

## “Multi Numbers” service description

The “Multi Numbers” service allows the Subscriber to connect and use one or more phone numbers of foreign countries on one eSIM.

### Service cost

- The cost for connecting additional phone numbers and the monthly Subscription Fee for using these phone numbers are charged following the established rates for 2 (two) country categories:
  - **Category 1** - connecting additional phone number and the monthly Subscription Fee for using this number according to the pricing conditions for each country (Table 1).
  - **Category 2** - connecting additional phone number and the monthly Subscription Fee for using this phone number of a foreign country according to the pricing conditions for each country (Table 2).

Table 1. Category 1 countries

№	Country	SMS support	Connection fee for a phone number, \$. <sup>1</sup>	Mandatory minimum payment, \$ <sup>2</sup>	Subscription fee per month, \$. <sup>1</sup>
1	Argentina	-	4	-	18
2	Austria	-	4	-	18
3	Belgium	+	4	-	18
4	Bosnia and Herzegovina	-	4	-	18
5	Bulgaria	-	4	-	18
6	Canada	+	-	72	18
7	Channel Islands	-	5	-	18
8	China	+	4	-	18
9	Croatia	-	4	-	18
10	Dominican Republic	-	4	-	18
11	France	-	4	-	18
12	Georgia	-	4	-	18
13	Germany	-	4	-	18
14	Greece	-	4	-	18
15	Hong Kong	+	4	-	18
16	Hungary	-	4	-	18
17	Ireland	-	4	-	18
18	Israel	+	4	-	18

19	Latvia	-	4	-	18
20	Luxembourg	-	4	-	18
21	Malta	-	4	-	18
22	Netherlands	+	4	-	18
23	Norway	-	4	-	18
24	Peru	-	4	-	18
25	Russia	+	-	-	18
26	Serbia	-	4	-	18
27	Slovakia	-	4	-	18
28	Slovenia	-	4	-	18
29	Spain	-	4	-	18
30	Switzerland	-	4	-	18
31	Ukraine	+	4	-	18
32	United Kingdom of Great Britain	+	4	-	18
33	USA	+	4	-	18

Table 2. Category 2 countries

<b>№</b>	<b>Country</b>	<b>SMS support</b>	<b>Connection fee for a phone number, \$<sup>1</sup></b>	<b>Mandatory minimum payment, \$<sup>2</sup></b>	<b>Subscription fee per month, \$<sup>1</sup></b>
1	Albania	-	4	-	25
2	Angola	-	117	-	59
3	Australia	+	4	-	22
4	Bolivia	-	81	-	81
5	Brazil	+	-	72	18
6	Cameroon	-	-	720	60
7	Chile	+	4	-	18
8	Colombia	-	4	-	28
9	Costa Rica	-	37	-	19
10	Cyprus	-	8	-	18
11	Czech Republic	+	-	80	20
12	Denmark	+	-	72	18
13	Estonia	-	-	72	18
14	Finland	+	4	-	18
15	French Guiana	-	-	720	60
16	Ghana	-	51	-	51
17	Guatemala	-	4	-	24

18	Iceland	-	4	-	18
19	India	-	51	-	51
20	Indonesia	+	-	408	102
21	Italy	+	-	128	32
22	Jamaica	-	51	-	51
23	Japan	-	-	72	18
24	Kazakhstan	-	37	-	19
25	Kenya	-	20	-	18
26	Laos	-	-	420	35
27	Lithuania	+	-	72	18
28	Mauritius	-	37	-	19
29	Mexico	-	8	-	18
30	Montenegro	-	67	-	34
31	Mozambique	-	-	408	34
32	New Zealand	-	-	72	18
33	Nicaragua	-	-	480	40
34	Nigeria	-	-	396	33
35	North Macedonia	-	54	-	54
36	Panama	-	4	-	18
37	Paraguay	-	85	-	85
38	Philippines	-	28	-	18
39	Poland	+	4	-	18
40	Portugal	-	6	-	18
41	Puerto Rico	-	6	-	18
42	Romania	+	11	-	18
43	Salvador	-	4	-	18
44	Singapore	+	-	172	43
45	South Africa	+	4	-	18
46	Sweden	+	-	72	18
47	Thailand	+	4	-	28
48	Tunisia	-	-	288	24
49	Turkey	-	8	-	18
50	Uganda	-	4	-	21
51	Uzbekistan	-	-	636	53
52	Venezuela	-	4	-	25
53	Vietnam	-	4	-	25
54	Virgin Islands (US)	-	8	-	18

<sup>1</sup>The connection fee and the monthly Subscription fee for using the number of a foreign country of categories 1 and 2 may differ from the costs indicated in Table 1 and Table 2. The costs depend on the Customer's preference to select a «Vanity Number» and the technical availability of such a number.

<sup>2</sup> Countries for which a 4-month mandatory minimum payment applies: Brazil, Canada, Czech Republic, Denmark, Estonia, Indonesia, Italy, Japan, Lithuania, New Zealand, Singapore, and Sweden. The monthly Subscription fee for the numbers of these countries shall be charged from the 5<sup>th</sup> month.

Countries for which a 12-month mandatory minimum payment applies: Cameroon, French Guiana, Laos, Mozambique, Nicaragua, Nigeria, Tunisia, and Uzbekistan. The monthly Subscription Fee for the numbers of these countries shall be charged from the 13<sup>th</sup> month.

2. The ability to connect a number and the Subscription fee cost for other countries not listed in Table 1 and Table 2 can be provided to the Subscriber on request.

3. The Connection fee is made in accordance with the established cost, depending on the category of the country (Table 1, Table 2).

4. The billing period is set equal to 1 (one) calendar month in which the Service was provided.

5. The Service is provided if the minimum required amount is available on the Subscriber's Balance Account for connecting the phone number and debiting the first month's Subscription Fee for using the Service in full.

6. When connecting the Service, the first month of using the Service is the period from the moment of connection until the end of the current billing period. At the time of Service activation, the cost of connection and the Subscription fee for the first month of use in full for the current billing period are debited from the Subscriber's Balance Account.

Further, the Subscription fee is debited in full, regardless of any Blockings on the Subscriber's phone number or Balance Account on the first day of each month, if there are funds on the Subscriber's Balance Account and they are sufficient for debiting the Service in full.

In countries that have a minimum mandatory payment of 4 months, the debiting of subsequent payments will begin on the 1st (first) day of the 5th month of using the Service. For countries that have a minimum payment of 12 months, the debit will start from the 13th month, respectively.

7. The service is considered to be connected until the Subscriber independently refuses the Service or in the absence of payment for an additional number.

8. If the Subscriber disconnects the Service before the expiration of the paid month, the subscription fee for unused days in the reporting period is not refundable. For countries with a minimum mandatory payment reporting period, the subscription fee is 4 and 12 months, respectively.

9. Several "Multi Numbers" Services with one or different categories of numbers can be connected simultaneously on the Subscriber's number.

10. Glotell US, Corp. reserves the right to change the Service cost provided to the Subscriber.

11. The change in price for the Multi Numbers Service is valid for all new connections of additional numbers. For Subscribers who connected additional numbers before the date of signing this Order, the cost of the service does not change.

### **Service's connection and disconnection**

1. The Subscriber can open the Support ticket for the Service activation in the Personal Account on the website **v-tell.com**. The Service is connected / deactivated by a Personal Manager.