

Terms and Conditions of the “All in” / “All in Annual” Service Packages

- “All in” / “All in Annual” are service packages. The “All in Economy” / “All in Annual Economy”, “All in I” / “All in Annual I”, and “All in II” / “All in Annual II” tariff packages include two services: “Broadband Internet” and “Wink TV”, while the “All in III”, “All in Annual III”, “All in IV”, “All in Annual IV”, “All in V” / “All in Annual V” tariff packages include three services: “Broadband Internet”, “Wink TV”, and “Fixed-line Telephony”.

Table 1. Price List for the “All in”¹ Service Package

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
Option to connect up to five screens	Included	Included	Included	Included
Rental of an additional Wink TV device	Available	Available	Available	Available
High-performance Wi-Fi 6 Device	Not Available	Included	Included	Included
Duration of the Catch-up TV (TV on Demand) service	3 days	3 days	3 days	3 days
Individual TV channels	Available	Available	Available	Available
Wi-Fi Device (with activated Wi-Fi service) ³	Included	Included	Included	Included
Monthly Fee ⁴	AMD 6,500	AMD 8,000	AMD 9,000	AMD 9,000

Prices are indicated 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 on-net minutes	500	500	700
Free minutes to other local fixed networks	200	200	300
TV packages, movies and series	Wink Online Cinema	More.tv	Wink +More TV
Option to connect up to five screens	Included	Included	Included
Rental of an additional Wink TV device	Available	Available	Available
High-performance Wi-Fi 6 Device	Included	Included	Included
Duration of the Catch-up TV (TV on Demand) service	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 ⁵	AMD 10,400	AMD 13,000	AMD 16,500

Prices are indicated in AMD and include VAT.

Table 2. Price List for the “All in Annual”⁶ Service Package

All in Annual Service Package	“All in Annual Economy” ⁷	“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
Option to connect up to five screens	Included	Included	Included	Included
Rental of an additional Wink TV device	Available	Available	Available	Available

1 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.

2 The “All in Economy” / “All in Annual Economy” tariff packages are available only in the cities of Gyumri and Alaverdi.

3 In the event of termination of the agreement between the Operator and the Subscriber, whether unilaterally or bilaterally, the Wi-Fi Device must be returned to the Operator.

4 The indicated monthly fees include the AMD 500 monthly fee for the provision of the first TV device. The Subscriber may choose not to use the TV device provision option; in that case, the monthly fee of the Subscriber’s tariff package will be reduced by the monthly fee established for the provision of the first TV device, i.e. by AMD 500.

5 The indicated monthly fees include the AMD 500 monthly fee for the provision of the first TV device. The Subscriber may choose not to use the TV device provision option; in that case, the monthly fee of the Subscriber’s tariff package will be reduced by the monthly fee established for the provision of the first TV device, i.e. by AMD 500.

6 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.

7 The “All in Economy” / “All in Annual Economy” tariff packages are available only in the cities of Gyumri and Alaverdi.



High-performance Wi-Fi 6 Device	Not Available	Included	Included	Included
Duration of the Catch-up TV (TV on Demand) service	3 days	3 days	3 days	3 days
Individual TV channels	Available	Available	Available	Available
Wi-Fi Device (with activated Wi-Fi service) ⁸	Included	Included	Included	Included
Monthly Fee ⁹	AMD 6,000	AMD 7,500	AMD 8,500	AMD 8,500

Prices are indicated 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 on-net minutes	500	500	700
Free minutes to other local fixed networks	200	200	300
TV packages and movies	Wink Online Cinema	More.tv	Wink +More TV
Option to connect up to five screens	Included	Included	Included
Rental of an additional Wink TV device	Available	Available	Available
High-performance Wi-Fi 6 Device	Included	Included	Included
Duration of the Catch-up TV (TV on Demand) service	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 ¹⁰	AMD 9,900	AMD 12,500	AMD 16,000

- 1.1. By subscribing to an "All in Annual" tariff package subject to a 1 (one)-year subscription commitment, the Subscriber starts using the Services at the tariffs (monthly fees) applicable to the "All in Annual" tariff packages and undertakes to use the "All in Annual" tariff packages for 1 (one) year (365 (three hundred sixty-five) days) from the date of activation of the Service, receiving the benefits provided under the package. If the Subscriber has subscribed to the Services subject to automatic renewal, after 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 provided under the annual subscription terms. This rule applies to each subsequent renewal: the Subscription Agreement is automatically and repeatedly renewed under the same principle for a mandatory period of 1 (one) year (365 (three hundred sixty-five) days) in subsequent years as well, unless the Subscriber opts out of the automatic renewal service by submitting a written application. The Subscriber may opt out of automatic renewal when entering into the subscription agreement or at any time before the end of the mandatory subscription period; in that case, following the expiry of the mandatory subscription period, the Services will be provided to the Subscriber in accordance with the tariffs (monthly fees) and terms of the "All in" tariff packages.¹¹
- 1.2. When subscribing to the "All in Annual" tariff packages specified in Table 2, the Subscriber receives the following benefit:
 - i. Under the "All in Annual" service package, in addition to the terms of Table 2, from the moment the main Services are activated, the Subscriber's account is credited with the amount specified in Table 3 according to the applicable tariff package¹², provided that the sale is made through Active Sales, Agents, or Telesales.

8 In the event of termination of the agreement between the Operator and the Subscriber, whether unilaterally or bilaterally, the Wi-Fi Device must be returned to the Operator.

9 The indicated monthly fees include the AMD 500 monthly fee for the provision of the first TV device. The Subscriber may choose not to use the TV device provision option; in that case, the monthly fee of the Subscriber's tariff package will be reduced by the monthly fee established for the provision of the first TV device, i.e. by AMD 500.

10 The indicated monthly fees include the AMD 500 monthly fee for the provision of the first TV device. The Subscriber may choose not to use the TV device provision option; in that case, the monthly fee of the Subscriber's tariff package will be reduced by the monthly fee established for the provision of the first TV device, i.e. by AMD 500.

11 Detailed terms and conditions of the "Automatic Renewal" service are available at www.ovio.am.

12 The condition established under this clause applies exclusively to new Subscribers. Under the terms of this clause, the Subscriber may receive the amount credited to their Subscriber account only by bank transfer to their personal bank account, by submitting a written application at one of the Operator's Sales and Service Centers, provided that the Subscriber has no outstanding financial obligations related to the services provided by the Operator and/or services jointly provided with the Operator. Details are available at www.ovio.am.



Table 3. "All in Annual" Service Package					
	All in Annual I	All in Annual II	All in Annual III	All in Annual IV	All in Annual V
Amount credited to the Subscriber's account	22500	25500	29700	37500	48000

- ii. Under the "All in Annual" service package, in addition to the terms of Table 2, from the moment the main Services are activated, the Subscriber's account is credited with the amount specified in Table 4 according to the applicable tariff package²⁶, provided that the sale is made through Sales and Service Centers or Online Subscription.

Table 4. "All in Annual" Service Package					
	All in Annual I	All in Annual II	All in Annual III	All in Annual IV	All in Annual V
Amount credited to the Subscriber's account	7500	8500	9900	12500	16000

- iii. Under the "All in Annual" service package, in addition to the terms of Table 2, the Subscriber receives three visits under the In-home Technical Maintenance Service at no additional charge.

- 1.3. The conditions set forth in subclauses i, ii and iii of Clause 1.2 of these Terms do not apply to the "All in Annual Economy" tariff package specified in Table 2.
- 1.4. If the Subscriber has subscribed under the conditions specified in subclauses i and ii of Clause 1.2 of these Terms, the Subscriber may not change the tariff/tariff package for 4 (four) months from the activation of the main Services unless the monthly fee of the new tariff/tariff package is at least equal to the monthly fee of the previous tariff package.
- 1.5. When subscribing to an "All in Annual" tariff package subject to a 1 (one)-year subscription commitment, in the event of temporary suspension of the Services or suspension of the Services due to delayed payments, the mandatory subscription period for the relevant services/tariff package and the terms of the "All in Annual" tariff package, including the period of validity of the package inclusions and the tariff package monthly fee, are extended by the duration of the suspension period.

2. Terms for Changing Tariff Packages from Existing Tariff Packages

- 2.1. If an existing Subscriber with a 1 (one)-year subscription commitment switches to any of the "All in Annual" or "Wi-Fly Annual" tariff packages specified in Table 2 of these Terms subject to a 1 (one)-year subscription commitment, the existing agreement is renewed for another 1 (one)-year subscription period. 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 specified in subclauses i and ii of Clause 1.2 of these Terms.
- 2.2. If an existing Subscriber with a 1 (one)-year subscription commitment switches to any tariff under the "All in" tariff package or the "Wi-Fly" tariff package, the Subscriber ceases to receive the terms established under the previous tariff/service package and starts receiving the terms of the new tariff/service package, except for the conditions specified in subclauses i, ii and iii of Clause 1.2 of these Terms. However, the Subscriber continues to use the new tariff/service package subject to the mandatory annual subscription commitment until the expiry of the originally established period.
- 2.3. If an existing Subscriber without a 1 (one)-year subscription commitment switches to any tariff under the "All in" tariff package or the "Wi-Fly" tariff package specified in Table 2 of these Terms, the Subscriber ceases to receive the terms established under the previous tariff/service package and starts receiving the terms of the new tariff/service package without a 1 (one)-year subscription commitment, except for the conditions specified in subclauses i, ii and iii of Clause 1.2 of these Terms.
- 2.4. If an existing Subscriber without a 1 (one)-year subscription commitment switches to any tariff under the "All in Annual" tariff package or the "Wi-Fly Annual" tariff package specified in Table 2 of these Terms, the Subscriber ceases to receive the terms established under the previous tariff/service package and starts receiving the terms of the new tariff/service package subject to a 1 (one)-year subscription commitment, except for the conditions specified in subclauses i and ii of Clause 1.2 of these Terms.
- 2.5. If an existing Subscriber subscribes to one of the tariff packages specified in Table 2 of these Terms subject to a 1 (one)-year subscription commitment, the Subscriber receives only the condition specified in subclause iii of Clause 1.2 of these Terms.



3. Tariff Package Change: from a Service Package to a Standalone Service

- 3.1. If the Subscriber has subscribed to one of the “All in Annual” tariff packages specified in Table 2 of these Terms subject to a 1 (one)-year subscription commitment and switches to any of the “Wi-Fly Annual” tariff packages, the Subscriber is required to pay a one-time switching fee of AMD 4,000.

4. Terms for Provision and Use of High-performance Wi-Fi 6 Devices

- 4.1. A high-performance Wi-Fi 6 device is included in all current All in / All in Annual and Wi-Fly / Wi-Fly Annual tariff packages, except for:
 - All in Economy / All in Annual Economy, Wi-Fly Economy / Wi-Fly Annual Economy tariff packages, as well as Wink TV and Fixline tariff packages, in which a high-performance Wi-Fi 6 device is not included.
- 4.2. A high-performance Wi-Fi 6 device is included, at no additional charge, in the tariff packages specified in Clause 4.1 of Section 4 of these Terms, for both new and existing Subscribers.
- 4.3. The previously available “Turbo” service is discontinued; therefore, all active Turbo services become free of charge.
- 4.4. All Subscribers whose tariff packages previously included a high-performance Wi-Fi 6 device at no additional charge will continue to use such devices without any changes.
- 4.5. If a Subscriber switches from a tariff package that does not include a high-performance Wi-Fi 6 device to a tariff package that includes one, the device is replaced only if:
 - the Internet speed under the new tariff package is ≥ 300 Mbps (Wi-Fly III/Wi-Fly IV, All in III, All in IV, All in V).
 - the Subscriber submits a request for device replacement, in which case the replacement is carried out regardless of the speed.
- 4.6. If a Subscriber whose tariff package includes a high-performance Wi-Fi 6 device switches to an All in Economy / All in Annual Economy or Wi-Fly Economy / Wi-Fly Annual Economy tariff package, where a high-performance Wi-Fi 6 device is not available:
 - the device is not replaced
 - the Subscriber continues to use the existing high-performance Wi-Fi 6 device.
- 4.7. The models of the high-performance Wi-Fi 6 device are WC0019, WC0020 and HG6145F1.
- 4.8. In the event of termination of the Subscription Agreement concluded between the Operator and the Subscriber, whether unilaterally or bilaterally, the WC0019, WC0020 and HG6145F1 devices must be returned to the Operator.

5. Other Terms

- 5.1. The mandatory subscription period for the “All in Annual” tariff packages is deemed completed when the Subscriber has used the subscribed service package/tariff package for at least 1 (one) year (365 (three hundred sixty-five) days) from the date of activation of the Services included in the package. If the subscription to an “All in Annual” tariff package is terminated before the end of the specified period due to an act or omission of the Subscriber, the Subscriber shall pay the Operator in full the outstanding current debt and a termination fee of AMD 15,000 (fifteen thousand).