

Terms of the “Auto-Renewal” Service

Both existing and new Subscribers, by joining one of the following annual plans — “Wi-Fly Annual” / “Wi-Fly Annual Partner” or “All in Annual” / “All in Annual Partner” — with a mandatory 1-year subscription (365 days), automatically agree to the auto-renewal of their service agreement for another 1-year term (365 days). This means that at the end of each 1-year period, the Subscriber’s agreement will be renewed for another 365 days, and they will continue to benefit from the annual subscription terms. This rule applies for each subsequent renewal, unless the Subscriber declines the auto-renewal service by submitting a written request.

1.1. All current Subscribers using the plans without auto-renewal can activate the “Auto-Renewal” service by visiting any of the Operator’s sales and service centers or through the “Telephone Service” channel.

1.2. The Subscriber can opt out of the “Auto-Renewal” service only during the period of at least 60 days before the end of their mandatory annual subscription, by submitting a written request at the Operator’s service centers. If the Subscriber opts out, the agreement will not be automatically renewed after the initial 365-day period, and it will become an open-ended agreement with standard non-annual terms. The Subscriber may later re-enable “Auto-Renewal” by submitting a request at a sales and service center or via the Telephone Service.

1.3. If the Subscriber does not submit a request to cancel auto-renewal within the timeframes specified in clause 2.3, the agreement will be automatically renewed, the benefits of the annual subscription will continue, and early termination of the agreement by either party will result in a termination fee.

1.4. An active Subscriber may join any new special offer¹ by re-signing their current agreement with a mandatory subscription period of 1 year (365 days). In this case, regardless of whether the “Auto-Renewal” service was activated under the previous annual agreement, once the contract is re-signed, the prior auto-renewal period is deactivated, and a new auto-renewal period is activated under the new 1-year agreement.

1.5. For all Subscribers who joined Services under an annual agreement with “Auto-Renewal” prior to the enforcement of these terms, the new terms shall apply:

- i. from the moment the agreement is re-signed after these terms come into effect;
- ii. from the moment the existing agreement is automatically renewed after these terms come into effect.

2. The mandatory subscription period for the “All in Annual” and “Wi-Fly Annual” packages is considered fulfilled if the Subscriber uses the included services for at least 1 year (365 days) from the date of activation. If the subscription is terminated — either by the Subscriber’s action or inaction — before the end of the 365-day period, the Subscriber is obliged to pay the outstanding balance in full and a termination fee of 15,000 AMD.

In case of unilateral contract termination by a physical person, the Operator will process termination only after the Subscriber fully pays for the services rendered up to the termination date, including the monthly subscription fees and any applicable penalties, fines, or termination charges, if any.

¹ Special offer available for existing subscribers.