

Terms of the Tariff Package "Mono Office"

1. "Mono Office" is a tariff package of the "Broadband Internet" service provided via GPON technology for legal entities and individuals engaged in individual entrepreneurial activities (hereinafter referred to as the "Subscriber") and includes the following tariffs:

- a. "Mono Office Regional"
- b. "Mono Office Start"
- in. "Mono Office Comfort"
- e. "Mono Office Ultra"
- e. "Mono Office Premium"

Each Subscriber of "Mono Office" tariff packages receives a maximum of 1 static IP address free of charge.

By subscribing to the tariff package "Mono Office" for 1 year, the Subscriber undertakes to use the tariff package "Mono Office" within 1 year (365 days) from the date of activation of the Service.

In case of subscription for 1 year.

i. The Subscriber receives 36% higher speed of the Internet compared to the basic Internet speed determined by the terms of his tariff package with a mandatory annual subscription for 1 year (365 days) from the date of activation of the Services.

ii. In case of temporary suspension of the provision of the services by the Subscriber or suspension of the provision of the services due to a delay in payment, the subscription period for the tariff package is extended for the duration of the suspended period, but the period for providing increased Internet speed specified by the terms of clause 1. i. is not extended.

iii. The current Subscriber, joining any tariff of the Mono Office tariff package, subject to a mandatory annual subscription or renewing the current contract with an annual subscription within the framework of the Mono Office tariff package, receives the condition provided in clause 1. i.

iv. If the Subscriber received a 36% higher Internet speed in the manner specified in paragraph 1. i., and changes the tariff / tariff package (without terminating the annual subscription) by switching to another tariff of the Mono Office tariff package, then continues to use 36% higher Internet speed before the expiration of the period set by the previous tariff package / tariff, if the monthly fee for the new tariff / tariff package is at least equal to the monthly fee for the previous tariff / tariff package, and the transition is made before the expiration of the period for providing 36% higher speed of the Internet. In the event of any change to another tariff plan, the privileges set out in paragraph 1. i., cease to be valid under the new tariff plan.

v. The mandatory subscription period for the Mono Office package is considered completed if the Subscriber has used the services provided for at least 365 days from the date of their activation (12 months).

vi. If the Subscriber has subscribed to the Mono Office tariff package for one year and terminates the subscription to the Mono Office tariff package before the end of the specified mandatory period, or as a result of the Subscriber's failure to fulfill his obligations, the Service is suspended by the Operator before the end of the specified period, then the Subscriber pays the Operator a fine, which is calculated in the amount of 80%

of the difference between the amount payable by the Subscriber during the mandatory period and the amount accrued before the termination of the Mono Office tariff package (the subscription fee of the activated tariff package, including VAT*12).

vii. As part of the “Service of Subscriber Change” (hereinafter referred to as the “Service of Subscriber Change”), other legal entities and individuals engaged in individual entrepreneurial activities who join the services provided by the Operator at the same address until the termination of the Subscription Agreement are not subject to the conditions set out in paragraph vi of these conditions, in case the conditions specified below are undertaken;

- joining a tariff (tariff package), the monthly fee of which is at least the same or higher than the monthly fee of the previous tariff (tariff package) for the Services provided under the Subscription Agreement at the same address, intended for individuals or for persons engaged in legal or individual entrepreneurial activities,
- connecting to services with a mandatory annual subscription, the term of which cannot be less than the mandatory annual term specified in the previous Subscription Agreement,
- connecting to the services, if the devices installed under the Subscription Agreement have not yet been dismantled.

A one-time fee for the “Service of Subscriber Change” is set in the amount of AMD 10,000 (ten thousand), including VAT.

2. For connection of the “Broadband Internet” service provided by GNC-Alfa CJSC for legal entities in the retail market (depending on the address of the service), the Operator may charge a one-time fee, the amount of which is determined by the conditions set by the General Director of GNC-Alfa CJSC.

3. Subscribers of the “Mono Office” tariff package can use the services Change of address, Change of tariff package, Account decryption, Change of phone number, Selection of a beautiful phone number, Maintenance inside apartments / offices, Device replacement, Wi-Fi activation.