

Terms of the “Auto-Prolongation” Service

1. Auto- Prolongation Terms:

1.1. Both existing and new Subscribers, who join the “Wi-Fly Annual” / “Wi-Fly Partner Annual” or “All in Annual” / “All in Partner Annual” services/tariff packages with a mandatory 1-year subscription, automatically agree to have their contract renewed for another year (365 days). That is, after one year, the contract is automatically extended for another 365 days, and the Subscriber continues to benefit from the annual subscription advantages. This rule applies to each subsequent renewal, unless the Subscriber opts out of auto-renewal by submitting a written request.

1.2. All current subscribers who are using the services without the “Auto-Prolongation” feature can activate it at any OVIO sales and service center or via the “Phone Support” service.

1.3. A Subscriber can opt out of the “Auto- Prolongation” service only within 60 days before the end of the current annual subscription term by submitting a request at OVIO’s sales and service centers. If the Subscriber cancels auto-renewal, the contract will not be extended after the 1-year term, and it becomes indefinite, switching to the non-binding conditions of the respective “Wi-Fly” / “Wi-Fly Partner” or “All in” / “All in Partner” services. The Subscriber can later re-activate the auto-renewal by submitting a new request at a service center or via phone support.

1.4. If the Subscriber does not cancel auto-prolongation within the timeframe specified in clause 2.3, the contract is automatically extended. In case of early termination by either party, a penalty will apply.

1.5. An existing Subscriber may join any new special offer by renewing the current contract under the 1-year mandatory subscription condition. In this case, the previously active auto-renewal term will be deactivated, and a new auto-renewal term will be applied under the new annual subscription.

1.6. For all Subscribers who joined annual services with auto-renewal before these terms came into force, the current terms will apply:
i. from the date of the contract renewal;
ii. from the date of the automatic renewal of the existing contract.

2. End of the annual subscription term:

The subscription term is considered complete when the Subscriber has used the package for 365 days and does not have an active auto-renewal at the time of expiration. If the subscription is terminated early due to the Subscriber’s action

or inaction, the Subscriber must pay any outstanding balance and a penalty of 15,000 AMD. In case of unilateral termination of the contract by an individual Subscriber, the Operator will terminate the contract only after full payment of all services provided, including the monthly subscription fee and any penalties, fines, or early termination fees (if applicable).