

## "R-Max" Service Package Terms

1. R-Max is a service package. Its tariff packages "R-Max 7500" and "R-Max 8500" include two services: "Broadband Internet" and "Smart IP TV", and tariff packages "R-Max 10000", "R-Max 12500" and "R-Max 20000" include three services: "Broadband Internet", "Smart IP TV" and "Landline Telephony"<sup>1</sup>.

**Table 1. R-Max Service Package Prices<sup>2</sup>**

<b>R-Max Service Package</b>	<b>R-Max 7500<sup>3</sup></b>	<b>R-Max 8500</b>
Internet speed with annual contract	20 Mb/s	30 Mb/s
TV channels with an annual contract	60	60
Multiroom	available <sup>4</sup>	available
Additional TV device for Multiroom	available	available
SmartBox WiFi	available	available
Live Recording (NPVR)	available	available
Previous Programmes (TV on Demand)	7 days	7 days
Additional Speed	unavailable <sup>5</sup>	unavailable
Separate TV channels	available	available
Theme packages	available	available
Monthly Subscription Fee	<b>7500 AMD</b>	<b>8500 AMD</b>

All prices are presented in AMD, including VAT.

<b>R-Max Service Package</b>	<b>R-Max 10000</b>	<b>R-Max 12500</b>	<b>R-Max 20000</b>
Internet speed with annual contract	50 Mb/s	75 Mb/s	125 Mb/s
TV channels with an annual contract	Min. 88	Min. 109	Min. 184
Free minutes within the network	500	500	700
Free minutes for other RA fixed networks	200	200	300
Multiroom	available	included <sup>6</sup>	included
Additional TV device for Multiroom	available	available	включены 2 устройства
"Turbo" extra service <sup>7</sup>	available	included	включена
SmartBox Wi-Fi	available	included SmartBox Wi-Fi 1	included SmartBox Wi-Fi 1, SmartBox Wi-Fi 2, SmartBox Wi-Fi 3
Live Recording (NPVR)	available	included	included
Previous Programmes (TV on Demand)	7 days	7 days	7 days
Additional Speed	unavailable	unavailable	available

<sup>1</sup>The conditions of the telephone service established by the tariff packages "R-Max 10000", "R-Max 12500" and "R-Max 20000" (the outgoing call tariffs established for these packages and the conditions not provided for by the packages specified in this paragraph) coincide with the terms of the tariff package "Fixline Comfort".

<sup>2</sup> The operator has the right to change the TV channels of the R-Max service package at any time.

<sup>3</sup> It is impossible to subscribe to the "R-Max 7500" tariff package in Yerevan.

<sup>4</sup> If it is possible to subscribe to an additional service, then this additional service can be activated within the framework of this tariff package by paying the established subscription fee.

<sup>5</sup> If it is not possible to subscribe to an additional service, then this additional service cannot be activated within this tariff package by paying the established subscription fee.

<sup>6</sup> If any additional service is included, then within the framework of this tariff package, the established subscription fee is not charged for this additional service.

<sup>7</sup> The "Turbo" service is provided at the Subscriber's choice, that is, regardless of whether the "Turbo" service is included or available within this tariff package, the latter is provided solely at the request of the Subscriber. If the subscriber does not want to activate the "Turbo" service, it is not connected and, accordingly, the "TurboSpeed AX1800" device is not installed at the subscriber's address.

Separate TV channels	available	available	available
Theme packages	available	available	available
Monthly Subscription Fee	<b>10000 AMD</b>	<b>12500 AMD</b>	<b>20000 AMD</b>

By subscribing to the "R-Max" tariff package for 1 year, the Subscriber undertakes to use the "R-Max" tariff package for 1 year (365 days) from the date of activation of the Services.

- 1.1. In the case of a 1-year subscription, the Subscriber receives the following benefits:
  - 1.1.1. The Subscriber receives 4 times higher Internet speed<sup>8</sup> relative to the basic Internet speed, determined by the terms of his tariff package, for 1 year from the date of activation of the Services with a mandatory annual subscription (If the Subscriber uses the "Additional Speed" service, then the Internet speed increases four times, set by the basic conditions of the "R-Max" service package, and the speed provided within the already activated "Additional speed" service is added to four times the speed within the framework of the "R-Max" service package)
  - 1.1.2. The tariff package "R-Max 7500" includes packages of TV channels "Special 10" and "Special 30", and the tariff packages "R-Max 8500", "R-Max 10000", "R-Max 12500", "R- Max 20000" include packages of TV channels "Special 10", "Special 30" and "Additional 3" for 1 (one) year (365 days) from the date of activation of the Services.
  - 1.1.3. The Subscriber receives a 100% (one hundred) discount on the subscription fee of the first month, that is, the basic Services provided for by this tariff package are provided free of charge during the first month, only in case of subscription via the Active Sales Employee, Online subscription and the sales agents. When making sales in all other directions, the condition of a 100% (one hundred) discount on the monthly payment specified in this clause for the first month is not provided.
  - 1.1.4. The right to use the Wi-Fi Device (with activated Wi-Fi service) is included in the "R-Max" service package. The right to use the Wi-Fi Device for the Subscriber is also retained after the expiration of the mandatory period determined by the terms of subscription for 1 year to the "R-Max" service package, if the Agreement concluded between the Operator and the Subscriber remains in force, and the Wi-Fi Device is necessary to provide Services to the Subscriber. In case of termination of the Agreement between the Operator and the Subscriber (unilaterally or bilaterally), the Wi-Fi Device shall be returned to the Operator.
- 1.2. If the subscriber joins the "R-Max" service package and within 1 year from the date of activation of the Services (365 calendar days) temporarily suspends the provision of the Services, or the provision of the Services is suspended due to late payment, then the period of subscription to the tariff package is extended for the time of the suspended period of provision of the Services, and the term for the provision of the conditions of clause 1.1. are not renewed for the duration of the suspension of the Services.
- 1.3. If the Subscriber changes the tariff package (without termination of the annual subscription condition) during the period of provision of the Services with a 100% discount determined by these conditions, switching to another tariff package of the "R-Max" service package, or to any tariff of the "Mono" tariff package, then he continues to use the Services provided by the new tariff package free of charge until the end of the period originally set for their free provision, if the monthly fee for the new tariff plan is at least equal to the monthly fee of the previous tariff plan. In the event of switching to tariff packages "Smart" or "Fixline" during the period specified in this paragraph, the Subscriber terminates the free use of the Services.
- 1.4. If the Subscriber has received a 4 times higher Internet acceleration in the manner specified in clause 1.1.1., and changes the tariff package (without terminating the annual subscription term) by switching

<sup>8</sup> The subscriber's Internet speed cannot exceed 500 (five hundred) Mb/s.

to another tariff package of the "R-Max" service package or to any tariff of the "Mono" package, then continues to use four times the speed of the Internet until the end of the period set for him by the 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 transition is carried out before the end of the term of four times the speed of the Internet. In the event of any transition to another tariff plan, the privileges set forth in paragraph 1.1.1. cease to operate under the new tariff plan.

- 1.5. If the Subscriber in the manner specified in clause 1.1.2. received packages of TV channels "Special 10", "Special 30" and "Additional 3", and changes the tariff package (without terminating the annual subscription) by switching to another tariff package of "R-Max", then continues to use TV channel packages "Special 30" and "Additional 3" before the end of the period set for them by the 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 also if the transition is made before the expiration date for the provision of "Special 10" packages, "Special 30" and "Additional 3". In the event of any transition to another tariff plan, the condition for the provision of packages "Special 10", "Special 30" and "Additional 3", provided for in paragraph 1.1.2., ceases to be valid within the new tariff package.
- 1.6. If the Subscriber switches from the tariff package of the "R-Max" service package, in which the "Turbo" service is included, to another tariff package, in which the "Turbo" service is not included, the monthly fee established for the "Turbo" service begins to apply to new tariff package automatically from the moment of the transition. If the Subscriber refuses the "Turbo" Speed service, the TurboSpeed AX1800 device is dismantled from the Subscriber's apartment in the manner prescribed by the Operator.
- 1.7. When the Subscriber switches from any tariff package of the "R-Max" service package, where the "Turbo" service is not included, to another tariff package, where the "Turbo" service is included, the monthly fee established for the "Turbo" service ceases to operate within the framework of new tariff, starting from the moment of making the transition.
- 1.8. The "Turbo" service is included in the "R-Max 12500", "R-Max 20000" tariff packages. Subscribers of these tariff packages do not automatically get the opportunity to use the "Turbo" service, they can use the "Turbo" service by submitting a written application at the Operator's Sales and Service Offices, regardless of the type of the current tariff package. (non-annual/mandatory subscription for 1 year).
- 1.9. The subscriber has the right to refuse the "Turbo" service at any time. In this case, the Operator dismantles the TurboSpeed AX1800 device from the Subscriber's address, and the monthly fee set for the service ceases to operate within the Subscriber's tariff package.
- 1.10. In case of termination (unilaterally or bilaterally) of the Subscription Agreement concluded between the Operator and the Subscriber, the TurboSpeed AX1800 Device is to be returned to the Operator.
- 1.11. The current Subscriber joining the "R-Max" service package on the terms of a mandatory annual subscription or renewing the current annual subscription agreement within the "R-Max" service package receives all the conditions provided for in clause 1.1, except for the benefit specified in sub-clause 1.1.3.
- 1.12. The mandatory period of subscription to the "R-Max" service package is considered completed if the Subscriber has used the services provided for at least 365 days from the date of their activation.
- 1.13. If the Subscriber has subscribed to the "R-Max" service package for one year and the subscription to the "R-Max" service package is terminated due to actions or inaction of the subscriber, before the expiration of the established mandatory period, the Subscriber undertakes to fully pay the current debt and fine to the Operator in the amount of 15 000 drams. Any termination of the Subscription Agreement by the Operator with Individuals, including termination on the basis of a unilateral refusal by the Subscriber, is carried out exclusively until the Subscriber repays the fee for the Services provided before the date of termination of the agreement, including the monthly subscription fee, as well as all other payments (fines, penalties, resignations, if any) established by the Operator upon unilateral termination of the agreement by the Subscriber.
- 1.14. These conditions come into force on 01.01.2023.

