

November 24, 2016

www.viber.com

Zoran Sekulic'

Executive Director

Montenegro Agency for Electronic Communications and Postal Services

Via email: ekip@ekip.me; pavle.mijuskovic@ekip.me

Re: Viber Media S.a.r.l

1. We wish to thank you for your letter to us dated November 21, 2016.
2. Following a conversation with Mr. Mijuskovic from your office on November 22, 2016, we understand that the concerns raised in your letter relate to certain bulk messages sent through the Viber services to users in Montenegro.
3. We wish to stress that we share your concerns regarding the same matter, and are fighting very hard to prevent such unauthorized bulk messaging from taking place within Viber, as it seriously damages our users' experience which we value most.
4. We devote many efforts and resources to try to limit the ability to send unauthorized bulk messages through our services, and such efforts are on both technical and legal fronts. Moreover, our terms of use specifically require users to agree "not to send "bulk messaging" (i.e. sending messages for business or other commercial purposes)" and we are requesting and technically allowing our users to report spam messages, so that we can block certain numbers from sending messages.
5. Our business partners which are allowed under contract to send large amount of messages are obligated to obtain the prior consent of users to receive messages before they send them, and we reserve the right at any time to prevent them from sending messages if we suspect that they are sending spam.

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6. Nonetheless, our efforts sometimes fail to beat those making profit out of unauthorized use of our services, and therefore we will constantly continue to search for additional ways to fight them.
7. We will be happy to cooperate with your office in our fight against those senders, and are happy to discuss any possible ways for such cooperation.

Respectfully,

Adv. Idit Arad, Legal Department Manager

Viber Media S.a.r.l