



Terms of "All in" / "All in Annual" Service Packages

1. "All in" / "All in Annual" are service packages. The tariff plans "All in Econom" / "All in Annual Econom", "All in I" / "All in Annual I", and "All in II" / "All in Annual II" include two services: "Broadband Internet" and "Wink TV". The tariff plans "All in III", "All in Annual III", "All in IV", "All in Annual IV", "All in V" / "All in Annual V" include three services: "Broadband Internet", "Wink TV", and "Fixed Telephony".

Table 1. Price List of the "All in" Service Packages

All in Service Package	«All in Economy» ²	«All in I»	«All in II»	«All in II» Regional
Internet Speed	100 Mbps	100 Mbps	150 Mbps	150 Mbps
Number of Included TV Channels	at least 88	at least 115	at least 150	at least 198
TV Packages, Movies and Series	available	available	available	available
Ability to Connect up to Five Screens	included	included	included	included
Rental of an Additional Wink TV Device	available	available	available	available
Additional Service "Turbo" ³	available	available	available	available
Previous Shows (TV on Demand)	available	available	available	included
Service Duration				
Individual TV Channels	3 days	3 days	3 days	3 days
Wi-Fi Device (with Activated Wi-Fi Service) ⁴	available	available	available	available
Monthly Fee ⁵	included	included	included	included

Prices are listed in AMD and include VAT.

All in Service Package	«All in III»	«All in IV»	«All in V»
Internet Speed	300 Mbps	500 Mbps	800 Mbps
Number of Included TV Channels	at least 198	at least 200	at least 200
Free Minutes Within the Network	500	500	700
Free Minutes to Other Local Fixed Networks	200	200	300
TV Packages, Movies and Series	Wink	More.tv	Wink +More TV
Ability to Connect up to Five Screens	included	included	included
Rental of an Additional Wink TV Device	available	available	available
Additional Service "Turbo" ⁶	included	included	included
Previous Shows (TV on Demand)			
Service Duration	3 days	3 days	3 days
Individual TV Channels	available	available	available
Wi-Fi Device (with Activated Wi-Fi Service)	included	included	included
Monthly Fee ⁷	10400 AMD	13000 AMD	16500 AMD

Prices are listed in AMD and include VAT.

Table 2. "All in Annual" Service Package Pricing⁸

"All in Annual" Service Package	«All in annual economy» ⁹	«All in annual I»	«All in annual II»	«All in annual II» Regional
Internet Speed	100 Mbps	100 Mbps	150 Mbps	150 Mbps
Number of Included TV Channels	at least 88	at least 115	at least 150	at least 198
TV Packages and Movies	available	available	available	available
Ability to Connect up to Five Screens	included	included	included	included
Rental of an Additional Wink TV Device	available	available	available	available

¹ The list of channels in the "All in" / "All in Annual" service packages is not fixed and may be changed by the Operator at any time.

² The "All in Econom" / "All in Annual Econom" tariff plans are available only in the cities of Gyumri and Alaverdi.

³ The "Turbo" service is provided at the subscriber's discretion, meaning that regardless of whether the "Turbo" service is included or available within a given tariff package, it is activated solely at the subscriber's request. If the subscriber does not wish to activate the "Turbo" service, it will not be activated, and accordingly, the "TurboSpeed AX1800" device will not be installed at the subscriber's address.

⁴ In the event of termination of the contract between the Operator and the Subscriber (unilaterally or mutually), the Wi-Fi device must be returned to the Operator.

⁵ The specified monthly fees include a 500 AMD charge for the provision of the first TV device. The subscriber has the option to decline the provision of the TV device, in which case the monthly fee for the subscriber's tariff package will be reduced by the amount set for the first TV device, which is 500 AMD.

⁶ The "Turbo" service is provided at the subscriber's discretion, meaning that regardless of whether the "Turbo" service is included or available within a given tariff package, it is activated solely at the subscriber's request. If the subscriber does not wish to activate the "Turbo" service, it will not be activated, and accordingly, the "TurboSpeed AX1800" device will not be installed at the subscriber's address.

⁷ The specified monthly fees include a 500 AMD charge for the provision of the first TV device. The subscriber has the option to decline the provision of the TV device, in which case the monthly fee for the subscriber's tariff package will be reduced by the amount set for the first TV device, which is 500 AMD.

⁸ The channels included in the "All in" / "All in Annual" service packages are not fixed and may be changed by the Operator at any time.

⁹ The "All in Economy" / "All in Annual Economy" tariff packages are available only in the cities of Gyumri and Alaverdi.



Additional Service "Turbo" ¹⁰	available	available	available	included
Previous Shows (TV on Demand)	3 days	3 days	3 days	3 days
Service Duration				
Individual TV Channels	available	available	available	available
Thematic Packages	available	available	available	available
Wi-Fi Device (with Activated Wi-Fi Service) ¹¹	included	included	included	included
Monthly fee¹²	6000 AMD	7500 AMD	8500 AMD	8500 AMD

Prices are listed in AMD and include VAT.

"All in Annual" Service Package	«All in annual III»	«All in annual IV»	«All in annual V»
Internet Speed	300 Mbps	500 Mbps	800 Mbps
Number of Included TV Channels	at least 198	at least 200	at least 200
Free Minutes Within the Network	500	500	700
Free Minutes to Other Local Fixed Networks	200	200	300
TV Packages and Movies	Wink	More.tv	Wink +More TV
Ability to Connect up to Five Screens	included	included	included
Rental of an Additional Wink TV Device	available	available	available
Additional Service "Turbo" ¹³	included	included	included
Previous Shows (TV on Demand)	3 days	3 days	3 days
Service Duration			
Individual TV Channels	available	available	available
Wi-Fi Device (with Activated Wi-Fi Service)	included	included	included
Monthly fee¹⁴	9900 AMD	12500 AMD	16000 AMD

2. By subscribing to the "All in Annual" tariff packages under a 1 (one) year subscription agreement, the Subscriber starts using the Services at the rates (monthly fees) of the "All in Annual" tariff packages and undertakes, from the date of Service activation, to continue using the "All in Annual" tariff packages for 1 (one) year (365 (three hundred sixty-five) days), receiving the benefits provided by the package. If the Subscriber has joined the Services under the automatic renewal condition, then upon the expiration of 1 (one) year (365 (three hundred sixty-five) days), the Subscriber's agreement is automatically renewed for another 1 (one) year (365 (three hundred sixty-five) days), and the Subscriber continues to receive the benefits of the Services under the annual subscription terms. This rule applies to each subsequent extension: the subscription agreement is automatically and periodically renewed for a mandatory term of 1 (one) year (365 (three hundred sixty-five) days) under the same principle in the following years as well, unless the Subscriber refuses the automatic renewal service of the subscription agreement by submitting a written request. The Subscriber may refuse the automatic renewal condition either when concluding the subscription agreement or at any time before the end of the mandatory subscription term. In such case, after the end of the mandatory subscription term, the Services will be provided to the Subscriber in accordance with the rates (monthly fees) and conditions of the "All in" tariff packages.¹⁵

When subscribing to the "All in Annual" tariff packages specified in Table 2, the Subscriber receives the following benefit: the Core Services are provided free of charge during the first three months.¹⁶

- 2.1. Three visits for in-apartment technical maintenance service without charging any additional fee.
- 2.2. The condition stipulated in sub-clause 2.1 of clause 2 of these terms does not apply to the "All in" tariff packages specified in Table 1, nor to the "All in Annual Economy" tariff package specified in Table 2.
- 2.3. If the Subscriber, under the procedure set forth in clause 2 of these terms, subscribes to the "All in Annual" service packages and, within 1 year (365 calendar days) from the activation of the Services, temporarily suspends the provision of the Services under the conditions established by the terms, or if the provision of the Services is suspended due to delayed payments, then under this tariff package the term of

¹⁰ The "Turbo" service is provided at the subscriber's discretion, meaning that regardless of whether the "Turbo" service is included or available within a given tariff package, it is activated solely at the subscriber's request. If the subscriber does not wish to activate the "Turbo" service, it will not be activated, and accordingly, the "TurboSpeed AX1800" device will not be installed at the subscriber's address.

¹¹ In the event of contract termination between the Operator and the Subscriber (either unilaterally or mutually), the Wi-Fi device must be returned to the Operator.

¹² The specified monthly fees include a 500 AMD charge for the provision of the first TV device. The subscriber has the option to decline the provision of the TV device, in which case the monthly fee for the subscriber's tariff package will be reduced by the amount set for the first TV device, which is 500 AMD.

¹³ «The "Turbo" service is provided at the subscriber's discretion, meaning that regardless of whether the "Turbo" service is included or available within a given tariff package, it is activated solely at the subscriber's request. If the subscriber does not wish to activate the "Turbo" service, it will not be activated, and accordingly, the "TurboSpeed AX1800" device will not be installed at the subscriber's address.

¹⁴ The specified monthly fees include a 500 AMD charge for the provision of the first TV device. The subscriber has the option to decline the provision of the TV device, in which case the monthly fee for the subscriber's tariff package will be reduced by the amount set for the first TV device, which is 500 AMD.

¹⁵ You can find the detailed terms of the "Auto-Renewal" service by following this link: www.ovio.am

¹⁶ The condition stipulated in this clause applies exclusively to new subscribers. This benefit does not apply in the case of automatic renewal. The start and end dates of the "3 Months Free" special offer, as well as other terms, can be found at the following link: www.ovio.am



the condition stipulated in sub-clause 2.1 of clause 2 of these terms shall not be extended by the duration of the suspension period of the Services.

- 2.4. By subscribing to the “All in Annual” tariff packages under a 1 (one) year subscription agreement, in the event of a temporary suspension of the Services or suspension of the Services due to delayed payments, the mandatory subscription period for the given services/tariff package, as well as the conditions of the “All in Annual” tariff package—including the package inclusions and the term of the tariff package’s monthly fee—shall be extended by the duration of the suspension period.

3. Conditions for changing tariff packages: from the current tariff packages.

- 3.1. If a Subscriber with an active 1 (one) year subscription switches from any of the “All in Annual” or “Wi-Fly Annual” tariff packages specified in Table 2 of these terms to another tariff package under a 1 (one) year subscription agreement, then the existing contract is renewed for another 1 (one) year subscription term. The Subscriber ceases to receive the terms of the previous tariff package and starts using the terms of the new tariff package, except for the conditions stipulated in sub-clause 2.1 of clause 2 of these terms.
- 3.2. If a Subscriber with an active 1 (one) year subscription switches to any of the “All in” or “Wi-Fly” tariff plans, then in such case the Subscriber ceases to receive the terms set under the previous tariff/service package and starts receiving the terms set under the new tariff/service package, except for the conditions stipulated in sub-clauses 2.1 and 2.2 of clause 2 of these terms. However, the Subscriber continues to use the new tariff/service package under the mandatory annual subscription terms until the end of the period initially set for it.
- 3.3. If an active Subscriber without a 1 (one) year subscription condition switches to any of the “All in” or “Wi-Fly” tariff plans specified in Table 2 of these terms, then in such case the Subscriber ceases to receive the terms set under the previous tariff/service package and starts receiving the terms set under the new tariff/service package without a 1 (one) year subscription condition, except for the conditions stipulated in sub-clauses 2.1 and 2.2 of clause 2 of these terms.
- 3.4. If an active Subscriber without a 1 (one) year subscription condition switches to any of the “All in Annual” or “Wi-Fly Annual” tariff plans specified in Table 2 of these terms, then in such case the Subscriber ceases to receive the terms set under the previous tariff/service package and starts receiving the terms set under the new tariff/service package under a 1 (one) year subscription agreement, except for the condition stipulated in sub-clause 2.1 of clause 2 of these terms.
- 3.5. If an active Subscriber joins one of the tariff packages specified in Table 2 of these terms under a 1 (one) year subscription agreement, they receive only the condition stipulated in sub-clause 2.2 of clause 2 of these terms.

4. Changes of tariff packages: between the tariff packages defined by these terms.

- 4.1. If the Subscriber has joined any of the “All in Annual” tariff packages specified in Table 2 of these terms under a 1 (one) year subscription agreement and switches to any of the “Wi-Fly Annual” tariff packages, the Subscriber shall pay a one-time transition fee of 4000 AMD.
- 4.2. If the Subscriber switches from an “All in”/“All in Annual” tariff package that includes the “Turbo” service to another tariff package that does not include the “Turbo” service, then the monthly fee for the “Turbo” service automatically starts applying within the framework of the new tariff package from the moment of transition. In this case, the Subscriber has the right to refuse the “Turbo” service. If the Subscriber refuses the “Turbo” service, the TurboSpeed AX1800 device is dismantled from the Subscriber’s residence in accordance with the procedure established by the Operator.
- 4.3. If the Subscriber switches from any “All in”/“All in Annual” tariff package that does not include the “Turbo” service to another tariff package that includes the “Turbo” service, then the monthly fee for the “Turbo” service automatically ceases to apply within the framework of the new tariff package from the moment of transition.
- 4.4. The Subscriber has the right to refuse the “Turbo” service at any time. In such case, the Operator dismantles the TurboSpeed AX1800 device from the Subscriber’s address, and the monthly fee for the service ceases to apply within the Subscriber’s tariff package.
- 4.5. In the event of termination (unilateral or bilateral) of the Subscription Agreement between the Operator and the Subscriber, the TurboSpeed AX1800 device is subject to return to the Operator.
- 4.6. The mandatory subscription period for the “All in Annual” tariff packages is considered complete when the Subscriber has used the services included in the subscribed service/tariff package for at least 1 year (365 days) from the date of activation of the Services. If the subscription to the “All in Annual” tariff packages is terminated before the end of the defined period, due to the actions or inactions of the Subscriber, the latter shall pay the Operator the full outstanding debt and a penalty fee of 15,000 (fifteen thousand) AMD.
- 4.7. In the event of a unilateral termination of the Subscription Agreement by the Subscriber who is a natural person, the termination of the Subscription Agreement by the Operator shall take place exclusively upon the payment by the Subscriber of the cost of the Services provided to them up to the date of termination (cancellation) of the Subscription Agreement, including the monthly subscription fee, as well as any other payments (penalties, fines, termination fees) stipulated by the Operator for unilateral termination of the Subscription Agreement, if such exist.