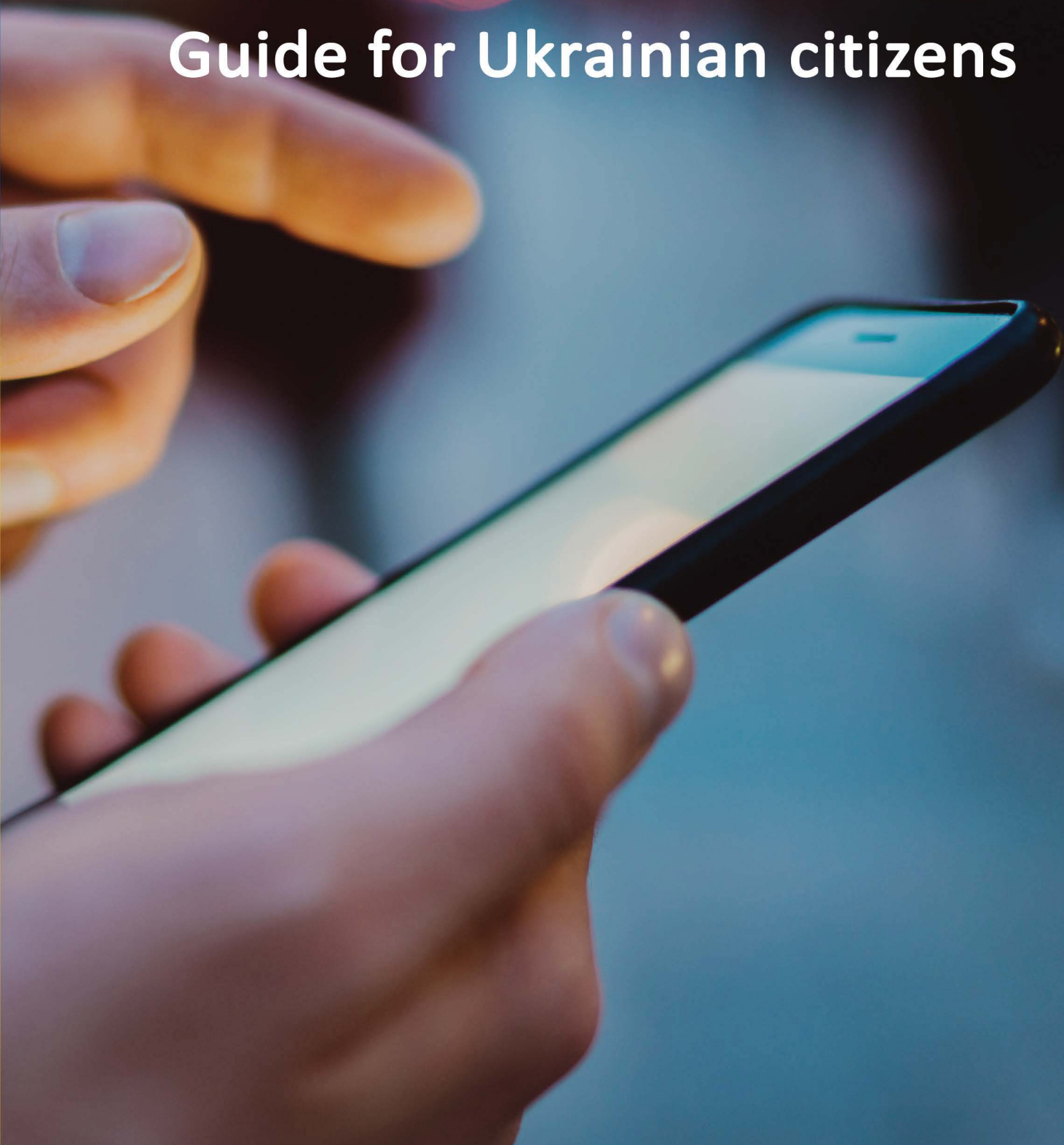


# Telecommunication services Guide for Ukrainian citizens



## Telecommunication services

### Guide for Ukrainian citizens

Due to the exceptional situation in Ukraine, we have designed a brief guide with basic information about telecommunication services. Here you'll find information in English.

#### International roaming

Ukraine is not part of the European Union, so the Roam Like At Home (RLAH) principle used in European Union and European Economic Area (EU/EEA) countries does not apply. Services are billed as international roaming, i.e., as services provided in another country.

**The cost of calls outside EU/EEA may be higher than the cost of RLAH calls.**

You are using international roaming if you have a phone with a Ukrainian SIM card and, for example, call a number in Ukraine or use data transmission while staying in Poland.

#### How can I use roaming?

Enable the roaming service in your phone. Enabling/disabling roaming is free of charge and can be done:

- via short USSD codes,
- by contacting the operator's customer service desk.

#### Is the provider of roaming services obliged to notify me about the costs of services in another country?

Yes, providers must inform you about the costs of providing a service in another country, whether part of the European Union or European Economic Area or not. Each time you cross the EU/EEA border or an EU/EEA internal border, you should receive a text message with the relevant information.

#### Attention!

1. Polish service providers have waived certain roaming fees. Offers and accommodations for Ukrainian citizens offered by operators vary. For details, see the operator websites, where you can find information in Ukrainian:
  - [Play wspiera obywateli Ukrainy/Play підтримує громадян України | Biuro prasowe PLAY](#)
  - [Спеціальна пропозиція для українських клієнтів - Specjalna oferta dla Klientów Ukraińskich | Plus](#)
  - <https://firma.t-mobile.pl/dla-mediow/aktualnosci/informacja-prasowa/2022/02/t-mobile-udostepnia-darmowe-polaczenia-miedzynarodowe-do-ukrainy.html>
  - <https://www.orange.pl/lp/ukraine>,
  - [UPC dla Ukrainy: internet, ukraińska telewizja, darmowe minuty](#)

Providers offer, among others, free minutes for the largest Ukrainian operators, lower prices of calls to Ukraine, and data transmission plans.

- The plans may require activation, for example using a code.
  - A fee can also be charged. Check the operator's website for how to turn the plans on and off, how long they apply, whether they are automatically extended, and what happens when they are used up.
  - Check the service conditions. Pay attention to extra charges and obligations that may affect your costs. For example, you may need to log in an application.
  - Mind the extra paid services which can be turned on by, for example, clicking an ad. Read the messages. Contact the operator to block possible activation of additional paid services.
2. Operator outlets offer starter packs for Ukrainian residents who crossed the border. Check whether you are eligible. The conditions of providing pre-paid services vary for each provider.
  3. Mobile service providers have set up helplines in Ukrainian. The consultants there will suggest what offers you can use and on what conditions. Remember that it is you who must choose an offer suited to your needs.  
The cost of helpline calls can be found at the operator's website or in the provided tariff. They might not be covered by the minutes plan you are using.

## Activating pre-paid telecommunication services

To use pre-paid (card) services, you must register a SIM card. Registration involves filling out and signing a form. Enter the following data in the registration form:

- first and last name;
- PESEL number or the name, number and series of your identity document. If you do not have a PESEL number, enter your passport or residence card number.

When you buy a SIM card (for example in a news stand or operator's outlet), you do not need to show proof of your identity. The SIM card will, however, be inactive until it is registered and the data you entered in the registration form verified by the operator.

## International calls

If you are in Poland and use a Polish number to call a number in Ukraine, you are making an international call. International call rates can be found in your operator's tariff.

International calls are also subject to special offers designed by the operators.

## Long-term contracts

If you plan to stay in Poland for a longer time or permanently, consider entering into a subscription contract.

### Attention!

The first telecommunication services contract entered into with an operator for a definite time may not last for more than 24 months.

You can enter into a telecommunications services contract in written, electronic or document form, or by factual acts.

### Remember!

If you terminate the contract before its duration has elapsed, the provider may charge you with a monetary penalty.

## You have the right to:

1. withdraw from a contract entered into “at a distance or outside the enterprise’s premises,” for example when a courier delivers the contract to your home within 14 days. You cannot withdraw from an agreement signed at the operator’s outlet (store);
2. evade the legal consequences of the contract if you entered into it while misled by an entrepreneur;
3. file a complaint in the event of improper performance of the contract or billing of invoices. The operator should process your complaint within 30 days;
4. take advantage of accommodations for persons with specific needs, for example:
  - access the outlet/sales point by wheelchair;
  - receive help from a Polish sign language interpreter;
  - receive contracts, invoices and information in an accessible format;
  - receive documents in text form by email;
  - purchase a device adjusted to your needs;
  - ask the outlet/sales point staff for help in configuring the device;
  - use the operator’s accessible website.

The above points refer to service in the Polish language. Ask your telecommunication operator for details.