

"Mono" Tariff Package Conditions

1. "Mono" Tariff Package Conditions

The "Mono" tariff package is a broadband internet service package provided by CJSC GENCY-ALFA for individuals using GPON technology. It includes the following tariffs:

Mono 4900

Mono 6000

Mono 7000

Mono 7500

Mono 8500

Prices for the "Mono" tariff package

Prices are indicated in Armenian Drams and include VAT.

"Mono"	Скорость	Услуга «Турбо»	Абонентская плата
"Mono" 4900 ¹	6 Мб/с	Включена ²	4900
"Mono" 6000	10 Мб/с	Возможность подписки	6000 др./месяц
"Mono" 7000	25 Мб/с	Возможность подписки	7000 др./месяц
"Mono" 7500	45 Мб/с	Возможность подписки	7500 др./месяц
"Mono" 8500	75 Мб/с	Включена ³	8500 др./месяц

1.1. When subscribing to the "Mono" tariff package for 1 (one) year, the subscriber agrees to continue using the "Mono" tariff package for a period of 1 year (365 (three hundred sixty-five) days) from the date of service activation. With an annual subscription, the subscriber receives the following benefits:

i. The right to use a Wi-Fi device (connected with Wi-Fi service) is included in the "Mono" tariff package (the Wi-Fi device, connected with Wi-Fi service, is provided free of charge).

ii. The subscriber enjoys four times the speed compared to the base Internet speed defined by the terms of their tariff package for 1 (one) year (365 days) from the moment of service activation. ⁴

iii. From the moment of activating the Base Services, the subscriber's account is credited with the amount specified in Table 1 according to the tariff packages⁵, if the sale is made through Active Sales, Agents, and Telemarketing/Cold Calling.

¹ It is not possible to subscribe to the Mono Marzay 4900 tariff package in Yerevan.

² If there is any additional service available, it is possible to subscribe to that additional service within the framework of the Mono Marzay 4900 tariff package by paying the specified monthly fee.

³ In case of subscribing to any additional service, the specified subscriber fee for that additional service within the framework of this tariff package is not charged. The "Turbo" service is provided at the choice of the subscriber, regardless of whether the "Turbo" service is included or available within this tariff package. The "Turbo" service is exclusively activated upon the subscriber's request. If the subscriber does not wish to subscribe to the "Turbo" service, it is not activated, and accordingly, the "TurboSpeed AX1800" device is not installed at the subscriber's address.

⁴ The Internet speed for the subscriber cannot exceed 500 (five hundred) Mbps.

⁵ The condition stated in this clause applies exclusively to new subscribers. According to the terms of this clause, the subscriber can receive the amount credited to their subscriber account only through a bank transfer to their personal account, by submitting a written request at one of the Operator's Sales and Service Halls, without having any financial obligations for the services provided jointly with the Operator and/or the latter.

Table 1. Tariff package "Mono"					
	Mono 4900	Mono 6000	Mono 7000	Mono 7500	Mono 8500
The amount of money added to the subscriber's account	9800	12000	14000	15000	17000

iv. From the moment the Basic services are activated, the subscriber's account is replenished with the amount specified in Table 2, according to the tariff packages, if sales are made through the Customer Service Centers and online subscription.

Table 2. Tariff package "Mono"					
	Mono 4900	Mono 6000	Mono 7000	Mono 7500	Mono 8500
The amount of money added to the subscriber's account	5000	7000	9000	11000	14000

The right to use the Wi-Fi Device is retained by the Subscriber even after the expiration of the term (1 year) set by the conditions of the "Mono" tariff package if the agreement between the Operator and the Subscriber remains in force and the Wi-Fi Device is necessary for providing services to the Subscriber. In the event of termination (unilateral or mutual) of the agreement between the Operator and the Subscriber, the Wi-Fi Device must be returned to the Operator.

1.2. Existing Subscribers joining any tariff within the "Mono" tariff package under the condition of a mandatory one-year subscription or renewing the contract with an existing one-year subscription within the "Mono" tariff package, receive the benefits mentioned in point 1, ii. of these conditions, as specified in the sub point, excluding point 1 of these conditions iii., iv. Conditions determined in the sub points.

1.3. If a Subscriber has subscribed to the "Mono" tariff packages under these conditions, they cannot change their tariff/tariff package within 2 (two) months from the moment of activating the basic Services, unless the monthly payment for the new tariff/tariff package is not less than the monthly payment of the previous tariff package. After the expiration of two (two) months, each type of tariff/tariff package will be changed according to the conditions set forth in Order No. 018-08/15-H5-L, signed on August 14, 2015, by the CEO of "GNC-ALFA" CJSC and "HYBRID SOLUTIONS" LLC.

1.4. If a Subscriber has obtained a four-fold speed of the Internet as per the conditions specified in point 1.1. i. and changes the tariff package (without terminating the one-year subscription condition) by switching to another tariff plan within the "Mono" package or to any tariff package of the "R-Max" services, they will continue to enjoy the four-fold Internet speed until the end of the term set by their previous tariff package if the monthly fee for the new tariff plan is at least equal to the monthly fee of the previous tariff plan, and the switch is made before the end of the four-fold Internet speed term. In the case of any switch to another tariff plan, the privileges outlined in point 1.1. i. cease to apply within the new tariff plan.

1.5. When a Subscriber switches from a tariff within the "Mono" tariff package that includes the "Turbo" service to another tariff package where the "Turbo" service is not included, a monthly fee for the "Turbo" service starts applying within the new tariff package automatically from the moment of subscription. In this case, the Subscriber has the right to decline the "Turbo" service. If the Subscriber declines the "Turbo" service, the TurboSpeed AX1800 device will be removed from the Subscriber's premises according to the Operator's established procedure.

1.6. When a Subscriber switches from any tariff within the "Mono" tariff package that does not include the "Turbo" service to another tariff package where the "Turbo" service is included, the monthly fee for the "Turbo" service ceases to apply within the new tariff package automatically from the moment of subscription.

1.7. The "Turbo" service is included in the "Mono 8500" tariff packages. Existing subscribers of these tariff packages do not automatically gain access to the "Turbo" service. They can request to activate the "Turbo" service by submitting a written application at the Operator's sales and service centers, regardless of the current tariff package type (perpetual/mandatory subscription for 1 year).

1.8. A Subscriber has the right to decline the "Turbo" service at any time. In this case, the Operator will disconnect the TurboSpeed AX1800 device from the Subscriber's address, and the monthly fee for the service within the Subscriber's tariff package will cease to apply.

1.9. In the event of termination (unilateral or bilateral) of the Subscriber Agreement between the Operator and the Subscriber, the TurboSpeed AX1800 device must be returned to the Operator.

1.10. When subscribing to the "Mono" tariff package and experiencing a temporary suspension of Services or payment delays due to the suspension of Services, the subscription period for the tariff package is extended by the duration of the Service suspension period, but the period for the benefits provided in point 1.1 of these Rules is not extended.

1.11. When subscribing to the "Mono" tariff package and experiencing a temporary suspension of Services or payment delays due to the suspension of Services, the subscription period for the tariff package is extended by the duration of the Service suspension period, but the period for the benefits provided in point 1.1 of these Rules is not extended.

1.12. The mandatory subscription period for the "Mono" tariff package is considered completed if the Subscriber has utilized the provided Services for at least twelve months (365 calendar days) from the moment of their activation.

1.13. If a Subscriber has subscribed to the "Mono" tariff package for one year and the Subscriber Agreement is terminated due to the action or inaction of the Subscriber before the mandatory term expires, the Subscriber is obliged to settle the current outstanding balance in full to the Operator. For individuals, in the case of unilateral termination of the Subscriber Agreement, the Operator terminates the Subscriber Agreement exclusively at the expense of the cost of Services provided to the Subscriber until the termination date, including the monthly subscription fee, as well as other termination conditions determined by the Operator unilaterally, such as penalties, fines, severance pay, if applicable.

1.14. These conditions apply exclusively to Shengavit community addresses.

1.15. These terms are valid from August 14 of this year to October 5 of this year.

