

Terms of the "Auto-Prolongation" Service

1. The **"Auto-Prolongation"** service is an automatic extension service for an additional 1 (one) year for the "Wi-Fly Annual" and "All in Annual" service/tariff packages provided to individuals.

1.1. By subscribing to the "All in Annual" and "Wi-Fly Annual" services/tariff packages with a mandatory 1-year subscription, the subscriber (both existing and new) automatically agrees to the renewal of their contract for an additional 1 (one) year (365 days). In other words, after 1 (one) year (365 days), the subscriber's contract is automatically extended for another 1 (one) year (365 days), and the subscriber continues to enjoy the benefits provided by the annual subscription terms.

1.2. The subscriber may cancel the "Auto-Prolongation" service at any time during the 1 (one) year (365 days) period (including at the time of subscription) by submitting a request at the operator's service and sales centers or through the "Telephone Support" service. If the subscriber opts out of the "Auto-Prolongation" service, the contract will not be automatically renewed for an additional 1 (one) year (365 days) after the 1 (one) year (365 days) period, and the subscriber's contract will become indefinite. In this case, the indefinite subscription terms for the "Wi-Fly" and "All in" services/tariff packages will come into effect. An employee of CJSC "GNC-ALFA" is obliged to inform the subscriber that, in case of opting out of the "Auto-Prolongation" service, the indefinite subscription terms for the "Wi-Fly" and "All in" services/tariff packages will apply after 1 (one) year (365 days), as mentioned in this section.

1.3. After opting out of the "Auto-Prolongation" service, the subscriber can reapply to activate the service at any time by submitting a request at the operator's service and sales centers or through the "Telephone Support" service.

1.4. If the subscriber does not submit a request to cancel the "Auto-Prolongation" service within the 1 (one) year (365 days) period, and the contract is automatically renewed, it will be impossible to cancel the mandatory annual

subscription until the end of the annual subscription period. In other words, if the contract has already been automatically renewed, it cannot be canceled, but the subscriber can opt out of the "Auto-Renewal" service as per clause 1.2 of this order for the next period.

1.5. The existing subscriber may subscribe to any new special offer¹ by renewing the existing contract with a mandatory 1-year subscription. In this case, regardless of whether the "Auto-Prolongation" service was activated under the previous annual contract or not, when the existing subscriber renews their contract, the duration of the "Auto-Prolongation" service under the previous annual subscription is deactivated, and a new term for the "Auto-Prolongation" service is activated under the new annual subscription.

2. Procedure for notifying the subscriber about activation/deactivation of the "Auto-Prolongation" service

2.1. During the term of the annual contract or close to its expiration, the subscriber will receive automatic SMS notifications. The operator will send two messages to the mobile number provided by the subscriber before the end of the annual subscription period.

2.2. The first message is sent 30 days before the end of the annual subscription period, and the second message is sent 15 days before the end of the annual subscription period.

2.3. The content of the message depends on whether the subscriber has activated the "Auto-Prolongation" service at the time of the notification or not.

¹ Special offer available to existing subscribers.