The application for the conclusion of the natural gas transportation agreement shall be submitted in paper on the Applicant's letterhead (if available) or in the form of an electronic document.

The original of the Application in the form of an electronic document is an electronic copy of the document with mandatory details, including an electronic signature of the person who is the signatory of the document, in accordance with the Law of Ukraine "On Electronic Identification and Electronic Trust Services".

Application in paper:

• shall be sent by the Applicant by means of postal communication to the Operator's address: 44 Lubomyra Huzara avenue, 03065, Kyiv or

• shall be left by the Applicant in the mailbox located in the lobby of the Operator's administrative building at the address: 44 Lubomyr Huzara Avenue, Kyiv or

• shall be delivered by the Applicant personally to an employee of the Responsible Unit in the premises of the Operator's administrative building at the address: 44 Lubomyra Huzara Avenue, Kyiv.

The time and date of receiving of the Application shall be considered as the time and date of registration of the Application.

The Applicant submits a list of documents to the Application, namely:

• documents confirming the authority of persons to represent the Applicant, including to perform transactions;

• in case the Applicant is a non-resident of Ukraine, a document confirming his registration as a business entity in the country of his permanent location shall be additionally provided;

• in case the above-mentioned documents are drawn up in a foreign language, a certified translation into Ukrainian shall be additionally provided.

The package of documents shall be provided in paper or in electronic form by sending scanned copies of the relevant documents to the e-mail [commercial@tsoua.com](mailto:commercial@tsoua.com).

The receiving of the Package of documents to the Application on the e-mail [commercial@tsoua.com](mailto:commercial@tsoua.com) without the Application will be not considered as submission of the Application. The Package of documents for the Application, sent by the Applicant to the e-mail [commercial@tsoua.com](mailto:commercial@tsoua.com), will not be considered until the Application is received and registered.

If the Application provided by the Applicant corresponds to the form and the Package of documents is submitted in full, the Operator shall provide the Applicant with a draft of the Agreement within ten days from the date of registration of the Application. If the Applicant has provided the Operator with two copies of the Agreement draft, signed by the Applicant before the Operator provides the Agreement draft to the Applicant, the Operator shall return one copy of the Agreement signed by the Operator to the Applicant within ten days from the date of registration of the Application.

The date of dispatch of the Agreement draft / one copy of the Agreement signed by the Applicant and the Operator shall be considered as the date of receiving of the shipment by the postal operator.

If the Application does not correspond to the form and/or the Package of documents is not submitted in full, the Responsible Unit addresses the Applicant with a written request to clarify the completeness of his Application and/or Package of documents within five working days from the day of registration of the Application. Herewith, the term of consideration of the Application shall be suspended until the Applicant clarifies the Application and/or submits the documents in full.

The form and method of sending the Request by the Operator is determined by the Applicant in the application. The request in paper form shall be sent to the Applicant's postal address specified in the Application as the postal address for correspondence before the conclusion of the Agreement. The date of sending the Request shall be considered as the date of receiving of the Request by the postal operator before sending it to the Applicant.

The request by e-mail shall be sent from the e-mail [commercial@tsoua.com](mailto:commercial@tsoua.com) to the Applicant’s e-mail, indicated in the Application as the e-mail for correspondence before the conclusion of the Agreement. The date and time of sending the Request shall be considered as the date and time of sending the e-mail from the e-mail [commercial@tsoua.com](mailto:commercial@tsoua.com) to the Applicant’s e-mail, indicated in the Application as the e-mail for correspondence before the conclusion of the Agreement.

The date of suspension of the Application consideration period shall be considered as the date of sending the Request. The date of renewal of the term of consideration of the Application shall be considered as the date of registration of receiving of the response to the Request from the Applicant.

The Operator leaves the Application without consideration, if the Applicant has not provided an answer to the Request within ten days from the day following the day of suspension of the Application consideration period.

The Operator notifies the Applicant in writing on the refusal to conclude the Agreement

indicating the relevant grounds.

**Contacts for registration and consideration of applications for the conclusion of a natural gas transportation agreement for residents:**

Contacts: Contact center, Aksana Kherenkova

Email: **commercial@tsoua.com**

Phone: + 38 (044) 239-77-77

+ 38 (044) 298-64-64

**Contacts for registration and consideration of applications for the conclusion of a natural gas transportation agreement for non-residents:**

Contacts: Contact center, Veronika Gashkova

Email: **commercial@tsoua.com**

Phone: + 38 (044) 239-78-43