Terms and Conditions for Using Websites and Mobile Apps Telekom Slovenije, d.d.

Valid from: 25 July 2017


1.1. The Terms and Conditions for Using the Websites and Mobile Apps Telekom Slovenije, d.d., (hereinafter: Term and Conditions) set out the rights and obligations of Telekom Slovenije, d.d., (hereinafter: Telekom Slovenije) as the owner of versions of individual websites and mobile apps, and those of the users of these websites and mobile apps, the method and conditions of using the content and features on the URLs which users visit, and the mobile applications they use. The list of all of TS’s websites and mobile apps is available at www.telekom.si.

1.2. These Terms and Conditions replace all previous communications and offers, whether electronic, oral, or written, between the user and Telekom Slovenije that relate to the use of versions of Telekom Slovenije’s websites and/or mobile apps and the Terms and Conditions for Using Websites and Mobile Apps of Telekom Slovenije, d.d., of 15 July 2017.

1.3. The provisions of these Terms and Conditions relate to the use of all the versions of websites and mobile apps, except where it is expressly listed that an individual provision relates exclusively to a specific website, URL, or mobile app.

1.4. These Terms and Conditions apply to websites and mobile apps, except for individual services that have their own rules on use, conditions of use, or a specific sales offer. In such cases the particular rules apply.

1.5. When opening a website or logging into a mobile app, the user confirms that they are familiar with these Terms and Conditions, that they agree with them, and that they are bound by the provisions therein.

1.6. Telekom Slovenije will strive to ensure:
- That the websites and mobile apps operate without interruptions. It is not, however, responsible for any outage or failure resulting from force majeure or third party actions that could not be avoided or eliminated,
- That in the event of an outage of websites or mobile apps their operation will be restored in the shortest possible time,
- That the data on websites and in mobile apps are up to date, exact, and are published in a timely and appropriate manner.

1.7. Telekom Slovenije shall not assume any damage or liability for errors or omissions in the content of websites and mobile applications, and reserves the right to amend, delete, supplement, and update the features of any part of content on any website or mobile app. This provision shall not exclude Telekom Slovenije’s liability for damage caused by Telekom Slovenije willfully or through negligence and incurred by users who are deemed consumers pursuant to the act governing consumer rights.

1.8. Access to specific content and the content of individual websites and mobile apps and the level of their interactivity also depends on the method of access.

1.9. When using premium services or accessing premium content on websites and in mobile apps, the user is billed for those services or for accessing content according to the valid price list and in the manner set out in the instructions for using each individual type of content or service. Price lists and instructions for the individual types and elements of content and services are published on the website www.telekom.si.

1.10. The websites and mobile apps are publicly accessible, with the exception of those websites and mobile apps that require the user to register and log in to use them.

1.11. Telekom Slovenije hereby informs users that the data transfer while viewing and using services and content on websites and in mobile applications is billed according to the price list of the operators or providers of such services.

2. Moj Telekom (My Telekom)

2.1. General

The Moj Telekom service makes it possible to review and manage Telekom Slovenije’s range of products and services, and to which any natural person or legal entity who agrees with these Terms and Conditions can register. The Term and Conditions apply to the use of the Moj Telekom service on the website https://moj.telekom.si, the Moj Telekom mobile app, and for the Moj Telekom app on advanced set-top boxes. Using Telekom Slovenije’s services is not a prerequisite for using Moj Telekom. Logging in to Moj Telekom is possible only after completing registration, and agreeing with these Terms and Conditions is a prerequisite for registration. By using Moj Telekom, the user also confirms that they are familiar with the Instructions for Using Moj Telekom (hereinafter: the Instructions), which comprise an integral part of these Terms and Conditions and are published on the website www.telekom.si, that they agree with them, and that their provisions are binding, otherwise Telekom Slovenije advises the user against using Moj Telekom.

2.2. Definitions

Registered User of Moj Telekom (hereinafter also: registered user) is any natural person or legal entity who completes their registration with Moj Telekom at https://moj.telekom and uses Moj Telekom in accordance with these Term and Conditions.

Subscribers to Telekom Slovenije’s services (hereinafter also: subscribers) are in accordance with these Terms and Conditions those services to the services of Telekom Slovenije (consumers or business users), who have concluded a subscriber agreement with Telekom Slovenije for the use of individual services of Telekom Slovenije.

Users of Telekom Slovenije’s services (hereinafter also: users) are in accordance with these Terms and Conditions:
- Users of Telekom Slovenije’s services (consumer or business users) who use Telekom Slovenije's prepaid services
- Users who were granted by a subscriber to Telekom Slovenije’s services the right to access and/or use their Telekom Slovenije subscriber agreement.

The SPP number is a unique identifier for each subscriber to services or user of prepaid services of Telekom Slovenije.

2.3. Registration to Moj Telekom

During the registration process the user selects their username (email address) and password, and enters all the other required data (full name, contact number). In order to verify the email address and complete the registration process, Telekom Slovenije sends an email to the email address the user entered for their username with a link, which the user must confirm in order to activate their profile and complete the registration process on Moj Telekom, as well as to create their Moj Telekom user profile (hereinafter: profile). Registered users of the Moj Telekom portal (hereinafter: registered user) are responsible for ensuring that their data are accurate and up to date for the duration of their use of Moj Telekom.

2.4. Logging in to Moj Telekom

A registered user logs in to Moj Telekom by entering their username (email address) and password. Registered users can connect their profile with their Facebook and/or Google social network accounts (hereinafter: social network accounts). Each profile can only be connected to one Facebook and/or Google account and vice-versa, only one Facebook and/or Google account can be connected to one profile. The user may at any time disconnect their profile with their social networks. The process of connecting and disconnecting the profile with a social network account is described in the Instructions in detail.

Users who log in to Moj Telekom with their Facebook account agree that Facebook shares certain data (full name and email address) of their account with Telekom Slovenije. Google submits the above data to Telekom Slovenije in accordance with the provisions of Google’s Privacy Policy (https://www.google.si/intl/sl/policies/privacy/).

2.5. Linking your profile to Telekom Slovenije’s services

After successful registration to Moj Telekom, registered users can link their profile with the Telekom Slovenije’s services they use.

2.5.1. Linking a Profile with Telekom Slovenije’s Fixed and/or Mobile Services

2.5.1.1 Access to Telekom Slovenije’s Subscriber Services

Registered users who are subscribers and/or users of Telekom Slovenije’s subscriber services may obtain access to the data on Telekom Slovenije’s fixed and/or mobile services they use in the following ways (described below):
- With the Telekom ID code
- By submitting an application for quick registration to Moj Telekom at a point of sale
- By being granted access rights by another subscriber
2.5.1.2. Obtaining the Telekom ID Code
Registered users can link their profile and all their subscriber agreements to Telekom Slovenije's fixed and/or mobile services by entering their Telekom ID code into Moj Telekom, thereby obtaining an overview and the option of managing subscriber agreements for Telekom Slovenije’s fixed and/or mobile service. Registered users may request the Telekom ID code during the registration process or at any later time. Linking the Telekom ID code to a subscriber’s fixed and/or mobile services with a Telekom ID code is a one-time event, and it suffices for every following instance of access to the data on linked subscriptions to Telekom Slovenije’s fixed and/or mobile services that the user logs in with their username (email address) and password. The Telekom ID code has a 30-day validity from the date the request for it is submitted on Moj Telekom. If the subscriber does not enter the first and the second part of the Telekom ID code into Moj Telekom during this period, the Telekom ID code becomes invalid, and a new request for the Telekom ID code must be submitted to obtain a new one. An individual SPP number may only be linked to one profile.

Registered users who are subscribers to Telekom Slovenije’s fixed and/or mobile services can obtain the Telekom ID code by entering a request through Moj Telekom and by entering their SPP number following the procedure as detailed below. The SPP number is listed on the monthly invoice for Telekom Slovenije services. Users of Telekom Slovenije prepaid services can obtain their SPP number by sending a written request to Telekom Slovenije.

Registered users of Moj Telekom can obtain Telekom ID code in the following ways:

- Registered users of the portal who are subscribers to Telekom Slovenije’s fixed and/or mobile services submit the request to obtain the Telekom ID code over Moj Telekom by entering their SPP number, and then receive the first part of the Telekom ID code by post at the address of their permanent residence or registered office (the address that the subscriber listed to Telekom Slovenije when concluding their subscriber agreement or notified Telekom Slovenije about when changing their address/registered office is deemed their permanent residence or registered office). Telekom Slovenije sends the first part of the Telekom ID code to the address of the subscriber that Telekom Slovenije listed under the SPP number that was entered in the request for issuing the Telekom ID code. The condition for a quick registration is setting a subscriber's email address with the subscriber's SPP number. Telekom Slovenije sends the registered user the second part of the Telekom ID code to the email address registered to Moj Telekom. After entering the second part of the Telekom ID code in Moj Telekom, the registered user can link their profile with fixed and/or mobile subscriptions listed under the SPP number for which Telekom Slovenije issued a Telekom ID code.
- A registered user who is a user of Telekom Slovenije’s prepaid services, and who has obtained a SPP number based on a written request to Telekom Slovenije, submits the request for obtaining a Telekom ID code using Moj Telekom by entering their SPP number and receiving the first part of the Telekom ID code by mail to the address the user gave to Telekom Slovenije on the request for the SPP number, and Telekom Slovenije sends the first part of the Telekom ID code to the user’s address. After the first part of the Telekom ID code is entered in Moj Telekom, Telekom Slovenije sends the registered user the second part of the Telekom ID code to the email address registered to Moj Telekom. After entering the second part of the Telekom ID code in Moj Telekom, the registered user can link their profile with Telekom Slovenije’s prepaid accounts listed under the SPP number for which Telekom Slovenije issued a Telekom ID code.
- A subscriber who is a subscriber to Telekom Slovenije’s fixed and/or mobile services can also obtain a Telekom ID code using an e-certificate (the type of e-certificate and the procedure for obtaining the Telekom ID code using this method are described in detail in the instructions). After submitting the request for obtaining the Telekom ID code on Moj Telekom using an electronic signature, the registered user links their profile with Telekom Slovenije’s fixed and/or mobile subscriptions listed under the code of the subscriber to whom the request for the Telekom ID code was issued.

The first part of the code can be obtained in person at Telekom Sales Centres and Telekom Slovenije’s points of sale. After the first part of the Telekom ID code is entered in Moj Telekom, Telekom Slovenije sends the second part of the Telekom ID code to the email address registered to Moj Telekom. After entering the second part of the Telekom ID code in Moj Telekom, the registered user can link their profile with fixed and/or mobile subscriptions listed under the subscriber code for which Telekom Slovenije issued a Telekom ID code.

Notice: If the registered user who is listed under a certain SPP number enters the wrong number in the request for obtaining the Telekom ID code on Moj Telekom, Telekom Slovenije shall send the Telekom ID code to the subscriber whose SPP number was entered in the request for issuing the Telekom ID code, but such subscriber will not be able to link their profile with Telekom Slovenije’s fixed and/or mobile subscriptions, should they have them, using the Telekom ID code they received. In the event of such a situation both the user that sent the request to obtain a Telekom ID code and entered the SPP number of another subscriber/user, and the subscriber/user to whom Telekom Slovenije sent the Telekom ID code number on the basis of a above request with an incorrectly entered SPP number must complete the tasks described in the Instructions in order to obtain the Telekom ID code. An individual SPP number may only be linked to one profile.

2.5.1.3 Being Granted Access Rights by Another Subscriber
Registered users who are subscribers to Telekom Slovenije’s fixed and/or mobile mobile ID code can also grant access to their subscriber agreements to other registered users. The access rights granted to other registered users can be revoked at any time by the subscriber to Telekom Slovenije’s fixed and/or mobile services who assigned them, or their access level can be changed.

The rights for granting access for insight into the data with the option of managing subscriber agreements for Telekom Slovenije’s fixed and/or mobile services can be granted at any time.

2.5.2 Access to Telekom Slovenije’s Prepaid Services
Registered users who are users of Telekom Slovenije’s prepaid services, can link their profile with fixed and/or mobile subscriptions that they use even without a Telekom ID code, and still obtain full access to their data and the ability to fully manage the services they use. By entering Telekom Slovenije’s prepaid mobile number they enter a request for a single-use password for linking their profile with their prepaid number. Any registered user who can enter their first part of the Telekom ID code to the address of the subscriber that Telekom Slovenije listed under the SPP number that was entered in the request for issuing the Telekom ID code must enter the second part of the Telekom ID code to the address of the subscriber that Telekom Slovenije listed under the SPP number that was entered in the request for issuing the Telekom ID code. After entering the second part of the Telekom ID code in Moj Telekom, Telekom Slovenije sends the registered user the second part of the Telekom ID code to the email address registered to Moj Telekom. After entering the second part of the Telekom ID code in Moj Telekom, the registered user can link their profile with fixed and/or mobile subscriptions listed under the SPP number for which Telekom Slovenije issued a Telekom ID code.

Registered users can link their profile with Telekom Slovenije’s prepaid number and it suffices for every following instance of access to the data on linked subscriptions to Telekom Slovenije's fixed and/or mobile services, and by logging in to Moj Telekom, Telekom Slovenije sends the registered user the second part of the Telekom ID code to the user's address.* After entering the second part of the Telekom ID code by mail to the address the user is registered to Moj Telekom.

2.6 Quick Registration to Moj Telekom at a Telekom Slovenije’s Point of Sale
A subscriber to Telekom Slovenije’s fixed and/or mobile services who submits an application for quick registration to Moj Telekom (hereinafter: quick registration) shall confirm that they agree with the Terms and Conditions and of setting a subscriber's email address with the subscriber's SPP number. Telekom Slovenije’s services is a one-time event; users thereafter must only enter their username (email address) and password for every subsequent instance of access to data on linked accounts for prepaid services. Registered users can unlink to Telekom Slovenije prepaid services at any time. Any Telekom Slovenije’s prepaid mobile number can be linked to several different profiles.

2.7 Levels of Access to the Portal
The levels of access to Moj Telekom define the level of insight into the data and the option of managing subscriber agreements to Telekom Slovenije’s fixed and/or mobile services on Moj Telekom. Limited access – limited access to data and limited account management.

Subscribers of Telekom Slovenije’s fixed and/or mobile services can select between 3 access levels:
- Limited access – limited access to data and limited account management.
2.8. A Temporary Limitation of Access to the Data on Telekom Slovenije’s Fixed and/or Mobile Services on Moj Telekom

In the event of temporary or final limitation of an individual account, access to data over Moj Telekom can be partially or completely blocked for registered user who had linked account to their profile.

2.9. Moj Telekom Mobile App

The Moj Telekom mobile app is publicly accessible, and the condition for its use is a subscriber or prepaid agreement with Telekom Slovenije. The condition for first login to the Moj Telekom mobile app is agreement with these Terms and Conditions. By using the Moj Telekom mobile app the user also confirms that they are aware of the content of the Instructions, which are published on the www.telekom.si website, that they agree with them, and that their provisions are binding, otherwise Telekom Slovenije advises the user against using the Moj Telekom mobile app. The Moj Telekom mobile app provides subscribers to Telekom Slovenije’s fixed and/or mobile services with an overview and management of their data and the option to make changes to and order services. The condition is registration to Moj Telekom and a login into the Moj Telekom mobile app with the username (email address) and the password for Moj Telekom. Due to technical limitations, the Moj Telekom mobile app does not function on some operating systems. Due to upgrades, the user may be informed about a new version of the Moj Telekom mobile application via the application itself, or the app will upgrade automatically.

2.10. Registered Users and the Loyalty Programme

Registered users who have linked their profile with their Telekom Slovenije’s fixed and/or mobile subscriptions with the Telekom ID code or have completed their registration through quick registration can join the Loyalty Programme on Moj Telekom, and the condition for joining is agreeing with the terms and conditions for joining Telekom Slovenije’s Loyalty Programme. Loyalty Programme members can use Moj Telekom to partially manage their membership in the programme, namely review their points and some settings. Registered users of the portal who did not link their profile and Telekom Slovenije’s fixed and/or mobile subscriptions with a Telekom ID code cannot join the Loyalty Programme, and do not have the option of partial management through membership in the Loyalty Programme (if they are members).

2.11 Registered Users and Telekom Slovenije’s Online Store

Registered users can use their username (email address) and password also for accessing Telekom Slovenije’s Online Store (hereinafter: online store) at http://etrgovina.telekom.si. Registered users can purchase items from the online store in accordance with the Terms and Conditions of the Online Store (the condition for making purchases at the online store is the user’s prior agreement with the Terms and Conditions of the Online Store).

2.12. TVIN

Registered users who have linked their profile with their Telekom Slovenije’s fixed and/or mobile subscriptions with the Telekom ID code or have completed their registration through quick registration can access the TVIN website and mobile apps with the same username (email address) and password. The scope of the subscription content may depend on the subscription plan of an individual Telekom Slovenije’s fixed and/or mobile subscription that is linked with a Moj Telekom profile.

3. The E-oskrba Service (E-Care)

3.1 General

In the scope of ensuring the E-oskrba service (E-Care) that is provided by Telekom Slovenije, the E-oskrba website (portal) and the app (hereinafter: E-oskrba) provide informative, monitoring and support care to that of the day-to-day activities, display notifications and warnings, and help coordinate the network of caregivers.

The condition for using the website (portal) and the app is a concluded subscriber agreement with one of the E-oskrba plans in accordance with the Special Terms and Conditions for Using the E-oskrba Service that detail the relationship between Telekom Slovenije, the subscriber, and other users of Telekom Slovenije’s E-oskrba services, and which are available at Telekom Slovenije’s points of sale.

Logging in to E-oskrba is possible only after completing the installation and the activation, and the condition for the registration is agreeing with these Terms and Conditions.

By using the E-oskrba the user also confirms that they are aware of the content of the Instructions, which are published on the www.telekom.si website and at Telekom Slovenije’s points of sale, that they agree with them, and that their provisions are binding, otherwise Telekom Slovenije advises the user against using the portal.

3.2. Definitions

A user is a registered user of the E-oskrba website (portal) and mobile app.

A subscriber to the E-oskrba services is any natural or legal person that concludes a subscriber agreement for an E-oskrba subscription plan. When concluding a subscriber agreement for E-oskrba, the subscriber receives a username and password for using Moj Telekom where they can add, delete, and change the caregivers, and assigns between one and three administrators. When creating a new administrator, the subscriber sets the username and password for using Moj Telekom, and gives it to them.

A user of the E-oskrba service is a person in whose living quarters the E-oskrba solution i.e. service is installed.

An administrator of the E-oskrba service is one to three persons appointed by the subscriber to the service. By assigning a username and password the administrator accesses the website or the app where they have an overview of the user’s daily activities.

3.3 Access to the E-oskrba Website (Portal) and Using the App

Access to the E-oskrba website (portal) and using the app is only possible for those who have linked their profile with their Telekom Slovenije fixed and/or mobile subscriptions with a Telekom ID code and E-oskrba service is installed.

In the event of a forgotten or lost password of an administrator, the subscriber to the service can change or verify it using Moj Telekom.

3.4. Approval

The subscriber to the service is responsible for managing service administrators (assigning, deleting, changing), and is obligated to provide for each service administrator to whom the subscriber to the service has assigned access. In the event of a forgotten or lost password of an administrator, the subscriber to the service can change or verify it using Moj Telekom.

3.5. Monitoring Notifications and warnings

By using the website or the app the service administrator agrees that they may receive system email or text messages/notifications that are not commercial in nature, but pertain to the events or potential derogations from the expected condition with the user of the service.

The service administrator is aware that access to the website and the app, as well as the messages/notifications, is also under the condition of factors outside of Telekom Slovenije’s control, and that Telekom Slovenije in no way guarantees the availability of the website or app, or the timely delivery of messages/notifications.

3.6. Unwanted Events and Emergency Medical Assistance

The subscriber, the user, and the administrators are aware that the service, website (portal), and the app are not intended for emergency medical assistance, and are not a replacement for it. Even the phrase “emergency call” used on the website and in the app relates to a call to the assistance centre where the subscriber and on behalf of the user make a call to the number for emergency medical assistance 112 (e.g. if the user is incapacitated), but the use of the website and the app does in no way replace the call to 112.

Also the website (portal) and the app do not ensure all unwanted events occurring to the user of the service are recognized as such, so that a warning related to them may be triggered. The response time for informing of a potential event depends on numerous factors (related especially to each individual user), which makes it impossible to predict uniformly how long it will take for the system to trigger a warning for an individual situation.

3.7. Precondition for Uninterrupted Access to the E-oskrba Website (Portal) and the Mobile App

The administrator is aware that for accessing the website (portal) or app they have to ensure a working internet connection. The administrator is also aware that when using the website (portal) or the app data is transferred which can in turn (depending on the internet access provider and the selected plan) cause extra costs.

3.8. The Features of the E-oskrba Website (Portal) and the App

Certain features of the E-oskrba website (portal) and the app depend on the selected plan or possible accessories, and might not always be available.
4. Limitations for Personal and Non-Commercial Use

4.1. A user only may use websites and mobile applications for personal and non-commercial use. It is prohibited to amend, copy, distribute, rent, display, implement, reproduce, publish, licence, create derivatives, transfer or sell any data, software, products or services, and logos that are a part of websites and mobile applications.

4.2. Content may be viewed and reproduced for personal and non-commercial needs. Content is the property of the administrator of website and mobile applications. Telekom Slovenije or third parties (e.g. content that belongs to the organisers of events or artists presented on sites, and content that is created and published by the users of websites), and a user may not obtain ownership, copyrights, or similar rights to content. In the event of any permitted use of the content of these pages all copyright and industrial rights, notices, and other such notifications and warnings must be retained.

4.3. Our websites also feature videos from the public online service YouTube. Certain videos published on Telekom Slovenije’s YouTube channels are the property of Telekom Slovenije. Other videos for which this data protection applies are from the profile of the administrator and therefore, Telekom Slovenije is not liable for their content and operation.

4.4. Trademarks that appear on websites and mobile applications are the registered trademarks, whose owner or licensed user is Telekom Slovenije or its connected companies. Any use of the trademarks without written consent of the holder of the associated rights is prohibited. The brands that are not registered as trademarks are protected by copyright law.

4.5. Links cannot be made to websites with criminal or immoral content. The owners/administrators of websites that contain links are required to remove those links without delay at Telekom Slovenije’s request.

5. Security and Privacy Protection

5.1. The security mechanisms built into website and mobile applications reduce the possibility of abuse. Telekom Slovenije shall try to prevent any abuses with the due diligence of an expert. However, if it is not liable for damage that users might suffer as a result of abuse, unless caused by Telekom Slovenije deliberately or because of grave negligence.

5.2. When a user browses websites and is not registered with any online system they browse anonymously, which protects the protection of privacy and personal data. While browsing, users have no access to their personal data. However, Telekom Slovenije monitors the way websites are used by both anonymous and registered users. Data regarding the use of websites does not facilitate the viewing of personal data provided by users during the use of websites. Telekom Slovenije uses such data exclusively for the purpose of improving websites, depending on the applicable content, and features. The user’s unique ID number makes it possible to connect the user with a database of telephone numbers without accessing the user’s personal data. This collected data make it possible to adapt the content regarding the data on the user, which provides them with a better user experience. In cases when users of other mobile operators are browsing websites or mobile apps, or are not browsing over mobile networks (e.g. WLAN), the user’s unique identification number cannot be recognised, and therefore the recognition of the user is not possible.

5.4. To access certain services on websites all the required data (first and last name, address, postal code, city, e-mail address and password) must be entered when creating a user account. The user is responsible for ensuring that data are accurate and up to date for the duration of its use of these services.

5.5. Telekom Slovenije ensures the protection of the personal data of all registered users of websites and mobile applications.

5.6. Telekom Slovenije undertakes to protect users’ privacy in line with legislation. The collection of users’ personal data by Telekom Slovenije mobile app to obtain access to their personal data. The only exception with limited access to data is access to the Moj Telekom mobile application, where users of mobile services who browse over Telekom Slovenije’s mobile network are not required to log in.

5.7. Telekom Slovenije can create a profile on the Moj Telekom portal, but only subscribers to Telekom Slovenije’s services can access and manage their subscriber agreements over Moj Telekom after the process of obtaining the Telekom ID code, thereby confirming that the profile is user’s is also Telekom Slovenije’s subscriber. If they are entered after the Telekom ID code is assigned the same SPP number and do not have to re-validate, as they have already done so. The agreement for processing personal data obtained in the scope of such a verification remains valid even after all the subscriber agreements with Telekom Slovenije are terminated or until the approval is expressly revoked or up to ten (10) years.

5.8. In order to ensure the best user experience over mobile apps, Telekom Slovenije also geographically locates the user in certain cases and displays Telekom’s subscriber once again, they are entered after the Telekom ID code is assigned the same SPP number and do not have to re-validate, as they have already done so. The agreement for processing personal data obtained in the scope of such a verification remains valid even after all the subscriber agreements with Telekom Slovenije are terminated or until the approval is expressly revoked or up to ten (10) years.

5.9. In order to ensure the best user experience over mobile apps, Telekom Slovenije also geographically locates the user in certain cases and displays Telekom’s subscriber once again, they are entered after the Telekom ID code is assigned the same SPP number and do not have to re-validate, as they have already done so. The agreement for processing personal data obtained in the scope of such a verification remains valid even after all the subscriber agreements with Telekom Slovenije are terminated or until the approval is expressly revoked or up to ten (10) years.

5.10. Telekom Slovenije encourages the submission of feedback and proposals from users regarding the services and content of websites and mobile applications, as this facilitates periodic improvements intended for users. Telekom Slovenije may take into account feedback and proposal at its own discretion.

6. Limitation of Liability

6.1. Users are responsible for all actions performed via their user account. They must immediately inform Telekom Slovenije of any unauthorized use or suspicion of unauthorized access.

6.2. Telekom Slovenije shall not be responsible for damage incurred by the user due to the unauthorized use of the email address and password with which they registered on the Portal. Telekom Slovenije shall not be responsible for damages incurred by the user due to the unauthorised use of their Telekom ID number. This provision shall not exclude Telekom Slovenije’s liability for damage caused by Telekom Slovenije wilfully or through negligence and incurred by users who are deemed consumers pursuant to the act governing consumer rights.

6.3. The user undertakes to use websites and mobile applications in accordance with these Terms and Conditions, to ensure the secrecy of its password, and to comply with the rules and notifications published on websites.

6.4. Because there are specific pieces of content and links on certain websites and mobile applications that Telekom Slovenije did not author and over which Telekom Slovenije and its subsidiaries have no control, Telekom Slovenije cannot guarantee and does not receive or forward complaints regarding the accuracy of content, and shall not assume responsibility for the protection of data on these sites.

6.5. Extensions (add-on apps) and entertainment content for mobile devices and computers are also available to the user on websites and mobile applications. The user installs any mobile and computer extensions and entertainment content from websites on its computer or mobile phone at its own risk. Telekom Slovenije shall not be liable for costs that arise due to the use of mobile or computer internet connections or the transfer of content, and shall not be liable for damages that arise due to the transfer or installation of content on the user’s mobile device or computer.

7. Unlawful or Prohibited Use

7.1. A user must not try to gain unauthorized access to any services on the website and mobile apps, the computer system, the network connected to the system, or data on any other user.

7.2. The following activities are prohibited on all websites and mobile apps:

- discrimination of any kind on account of race, nationality, religion, political affiliation or sexual orientation;
- illegal activities;
- using services for sending unsolicited (inappropriate, advertising, etc.) messages;
- any harassment of other users using Telekom Slovenije’s services.

8. Collecting Personal Data in the Login System

8.1. The user must enter their user name (email address) and password to login to the Moj Telekom portal, while those users who access the Moj Telekom app over Telekom Slovenije’s mobile network can be verified automatically. The user name is stored in each user’s user account and their profiles for using individual services.

8.2. The Moj Telekom website and the mobile app provide the user with an overview of their personal data and they can also change such data. This user account includes all the data they entered after the Telekom ID code is assigned, as well as the data entered after the Telekom ID code is assigned the same SPP number and do not have to re-validate, as they have already done so. The agreement for processing personal data obtained in the scope of such a verification remains valid even after all the subscriber agreements with Telekom Slovenije are terminated or until the approval is expressly revoked or up to ten (10) years.

8.3. In accordance with the act governing personal data protection, Telekom Slovenije shall ensure that users’ personal data are used for the operation and maintenance of their profile and for facilitating the services provided by websites and mobile apps.
8.4. Telekom Slovenije may also use the personal data submitted by users when registering on the portal and when using websites and mobile applications for the following purposes of processing and use: organising sweepstakes, statistical processing, customer segmentation, the processing of past purchasing habits, the sending of offers, advertising material and magazines and invitations to events, and for electronic surveys.

8.5. Personal data is collected, processed, and stored for a period of one year following a user’s last use of a website or mobile application that required a login using a user name. Users can always add, update, or change data in their user account.

9. Use of Cookies

9.1. A cookie is a string of characters that a browser may store permanently on the user’s computer or mobile device. It stores the data and choices made on visiting individual websites. Websites use cookies every time a user visits them by saving the user’s unique ID, the time of the login and other necessary non-personal data in a protected cookie that is temporarily stored on the user’s computer or mobile device.

9.2. Cookies allow users to navigate through websites without having to login for access to every page. A user may allow or prevent the receipt of cookies by changing settings in their browser. If a user does not want to receive cookies, they will not be able to use all of the services offered by websites.


10.1. Questions regarding these Terms and Conditions may be submitted using the online form found at http://www.telekom.si/info-in-obvestila/kontakti or by post to the following address: Telekom Slovenije, d.d., Cigaletova 15, 1000 Ljubljana.

10.2. Telekom Slovenije may change these Terms and Conditions, and changes shall enter into force on the day following their publication on websites and associated mobile apps.

10.3. These Terms and Conditions come into effect as of 25 July 2017. As of that date the Terms and Conditions for Using Telekom Slovenije’s Websites and Mobile Apps, d.d., of 15 July 2017 cease to be valid.

10.4. These Terms and Conditions are published and accessible on Telekom Slovenije’s website.