



#### **4D – Terms and Conditions**

“4D” is a package solution from Rostelecom and VivaCell-MTS. It includes fixed and mobile Internet, IP-TV, IP-telephony, as well as well mobile voice services in one convenient package. “4D” package is rendered by Rostelecom, “HYBRID SOLUTIONS” LLC and VivaCell-MTS companies. By joining “4D” package the subscriber simultaneously joins the general terms of Rostelecom and "HYBRID SOLUTIONS" LLC (with respect to fixed services) and VivaCell-MTS (with respect to mobile services). Only physical entities are entitled to join "4D" package with a mandatory one year (365 days) subscription.

The right to use the Wi-Fi device remains valid for the subscriber after the expiration of the 1 year mandatory subscription term of the "4D" package, if the agreement signed between the operator and the subscriber remains in effect and the Wi-Fi device is needed to deliver the services to the subscriber. In case of termination (unilateral or bilateral) of the contract between the Operator and the Subscriber, the Wi-Fi device shall be returned to the operator.

Rostelecom's "International Telephony" tariffs are applied for international calls made via fixed landline connection included in the "4D" package.

#### **Terms and Conditions of Mobile Services**

- Mobile services are provided under the general terms of VivaCell-MTS.
- After consumption of the 5 GB internet package, a 500-MB additional package is automatically activated for 1 day. The additional package is activated automatically depending on the credit limit. When using roaming services, the monthly limit is not applied and the Monthly balance may exceed that limit.
- To check the balance of the airtime, SMS messages, and mobile Internet embedded in the package, send \*209#
- When using the mentioned applications the main Internet-package is not consumed.
- VivaCell-MTS bears no responsibility for sending SMS notifications upon the consumption or the expiration of the validity period of voice, SMS, and Internet services. The above-mentioned SMS notifications are sent with the aim of supporting the subscribers to avoid unforeseen costs and depend on the technical capacities of VivaCell-MTS public electronic communication network. Therefore, not receiving the SMS notification or receiving it with delay may be caused by circumstances beyond the Operator’s control, such as the quality and technical characteristics of the subscriber’s device, or circumstances hindering the propagation of radio waves and the uninterrupted operation of radio equipment, the subscriber’s location, etc. To avoid unforeseen expenditures because of service usage, the subscriber must control the balance and the validity period of the embedded services via corresponding USSD commands.
- The free on-net airtime and SMS cannot be used for making calls or sending SMS to premium/short numbers.
- “BIT”, “Super BIT”, “Super Couple”, “Super 0” mobile services are not available for “4D” package.
- The airtime, SMS sending and Internet provided by the tariff plan, as well as the opportunity to use “Viber”, “WhatsApp”, “Messenger”, “Telegram”, “Zangi” applications without consuming the main internet package, are not available in roaming. Learn the [tariffs of services in roaming](#).
- When making calls to VivaCell-MTS phone numbers, first the 200-minute package is consumed, then the 10 000 minutes of on-net airtime provided by “4D” package.
- Direct calls to MTS Russia and Vodafone Ukraine can be made to phone numbers starting with the following codes: MTS Russia: +791, +798, +79780, +79781, +79782, +79787, +79788, +7495, +7499 Vodafone Ukraine: +38050, +38066, +38095, +38099

- VivaCell-MTS does not guarantee the provision of calls to MTS Russia or Vodafone Ukraine in case the phone number receiving the call in Russia or in Ukraine is ported from another mobile network of Russia or Ukraine within mobile network portability service. Learn the [international call tariffs](#).
- The services not used within the activity period of the package are not transferred to the next month.
- In case of suspension or termination of the contract within this package any day of the current month, the monthly fee for the mobile services is charged completely.
- All prices include VAT.

### **Terms and Conditions of connection, termination and payment**

Mobile services included in the "4D" package are activated within a maximum of 1 day from the moment of subscription, and fixed services are activated within a maximum of 10 days from the moment of subscription.

The subscriber of "4D" bundle should clarify on his/her own the amount payable and pay the amount calculated for the reporting period until the 15th day of the month following the reporting period, regardless of whether the customer has used the services or not.

If additional services have been activated or calls have been made within the "4D" package and the subscriber does not pay the full monthly subscriber debt for the reporting month before the deadline, the "4D" package will be suspended for both fixed and mobile services, irrespective of the circumstances whether the additional debt, besides the basic monthly fee of service bundle, was generated from mobile or fixed services.

In case the subscriber fails to fully pay for the delivered services within 2 months following the expiry of payment time-frames specified by the terms, the operator reserves the right to unilaterally terminate the subscription contract without notice and claim to return the telephone number/s (if such was/were provided), the device, as well as the technical means and cables used for device installation/exploitation, and charge the outstanding sum.

The subscriber pays for the services rendered through a non-cash settlement. Non-cash payment should be made through MobiDram payment system by entering Rostelecom ID number in the window for Rostelecom services.

If fixed services are not activated within the frames of "4D" package under the circumstances beyond the control of the operator, the services will be terminated. In this context, the subscriber undertakes to pay the whole debt accrued for mobile services within 10 days from the moment of termination of the service.

Within the frames of "4D" package, the monthly fee is calculated by days and proportionally with the fixed / mobile services provided.

### **Other conditions**

In the scope of "4D" package, in case of services suspension due to the delay in payment, the mandatory term of service use is prolonged for the period of service suspension, but the term of the double speed fixed Internet and the term of provision of "Additional 10" TV channels under the present conditions shall not be extended.

The mandatory term of the "4D" package subscription is considered to be terminated in cases when the subscriber has used the services deemed as a component of "4D" package within at least 365 days from the date of bundle activation. If the subscriber of the "4D" package terminates the subscription or the subscription contract is terminated at the operator's initiative in the cases stipulated hereunder before the end of the mandatory term, the subscriber undertakes to fully pay the operator the current debt and a fine of AMD 20 000 (twenty thousand) within 10 days from the date of termination.

Within the frames of the "4D" package, AMD 11 000 (eleven thousand) (including VAT) limit is set for the fixed landline per-minute charge and movies purchased through the "Movie Library" service of IPTV. In case of reaching the mentioned limit, the services included in the "4D" package will be terminated.

Within the frames of the "4D" package, a limit of AMD 1000 (one thousand) is set for the mobile services. In order to increase the limit it is necessary to submit a written application to VivaCell-MTS office.

"4D" package services can be activated only in Davitashen community, Yerevan.

Mobile number portability service does not work within the "4D" package.

In the scope of "4D" package the subscribers will not get the benefits of Rostelecom and Onex cooperation.

In the scope of "4D" package:

a. is not possible

- temporarily suspend the services based on the subscriber's application
- activate the "Promised payment" service
- switch from VivaCell-MTS and Rostelecom other tariff plans to "4D" service package and from "4D" service package to other VivaCell-MTS and Rostelecom tariff plans.

b. possible

- rename the contract in the case of absence of overdue debt.
- Can use "Change the address", "Device Replacement / Wi-Fi Activation", "Static IP address", "Change the number of fixed telephony", "The choice of beautiful mobile number", "In house technical support", "Selection of individual TV channels", "Team pecks of TV channels", "VOD", "Movie pecks", "Multiroom", "NPVR", "TVOD (catch-up)", "EPG", «SmartBox Wi-Fi» services of Rostelecom. Mentioned services are provided under the general terms of Rostelecom.
- get the detailed bill for fixed services in Rostelecom Sales and Service centers and for mobile services in VivaCell-MTS Sales and Service centers.
- to activate additional fixed services only in Rostelecom Sales and Service centers and additional mobile services only in VivaCell-MTS Sales and Service centers.