

## Tariffs and Terms of the "All in" Service Packages

1. Terms of the "All in" / "All in Annual" Service Packages
2. "All in" / "All in Annual" are service packages that include:

The "All in Economy" / "All in Annual Economy", "All in I" / "All in Annual I", "All in II" / "All in Annual II" tariff packages include two services: "Broadband Internet" and "Wink TV". The "All in III" / "All in Annual III", "All in IV" / "All in Annual IV", "All in V" / "All in Annual V" tariff packages include three services: "Broadband Internet", "Wink TV", and "Fixed Telephony"<sup>1</sup>:

Table 1. "All in" Service Package Pricing<sup>2</sup>

All in Service Package	«All in Economy» <sup>3</sup>	«All in I»	«All in II»	«All in II» regional
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>4</sup>	available	available	available	included
Previous Shows (TV on Demand)	3 days	3 days	3 days	3 days
Service Duration				
Individual TV Channels	available	available	available	available
Thematic Packages	available	available	available	available
Wi-Fi Device (with Activated Wi-Fi Service) <sup>5</sup>	included	included	included	included
Monthly Fee <sup>6</sup>	<b>6500 AMD</b>	<b>8000 AMD</b>	<b>9000 AMD</b>	<b>9000 AMD</b>

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 <sup>7</sup>	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 <sup>8</sup>	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>9</sup>	included	included	included
Previous Shows (TV on Demand)	3 days	3 days	3 days
Service Duration			
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>10</sup>	<b>10400 AMD</b>	<b>13000 AMD</b>	<b>16500 AMD</b>

<sup>1</sup> The terms of the fixed-line telephony service provided within the "All in III", "All in Annual III", "All in IV", "All in Annual IV", "All in V" / "All in Annual V" tariff packages (including the rates for outgoing calls and conditions not specified within these packages) are in accordance with the terms of the "Fixline" tariff package, as defined by the joint agreement between the **General Director of "GNC-ALFA" CJSC** and the **General Director of "Hybrid Solutions" LLC**, dated **26.02.16 No. 006-02/16-H3-L**.

<sup>2</sup> The channels included in the "All in" / "All in Annual" service package are not fixed and may be changed by the Operator at any time.

<sup>3</sup> The "All in Economy" / "All in Annual Economy" tariff packages are available only in the cities of Gyumri and Alaverdi.

<sup>4</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>5</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>6</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>7</sup> «The list of TV channels included in the "All in" service package is defined in Appendix 2 of these terms.

<sup>8</sup> The composition and pricing of TV packages and movies are determined by the terms outlined in the joint agreement No. 053-12-2023-H5-L between the General Director of "GNC-ALFA" CJSC and the General Director of "Hybrid Solutions" LLC.

<sup>9</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>10</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>11</sup>

All in Annual" Service Package	«All in annual ЭКОНОМ» <sup>12</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>13</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>14</sup> )	included	included	included	included
Monthly Fee <sup>15</sup>	<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 <sup>16</sup>	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 <sup>17</sup>	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>18</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>19</sup>	<b>9900 AMD</b>	<b>12500 AMD</b>	<b>16000 AMD</b>

2.1. By subscribing to the "All in Annual" tariff packages listed in Table 2 for a 1 (one) year period, the Subscriber begins using the Services at the "All in Annual" tariff rates (monthly fees) and agrees to continue using the selected "All in Annual" tariff package for 1 (one) year (365 (three hundred sixty-five) days) from the date of service activation.

After 1 (one) year (365 (three hundred sixty-five) days), the Subscriber's contract will be automatically renewed for another 1 (one) year (365 (three hundred sixty-five) days).

The Subscriber may opt out of the automatic renewal condition at the time of signing the subscription agreement. In this case, after 1 (one) year (365 (three hundred sixty-five) days), the Subscriber will start using the Services at the "All in" tariff rates (monthly fees).

2.2 By subscribing to the "All in Annual" tariff packages listed in Table 2, the Subscriber receives the following benefits:

<sup>11</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>12</sup> «The "All in Economy" / "All in Annual Economy" tariff packages are available only in the cities of Gyumri and Alaverdi.

<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> 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>15</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>16</sup> The list of TV channels included in the "All in" service package is defined in Appendix 2 of these terms.

<sup>17</sup> The composition and pricing of TV packages and movies are determined by the terms outlined in the joint agreement No. 053-12-2023-H5-L between the General Director of "GNC-ALFA" CJSC and the General Director of "Hybrid Solutions" LLC.

<sup>18</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>19</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.

- i. «Under the "All in Annual" service package, in addition to the conditions specified in Table 2, the Subscriber receives a 50% (fifty percent) discount on the monthly fee for the first 3 (three) months. This means that the core Services included in the selected tariff package are provided at a 50% discount for the first 3 months, if the subscription is completed through Agents.  
If the subscription is completed through other channels, the 50% (fifty percent) discount on the monthly fee for the first 3 (three) months does not apply.<sup>20</sup>
- ii. Under the "All in Annual" service package, in addition to the conditions specified in Table 2, the Subscriber receives a 70% (seventy percent) discount on the monthly fee for the first 5 (five) months. This means that the core Services included in the selected tariff package are provided at a 70% discount for the first 5 months, if the sale is conducted through Active Sales and Telemarketing /Telesales/ exclusively at addresses in the following administrative districts of Yerevan: Malatia, Erebuni, Nubarashen, Davtashen, as well as in the cities of Hrazdan, Armavir, Ararat, Metsamor.

If the sale is made through other channels or in other cities/administrative districts, the 70% (seventy percent) discount on the monthly fee for the first 5 (five) months does not apply.<sup>21</sup>

- iii. Under the **"All in Annual"** service package, in addition to the core Services specified in **Table 2**, the Subscriber's account will be credited with the amount specified in **Table 3**, based on the selected tariff package, **if the sale is conducted through Active Sales, Agents, and Telemarketing /Telesales/**.<sup>22</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	20000	25000	32000	50000

- iv. Under the **"All in Annual"** service package, in addition to the core Services specified in **Table 2**, the Subscriber's account will be credited with the amount specified in **Table 4**, based on the selected tariff package, **if the sale is conducted through Sales and Service Centers 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	12000	15000	18000	23000	50000

- v. Within the framework of the "All in Annual" service package, in addition to the main Services listed in Table 2, provide an opportunity to use the services free of charge for 1 (one) month starting from the activation of the main Services, provided that the sale is carried out exclusively through Online subscription.
- vi. **Under the "All in Annual" service package, in addition to the conditions specified in Table 2, the Subscriber receives** three in-home technical service visits at no additional charge.

1.3. The conditions set forth in subclauses i, ii, iii, iv, v of clause 1.2 of these terms do not apply to the "All in" tariff packages listed in Table 2, as well as to the "All in Annual Economy" tariff package listed in Table 2.

1.4. If the Subscriber joins the "All in Annual" service package in accordance with clauses 1.1 and 1.2 of these terms and temporarily suspends the services in accordance with the established procedure, or if the services are suspended due to late payments within 1 year (365 calendar days) from the activation date, then the validity period of the conditions set forth in subclauses I, I, vi of clause 1.2 will not be extended for the duration of the service suspension.

1.5. If the Subscriber has subscribed under the conditions set forth in subclauses iii and iv of clause 1.2, they cannot change the tariff/tariff package for 4 (four) months from the activation date of the main Services, unless the monthly fee of the new tariff/tariff package is at least equal to the monthly fee of the previous tariff package.

After 4 (four) months, any tariff/tariff package change will be made in accordance with the terms defined by the agreement of the General Directors of "GNC-ALFA" CJSC and "Hybrid Solutions" LLC No. 052-12-2023-H5-L.

<sup>20</sup>The condition set forth in this clause applies exclusively to new subscribers. This condition is valid only for new subscribers within the Operator's coverage area, except for addresses in the following administrative districts of Yerevan: Arabkir, Avan, Nor Nork, Shengavit, as well as in the cities of Gyumri, Alaverdi, Vanadzor, Charentsavan, Abovyan, Ashtarak, Artashat, Sevan, Ararat, Hrazdan, Ijevan, Armavir, Metsamor, Kapan, and Kajaran.

<sup>21</sup>The condition set forth in this clause applies exclusively to new subscribers.

<sup>22</sup>The condition set forth in this clause applies exclusively to new subscribers. Under the terms of this clause, the Subscriber may receive the credited amount to their subscriber account only via bank transfer to their personal account, by submitting a written request at one of the Operator's Sales and Service Centers, provided they have no outstanding financial obligations to the Operator and/or jointly provided services. For details, visit [www.ovio.am](http://www.ovio.am).

1.6. By subscribing to the "All in Annual" tariff packages for 1 (one) year, in the event of temporary suspension of service or suspension due to late payments, the mandatory subscription period for the service/tariff package, as well as the validity of the "All in Annual" tariff package conditions, including its inclusions and monthly fee, will be extended for the duration of the suspension period.

## **2. Terms for Changing Tariff Packages from Existing Tariff Packages**

- 2.2.** 2.2. If an existing subscriber with a 1 (one) year subscription switches to any of the "All in Annual" or "Wi-Fly Annual" tariff packages listed in Table 2, also under a 1 (one) year subscription, then their current contract is renewed for another 1 (one) year. In this case, the subscriber ceases to receive the terms of the previous tariff package and starts using the terms of the new tariff package, while also receiving the benefits specified in subclause vi of clause 1.2 of these terms.
- 2.3.** 2.3. If an existing subscriber with a 1 (one) year subscription switches to any of the "All in" or "Wi-Fly" tariff packages listed in Table 1, then the subscriber ceases to receive the terms of the previous tariff/service package and starts using the terms of the new tariff/service package. However, the subscriber continues to use the new tariff/service package under the mandatory annual subscription terms until the initially defined period expires.
- 2.4.** 2.4. If an existing subscriber without a mandatory annual subscription switches to any of the "All in" or "Wi-Fly" tariff packages listed in Table 1, then the subscriber ceases to receive the terms of the previous tariff/service package and starts using the terms of the new tariff/service package without a mandatory annual subscription.
- 2.5.** 2.5. If an existing subscriber without a mandatory annual subscription switches to any of the "All in Annual" or "Wi-Fly Annual" tariff packages listed in Table 2, then the subscriber ceases to receive the terms of the previous tariff/service package and starts using the terms of the new tariff/service package, while also receiving the benefits specified in subclause vi of clause 2.2, under a 1 (one) year mandatory subscription.

## **3. Terms for Changing Tariff Packages Between the Tariff Packages Defined by These Terms**

3.1. If the Subscriber, during the period of enjoying the Services with a 50%/70% discount and/or during the one-month free service period provided under subclauses i., ii., and v. of clause 1.2 of these terms, changes their tariff package by switching to any tariff under the "All in Annual" series or any tariff under the "Wi-Fly Annual" series, they shall continue to use the Services provided under the new tariff with the 50%/70% discount and/or free of charge until the end of the period originally set for the discount and/or free usage. If, during the mentioned period, the Subscriber switches to "All in," "All in Annual Econom," "Wi-Fly," "Wi-Fly Annual Econom," "Wink TV," or "Fixed-line" tariff plans, the Subscriber shall lose the right to continue using the Services with a 50%/70% discount and/or free of charge.

3.2. If a Subscriber who has subscribed to any "All in Annual" tariff package listed in Table 2 for 1 (one) year switches to any "Wi-Fly Annual" tariff package, they must pay a one-time switching fee of 4000 AMD.

3.3. If a Subscriber switches from an "All in" / "All in Annual" tariff package, where the "Turbo" service is included, to another tariff package where "Turbo" is not included, then the monthly fee for "Turbo" continues to apply automatically within the new tariff package from the moment of switching.

In this case, the Subscriber has the right to opt out of the "Turbo" service. If they do so, the TurboSpeed AX1800 device will be removed from the Subscriber's residence following the Operator's established procedure.

3.4. If a Subscriber switches from an "All in" / "All in Annual" tariff package, where "Turbo" is not included, to a tariff package where "Turbo" is included, then the monthly fee for "Turbo" will automatically stop applying within the new tariff package from the moment of switching.

3.5. The Subscriber has the right to cancel the "Turbo" service at any time. In this case, the Operator will remove the TurboSpeed AX1800 device from the Subscriber's address, and the monthly fee for the service will no longer be charged.

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

3.7. The mandatory subscription period for "All in Annual" tariff packages is considered fulfilled when the Subscriber has used the subscribed services/tariff package for at least 1 (one) year (365 days) from the activation date.

If the subscription is terminated before the specified period, either by Subscriber action or inaction, they must fully pay any outstanding debt to the Operator and a termination fee of 15,000 AMD.

3.8. In the event of a unilateral termination of the Subscription Agreement by an individual Subscriber, the Operator will process the termination only after the Subscriber has fully paid for the services provided up to the termination date, including monthly fees, penalties, fines, and other applicable charges.

3.9. If a current Subscriber subscribes to any tariff package listed in Table 2 for a 1 (one) year period, they will only receive the benefits specified in subclause vi of clause 1.2 of these terms.