods belonging to the Subscriber or third parties (including, but not limited to, the use of Telemach services for unwanted electronic communications), Telemach Hrvatska d.o.o. has the right to deactivate the user's Tariff and activate the tariff Osnovna charged at the rates defined by the Telemach price list. Prior to activation of the tariff Osnovna, the User will receive a text message informing him of the above. In the event that the User does not wish to proceed with using the tariff Osnovna, the User may terminate the subscription in accordance with General Terms and Conditions.

The User accepts the Terms of Use for the tariff Osnovna with their first call or sending of a text message or by using data traffic, following their receipt of the text message informing them of the activation of the Basic Plan.

10. Telemach Hrvatska d.o.o. is not liable should any of the services included in the plan not be available to the user at all times.
11. In cases not resolved or regulated by these Terms of Use, General Telemach Hrvatska d.o.o. Terms and Conditions shall apply as deemed appropriate, as well as other Telemach Special Terms and/or specifications for services that the User avails of.
12. Telemach Hrvatska d.o.o. reserves the right to modify these Terms of Use, of which the User shall be notified via the Telemach web site or in another appropriate manner.

These Terms of Use apply as of 22.3.2021.