

DEMOS

To: Viber Media S.a r.l (“Viber”)

Re: Warranties regarding Sending Verified Messages via Viber

The undersigned, Demokratski Savez - DEMOS, owner of the DEMOS brand, wishes to use Viber's Business Messages feature to send messages to its opted in customers.

In connection with such intended use, it hereby undertakes that as part of the sending of business messages through the verified messages channel by Viber, it will:

1. Send messages only to users who have consented to receive messages from it and did not revoke such consent, and who are at legal age to receive such messages according to applicable laws.
2. Comply with all applicable laws in connection with the sending of the messages, and ensure that the texts are compliant with such laws.
3. Send messages only in accordance with the Business Messages Guidelines provided by Viber.
4. Will not allow any third party to use its verified messages channel.
5. Not use the verified messages channel to promote, mention and/or send invites to, competitive platforms/messaging apps.

If Viber contacts the Company with regards to a complaint of a message sent to non-opted in user or a message which infringe the Business Messages Guidelines (“**Spam**”) received by Viber support team, the Company shall: (i) respond as soon as possible, and in any case within no more than 7 days, (ii) provide Viber with all necessary information (opt-in documentation, relevant employee/department contact details, and any other relevant reasonable information required by Viber) within 14 days, and (iii) take such complaints very seriously and handle accordingly. The Company shall promptly provide Viber with several responsive contact methods to be provided to the relevant user to directly contact the Company with regards to such Spam event.

DEMOS agrees to indemnify, defend and hold harmless Viber, its officers, employees and affiliates in connection with any claim by a third party (including government entities) in connection with any message sent via its verified messages channel. It further agrees and consents that Viber shall have the right to reject and to terminate any service, at its sole discretion, without notice and for any reason.

Without derogating from the above and without prejudice to any other rights and remedies available to Viber, for every incident of Spam (as defined above), Company agrees that Viber shall charge agreed liquidated damages in the amount of €5,000.

This letter is governed by the laws of England and Wales and subject to the sole jurisdiction of the competent courts of London, UK.

IN WITNESS WHEREOF,

The authorized signatory on behalf of DEMOS has confirmed the warranties and obligations included herein on 19.06.2024.

Signature: _____

Name: _____

Title: _____