

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

- "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» <sup>2</sup>	«All in I»	«All in II»	«All in II» <b>Regional</b>
Internet Speed for an Indefinite Subscription	100 Mbps	100 Mbps	150 Mbps	150 Mbps
Number of Included TV Channels for an Indefinite Subscription	at least 70	at least 98	at least 134	at least 182
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
Additional Service "Turbo" <sup>3</sup>	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
Thematic Packages	available	available	available	available
Wi-Fi Device (with Activated Wi-Fi Service) <sup>4</sup>	available	available	available	available
Monthly Fee <sup>5</sup>	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 182	at least 182	at least 182
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" <sup>6</sup>	included	included	included
Previous Shows (TV on Demand)			
Service Duration	3 days	3 days	3 days
Individual TV Channels	available	available	available
Thematic Packages	available	available	available
Wi-Fi Device (with Activated Wi-Fi Service)	included	included	included
Monthly Fee <sup>7</sup>	<b>10400 AMD</b>	<b>13000 AMD</b>	<b>16500 AMD</b>

Prices are listed in AMD and include VAT.

<sup>1</sup> 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.

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

<sup>3</sup> «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.

<sup>4</sup> 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.

<sup>5</sup> 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.

<sup>6</sup> 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.

<sup>7</sup> 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.

Table 2. "All in Annual" Service Package Pricing<sup>8</sup>

"All in Annual" Service Package	«All in annual economy» <sup>9</sup>	«All in annual I»	«All in annual II»	«All in annual II» <b>Regional</b>
Internet Speed for an Indefinite Subscription	100 Mbps	100 Mbps	150 Mbps	150 Mbps
Number of Included TV Channels for an Indefinite Subscription	at least 70	at least 98	at least 134	at least 182
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
Additional Service "Turbo" <sup>10</sup>	available	available	available	included
Previous Shows (TV on Demand) Service Duration	3 days	3 days	3 days	3 days
Individual TV Channels	available	available	available	available
Thematic Packages	available	available	available	available
Wi-Fi Device (with Activated Wi-Fi Service) <sup>11</sup>	included	included	included	included
<b>Monthly fee<sup>12</sup></b>	<b>6000 AMD</b>	<b>7500 AMD</b>	<b>8500 AMD</b>	<b>8500 AMD</b>

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 182	at least 182	at least 182
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" <sup>13</sup>	included	included	included
Previous Shows (TV on Demand) Service Duration	3 days	3 days	3 days
Individual TV Channels	available	available	available
Thematic Packages	available	available	available
Wi-Fi Device (with Activated Wi-Fi Service)	included	included	included
<b>Monthly fee<sup>14</sup></b>	<b>9900 AMD</b>	<b>12500 AMD</b>	<b>16000 AMD</b>

- 1.1. By connecting to the "All in Annual" tariff plans specified in Table 2, with a mandatory subscription term of 1 (one) year, the Subscriber begins to use the Services under the tariffs (monthly fees) of the "All in Annual" plans and automatically agrees to the automatic renewal of their contract for another 1 (one) year (365 (three hundred sixty-five) days). That is, after 1 (one) year (365 (three hundred sixty-five) days), the Subscriber's contract is automatically renewed for another 1 (one) year (365 (three hundred sixty-five) days) on a mandatory basis, and the Subscriber continues to receive the benefits provided under the annual subscription terms. This rule applies to each subsequent renewal: the contract is automatically re-executed for 1 (one) year (365 (three hundred sixty-five) days) in the following years under the same principle, unless

<sup>8</sup> 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.

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

<sup>10</sup> «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.

<sup>11</sup> 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.

<sup>12</sup> 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.

<sup>13</sup> «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.

<sup>14</sup> 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.

the Subscriber refuses the automatic renewal service by submitting a written application. The Subscriber may refuse the "Auto-Renewal" service only within the period of 60 (sixty) days prior to the end of the mandatory annual subscription term, by submitting an application at the Operator's sales and service offices.:

- 1.2. By connecting to the "All in Annual" tariff plans specified in Table 2, the Subscriber receives the following benefit:
- i. «Within the framework of the "All in Annual" service package, starting from the activation of the main Services specified in Table 2, the Subscriber's account is credited with the amount specified in Table 3, depending on the tariff plan, if the sale is carried out through Active Sales, Agents, or via Phone Calls /Telesales/.<sup>15</sup>

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 account	15000	21000	25000	31000	40000

- ii. «Within the framework of the "All in Annual" service package, starting from the activation of the main Services specified in Table 2, the Subscriber's account is credited with the amount specified in Table 4, depending on the tariff plan, if the sale is carried out through Sales and Service Offices or via 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 account	8000	9000	11000	14000	40000

- iii. «Within the framework of the "All in Annual" service package, in addition to the Services specified in Table 2, the Subscriber receives three visits under the In-Apartment Technical Maintenance Service without any additional charge.

1.3. The conditions set forth in subclauses i., ii., iii. of clause 1.2 of these terms do not apply to the "All in" tariff plans specified in Table 1. Likewise, the conditions set forth in subclauses i., ii. of clause 1.2 of these terms do not apply to the "All in Annual Econom" tariff plan specified in Table 2.

1.4. If the Subscriber, in accordance with the procedure set forth in clauses 1.1 and 1.2 of these terms, connects to the "All in Annual" service package and, within 1 year (365 calendar days) from the activation of the Services, temporarily suspends the provision of the Services under the conditions established, or if the provision of the Services is suspended due to payment delays, then within the given tariff plan, the period for providing the conditions set forth in subclauses i., ii., iii. of clause 1.2 of these terms is not extended by the duration of the suspension of service provision.

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<sup>15</sup>The condition set forth in 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 account, by submitting a written application at one of the Operator's sales and service offices, provided that they have no outstanding monetary obligations to the Operator and/or for services jointly provided with the Operator. Details are available at [www.ovio.am](http://www.ovio.am).

1.5. If the Subscriber has connected under the conditions set forth in subclauses i., ii. of clause 1.2 of these terms, then starting from the activation of the main Services and for 4 (four) consecutive months, they may not change the tariff/tariff plan if the monthly fee of the new tariff/tariff plan is less than the monthly fee of the previous tariff plan.

1.6. By connecting to the "All in Annual" tariff plans with a mandatory subscription term of 1 (one) year, in the event of temporary suspension of service provision or suspension due to payment delays, the mandatory subscription period for these services/tariff plan, as well as the conditions of the "All in Annual" tariff plan—including the package inclusions and the validity of the tariff plan's monthly fee—are extended by the duration of the suspension period.

## 2. Conditions for changing tariff plans: from the existing tariff plans

2.1. If an existing subscriber with a mandatory 1 (one) year subscription switches to one of the "All in Annual" or "Wi-Fly Annual" tariff plans specified in Table 2, also with a mandatory 1 (one) year subscription, the existing contract is renewed for another 1 (one) year. The Subscriber ceases to receive the conditions of the previous tariff plan and begins to use the conditions of the new tariff plan, except for the conditions set forth in subclauses i., ii. of clause 1.2 of these terms.

2.2. If an existing subscriber with a mandatory 1 (one) year subscription switches to any "All in" or "Wi-Fly" tariff plan, the Subscriber ceases to receive the conditions of the previous tariff/service package and begins to receive the conditions of the new tariff/service package, except for the conditions set forth in subclauses i., ii., iii. of clause 1.2 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 initially established period.

2.3. If an existing subscriber without a mandatory 1 (one) year subscription switches to any "All in" or "Wi-Fly" tariff plan specified in Table 2 of these terms, the Subscriber ceases to receive the conditions of the previous tariff/service package and begins to receive the conditions of the new tariff/service package without a mandatory annual subscription, except for the conditions set forth in subclauses i., ii., iii. of clause 1.2 of these terms.

2.4. If an existing subscriber without a mandatory 1 (one) year subscription switches to one of the "All in Annual" or "Wi-Fly Annual" tariff plans specified in Table 2 of these terms, the Subscriber ceases to receive the conditions of the previous tariff/service package and begins to receive the conditions of the new tariff/service package with a mandatory 1 (one) year subscription, except for the conditions set forth in subclauses i., ii. of clause 1.2 of these terms.

2.5. If an existing subscriber connects to one of the tariff plans specified in Table 2 of these terms with a mandatory 1 (one) year subscription, they only receive the condition set forth in subclause iii. of clause 1.2 of these terms.

### 3. Changes of tariff plans: between the tariff plans established by these terms

3.1. If the Subscriber has connected to one of the "All in Annual" tariff plans specified in Table 2 with a mandatory 1 (one) year subscription and switches to one of the "Wi-Fly Annual" tariff plans, the Subscriber is obliged to pay a one-time transfer fee of 4000 AMD.

3.2. If the Subscriber switches from an "All in"/"All in Annual" service package tariff plan that includes the "Turbo" service to another tariff plan where the "Turbo" service is not included, then the monthly fee for the "Turbo" service automatically starts applying within the new tariff plan from the moment of the switch. 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 according to the procedure established by the Operator.

3.3. If the Subscriber switches from an "All in"/"All in Annual" service package tariff plan that does not include the "Turbo" service to another tariff plan where the "Turbo" service is included, then the monthly fee for the "Turbo" service automatically ceases to apply within the new tariff plan from the moment of the switch.

3.4. The Subscriber has the right to refuse the "Turbo" service at any time. In this 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 plan.

3.5. In the event of termination of the Subscriber Agreement between the Operator and the Subscriber (unilaterally or mutually), the TurboSpeed AX1800 device must be returned to the Operator.

3.6. The mandatory subscription term for the "All in Annual" tariff plans is considered completed when the Subscriber uses the services included in the subscribed service package/tariff plan for at least 1 year (365 (three hundred sixty-five) days) starting from the date of activation. If the subscription to the "All in Annual" tariff plans is terminated before the established period due to the Subscriber's actions or inactions, the Subscriber must fully pay the current debt and a penalty of 15,000 (fifteen thousand) AMD.

3.7. In the event of unilateral termination of the Subscriber Agreement by the Subscriber who is an individual, the termination of the Agreement by the Operator is carried out exclusively upon the Subscriber's payment of the cost of the Services provided to them until the date of termination (cessation) of the Agreement, including the monthly subscription fee, as well as other payments (penalties, fines, termination fees) stipulated by the Operator for unilateral termination of the Agreement, if such exist.