



Terms of the “Auto-prolongation” Service

1. The “Auto-prolongation” service is a service that provides automatic prolongation for 1 year of the subscription agreements of individuals using the “All in Annual” / “All in Annual Partner”, “Wi-Fly Annual” / “Wi-Fly Annual Partner” tariff plans/packages.

1.1. Both existing and new Subscribers, by joining one of the tariff plans/packages “All in Annual” / “All in Annual Partner”, “Wi-Fly Annual” / “Wi-Fly Annual Partner” with a 1-year subscription condition, start using the Services at the tariffs (monthly fees) of these packages and undertake to use the mentioned annual tariff packages for 1 year from the date of activation, receiving the benefits provided by the package. If the Subscriber has joined the Services with the automatic prolongation option, then after 1 year the Subscriber’s agreement is automatically renewed for another 1 (one) year (365 days) under the same conditions, and the Subscriber continues to receive the benefits provided under the annual subscription terms. This rule applies to each subsequent renewal: the Subscription Agreement with a mandatory 1-year term is automatically renewed annually in the same manner, unless the Subscriber submits a written request to refuse the automatic prolongation service.

1.2. The Subscriber may refuse the automatic prolongation option when signing the subscription agreement, as well as at any time before the expiry of the mandatory subscription period, by submitting a request at the Operator’s sales and customer service centers or via the Telephone Support Service.

1.3. If the Subscriber refuses the “Auto-prolongation” service, then after the end of the mandatory subscription period, the Subscriber’s agreement becomes open-ended (non-fixed term) and the conditions of the open-ended tariff plans “All in” / “All in Partner”, “Wi-Fly” / “Wi-Fly Partner” begin to apply. After refusing the “Auto-prolongation” service, the Subscriber may re-activate it any day by submitting a request at the Operator’s sales and service centers or via the Telephone Support Service.

1.4. If the Subscriber does not submit a request to refuse the “Auto-prolongation” service within the periods specified in Clause 1.2 of these terms, then the Subscription Agreement is automatically renewed, the Subscriber continues to receive the benefits of the Services provided under the annual subscription terms, and early termination of the Agreement at the initiative of either Party will result in the obligation to pay an early termination fee (penalty).

1.5. An existing Subscriber may join any new special offer¹ by re-signing the current agreement under the mandatory 1-year subscription condition. In this case, regardless of whether the “Auto-prolongation” service was active during the previous annual subscription or not, once the Subscriber re-signs the agreement, the previous “Auto-prolongation” period is deactivated, and a new “Auto-prolongation” period is activated under the new annual subscription, provided the Subscriber has joined with the automatic prolongation condition.

1.6. All existing subscribers who use the tariff plans without the “Auto-prolongation” service may activate the “Auto-prolongation” service by submitting a request at the Operator’s sales and service centers or through the Telephone Support Service.

2. Procedure for Notifying the Subscriber About Activation/Deactivation of the “Auto-prolongation” Service

¹ Special offer available to existing subscribers.



2.1. The Operator automatically sends an SMS message to the mobile number indicated in the Subscriber Agreement, 60 days before the end of the annual subscription period, if:

- a. If the Subscriber has the “Auto-prolongation” service active 60 days before the end of the mandatory annual subscription, the Operator informs that the agreement will be automatically renewed under the same conditions in 60 days, and the Subscriber will continue to receive the benefits provided by that agreement.
- b. If the Subscriber does not have the “Auto-prolongation” service active, the Operator informs that in 30 days the tariff of the service will increase and/or the benefits provided under the annual subscription will cease, in accordance with the conditions of the open-ended tariff plans, and the Subscriber is offered to activate the “Auto-prolongation” service.

2.2. If the Subscriber has received a notification according to Clause 2, 30/60 days before the expiry of the mandatory annual subscription, and afterwards their Services have been suspended (the Subscriber activated the “Temporary Suspension” service or the Services were suspended by the Operator due to debt), then the 60-day period mentioned in this clause will be extended by the number of days during which the Services were suspended.