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

1. “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 plans include two services: Broadband Internet and Wink TV. The “All in III” / “All in Annual III”, “All in IV” / “All in Annual IV” and “All in V” / “All in Annual V” tariff plans include three services: Broadband Internet, Wink TV and Fixed-line Telephony.

Table 1. Prices for the “All in” service package

All in service package	All in Economy	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
Connection of 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
Catch-up TV (TV on Demand) period	3 days	3 days	3 days	3 days
Individual TV channels	Available	Available	Available	Available
Wi-Fi device (with activated Wi-Fi service)	Included	Included	Included	Included
Monthly fee	6500 AMD	8000 AMD	9000 AMD	9000 AMD

Prices are in Armenian drams (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
Connection of 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
Catch-up TV (TV on Demand) period	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	10400 AMD	13000 AMD	16500 AMD

Prices are in Armenian drams (AMD) and include VAT.

Table 2. Prices for the “All in Annual” service package

All in Annual service package	All in Annual Economy	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, movies and series	Available	Available	Available	Available
Connection of 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

All in Annual service package	All in Annual Economy	All in Annual I	All in Annual II	All in Annual II Regional
Catch-up TV (TV on Demand) period	3 days	3 days	3 days	3 days
Individual TV channels	Available	Available	Available	Available
Wi-Fi device (with activated Wi-Fi service)	Included	Included	Included	Included
Monthly fee	6000 AMD	7500 AMD	8500 AMD	8500 AMD

Prices are in Armenian drams (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, movies and series	Wink	More.tv	Wink + More TV
Connection of 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
Catch-up TV (TV on Demand) period	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	9900 AMD	12500 AMD	16000 AMD

Prices are in Armenian drams (AMD) and include VAT.

Table notes and footnotes

1. The TV channels 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 plans are available only in Gyumri and Alaverdi.

3. If the agreement between the Operator and the Subscriber is terminated (unilaterally or by mutual agreement), the Wi-Fi device must be returned to the Operator.

4. The stated monthly fees include AMD 500 per month for provision of the first TV device. The Subscriber may choose not to use the TV device provision service; in that case the monthly tariff fee is reduced by AMD 500.

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1.1. By subscribing to an “All in Annual” tariff plan with a one-year commitment, the Subscriber receives the Services at the “All in Annual” rates (monthly fees) and undertakes to use the “All in Annual” tariff plan for one year (365 days) from activation, with the benefits included in the package. If the Subscriber has selected automatic renewal, after one year (365 days) the Subscription Agreement is automatically renewed for a further year (365 days), and the annual subscription benefits continue. The same rule applies to each subsequent renewal: the Agreement is renewed automatically for consecutive mandatory one-year (365-day) periods unless the Subscriber opts out of automatic renewal by written application. The Subscriber may opt out when signing the Subscription Agreement or at any time before the mandatory term ends. After that term ends, the Services will be provided at the rates (monthly fees) and under the terms of the “All in” tariff plans.[11]

1.2. When subscribing to an “All in Annual” tariff plan listed in Table 2, the Subscriber receives the following benefits:

1.2(i). In addition to the basic Services in Table 2, the Services under the “All in Annual” package are provided free of charge during the first two months from activation.[1]

1.2(ii). In addition to Table 2, the Subscriber receives three in-home technical support visits at no additional charge.

[1] The benefit under this clause applies only to new Subscribers and does not apply on automatic renewal. The start and end dates and other conditions of the “2 Months Free” special offer are available at www.ovio.am.

1.3. The benefit described in clause 1.2(i) does not apply to the “All in Annual Economy” tariff plan listed in Table 2.

1.4. If a Subscriber joins an “All in Annual” tariff plan under clause 1.2 and, during one year (365 calendar days) from activation, temporarily suspends the Services under the applicable terms, or the Services are suspended because of late payment, the first two months of free service specified in clause 1.2 are not extended by the period of suspension.

1.5. For a one-year subscription to an “All in Annual” tariff plan, if the Services are temporarily suspended or suspended because of late payment, the mandatory subscription term and the term of the “All in Annual” tariff conditions, including package inclusions and the monthly fee, are extended by the period of suspension.

2. Conditions for changing tariff plans from existing tariff plans

2.1. If an existing Subscriber with a one-year commitment switches to any “All in Annual” or “Wi-Fly Annual” tariff plan defined in Table 2 under a one-year commitment, the existing Agreement is renewed for another year. The Subscriber stops receiving the conditions of the previous tariff plan and begins receiving the conditions of the new plan, except for the benefit specified in clause 1.2(i).

2.2. If an existing Subscriber with a one-year commitment switches to any “All in” or “Wi-Fly” tariff plan, the previous package terms cease and the new package terms apply, except for the benefits specified in clauses 1.2(i) and 1.2(ii). However, the mandatory annual commitment continues under the new plan until the end of the originally agreed period.

2.3. If an existing Subscriber without a one-year commitment switches to any “All in” or “Wi-Fly” tariff plan referred to in Table 2, the previous package terms cease and the new package terms apply without a one-year commitment, except for the benefits specified in clauses 1.2(i) and 1.2(ii).

2.4. If an existing Subscriber without a one-year commitment switches to any “All in Annual” or “Wi-Fly Annual” tariff plan defined in Table 2, the previous package terms cease and the new terms apply with a one-year commitment, except for the benefit specified in clause 1.2(i).

2.5. If an existing Subscriber joins one of the tariff plans in Table 2 with a one-year commitment, the Subscriber receives only the benefit specified in clause 1.2(ii).

3. Changing a tariff plan from a service package to an individual service

3.1. If a Subscriber who joined an “All in Annual” tariff plan in Table 2 under a one-year commitment switches to any “Wi-Fly Annual” tariff plan, the Subscriber must pay a one-time switch 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 plans, except for All in Economy / All in Annual Economy, Wi-Fly Economy / Wi-Fly Annual Economy, and the Wink TV and Fixed-line tariff plans, which do not include a high-performance Wi-Fi 6 device.

4.2. The high-performance Wi-Fi 6 device is provided without any additional charge in the tariff plans specified in clause 4.1, for both new and existing Subscribers.

4.3. The former “Turbo” service is discontinued. As a result, all active Turbo services become free of charge.

4.4. All Subscribers whose tariff plans previously included a high-performance Wi-Fi 6 device free of charge continue to use it without changes.

4.5. If a Subscriber moves from a tariff plan without a high-performance Wi-Fi 6 device to one that includes it, the device is replaced only if: (a) the Internet speed of the new tariff plan is ≥ 300 Mbps (Wi-Fly III / Wi-Fly IV, All in III, All in IV, All in V); or (b) the Subscriber submits a device replacement request, in which case replacement is made

regardless of speed.

4.6. If a Subscriber whose tariff plan includes a high-performance Wi-Fi 6 device switches to All in Economy / All in Annual Economy or Wi-Fly Economy / Wi-Fly Annual Economy, where that device is not available, the device is not replaced and the Subscriber continues to use the existing high-performance Wi-Fi 6 device.

4.7. High-performance Wi-Fi 6 device models: WC0019, WC0020, HG6145F1.

4.8. If the Subscription Agreement between the Operator and the Subscriber is terminated (unilaterally or by mutual agreement), devices WC0019, WC0020 and HG6145F1 must be returned to the Operator.

5. Other terms

5.1. The mandatory term of an “All in Annual” subscription is considered completed once the Subscriber has used the Services included in the subscribed service/tariff package for at least one year (365 days) from activation. If the “All in Annual” subscription is terminated before this term ends as a result of an act or omission by the Subscriber, the Subscriber must pay the Operator all outstanding current debt and an early termination fee of AMD 15,000 (fifteen thousand).