

Prague, 29 August 2008

Dear Customer,

We would like to inform you that, in accordance with point 7.6 of the General Terms and Conditions of the Provision of a Publicly Accessible Electronic Communications Service, as of 1 October 2008 reminders of unpaid invoices will be subject to a fee.

A fee of CZK 50 (without VAT) will be billed for the drafting and postage of the first reminder, and CZK 80 (without VAT) will be billed for the second reminder. These fees will be included in the next immediate (following) billing period. At the same time there will be a modification of the customer application Webcare, which on the same date will be expanded so that you have a detailed overview at any moment in time of what bills you have paid and what bills you have not paid.

The full text of the General Terms and Conditions of the Provision of a Publicly Accessible Electronic Communications Service is available on our website [www.gtsnovera.cz](http://www.gtsnovera.cz) in the section Customer Support under the link Contractual Documents.

We are convinced that you will understand the need for this measure. Should you have any queries, please contact us on Freefone 800 990 990 or write to our email address [info@gtsnovera.cz](mailto:info@gtsnovera.cz).

With best wishes,



Pavel Kocúrek, DipMgmt  
Director of the Customer Care Division

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