

## RULES AND MEASURES TO GUARANTEE OPEN ACCESS TO THE INTERNET

The current rules and measures, and their publication on the page [www.intersat.bg](http://www.intersat.bg), is performed on the grounds and in connection with Art. 2.6 of the General Terms and Conditions applicable to the individual contracts concluded between Intersat OOD, UIC-816093327, address Mezdra, 21 Georgi Dimitrov Str., briefly called INTERSAT and final users - natural or legal persons, regarding the provision of the service - **Internet access ("service" or "service")**, alone or as part of a package with other electronic communications services, and in compliance with the provisions of the Regulation (EU) 2015/2120, of 25.11.2015, laying down measures guaranteeing access to open internet.

These rules and measures bind INTERSAT in its relations with end users - natural or legal persons regarding the Internet access service on the basis of concluded an individual contract, under the cited General Terms and Conditions, as each one an interested user is entitled and could refer and refer to them at on the occasion of his relationship with INTERSAT.

**1.** INTERSAT undertakes to fulfill its obligations to provide the service, in compliance with these rules and measures and in strict compliance with

all regulatory requirements regarding traffic management and maintenance the quality of the service.

**2.** By publishing the current rules and measures on the website [www.intersat.bg](http://www.intersat.bg), INTERSAT informs the users that it provides the service - internet access

with the following advertised, maximum, minimum and normally available speeds:

achieved data transfer rate - maximum achieved data rate of data transmission - according to the tariff plan selected by the USER; minimum achieved data transfer rate - not less than 1/3 (one third) part of the declared maximum data rate according to the tariff plan selected by the USER; average transmission value of data - 4/5 (four fifths) part of the announced maximum transmission speed of data according to the tariff plan chosen by the USER; standard speed deviation - 1/5 (one five) part of the declared maximum speed of data transmission according to the selected tariff plan by the USER;

coefficient of unsuccessful attempts to transmit data - up to 0.01%;  delay in data transmission (one-way) - average value of

data transmission delay - up to 50 ms; standard deviation of

the delay - up to 20 ms;

percentage of complaints regarding the correctness of the accounts - up to 0.001% of the accounts,

for the correctness of which complaints have been filed, in relation to the total number issued

accounts;

The speeds and quality of the internet access service depend on the type

technology used; the type of terminal device used; the workload on the network; simultaneous use of the service by several end devices; use of the service in a package with other services optimized for a specific content, applications or services, or a combination thereof, when this optimization is needed to meet the requirements for a certain level of

quality of these other services, other than internet access; other factors affecting speed;

**3.** When providing the Internet access service, INTERSAT undertakes to treat all traffic equally, without discrimination, restrictions and interference, independently

by the sender and the recipient, the content to which access has been obtained or which is distributed, provided or used applications and services, and used terminal devices. Apart from that, INTERSAT, in compliance with all regulations requirements of domestic law and EU law, may apply reasonable

traffic management measures in compliance with the principles of transparency, non - discrimination, proportionality, in accordance with Regulation (EU) 2015/2120 of 25.11.2015 These measures will not include traffic monitoring and they will not be applied for a period longer than necessary.

**4.** INTERSAT will not take traffic management measures in excess of referred to in clause 3., sentence two - reasonable measures, including - to block, yes

slow down, change, restrict, degrade, interfere with or monitoring in specific content, applications or services, **with the exception of cases** where this is necessary and for as long as the need lasts:

(a) In order to comply with the law and applicable national law, and EU law in force on the territory of the Republic of Bulgaria, as well as for the purpose observance of acts of state, judicial or other bodies of state power;

(b) In order to preserve the security and integrity of the network, terminal equipment and the services provided;

(c) In order to prevent imminent network congestion and to mitigate consequences of extraordinary or temporary network congestion.

**5.** The traffic management measures listed as exceptions in clause 4. may affect the privacy and protection of personal data of

consumers - natural persons, in accordance with applicable law. The measures for Traffic management may cover the processing of personal data only if

this processing is necessary and proportionate to achieve the above purposes, but subject to the provisions of domestic law, and c

compliance with the provisions of EU law, including those of the Directive 95/46 / EC of the European Parliament and of the Council, and Directive 2002/58 / EC of European Parliament and of the Council;

**6.** INTERSAT has the right to freely offer services other than the access service to the Internet that are optimized for specific content, applications, or

services, or a combination of these, when this optimization is necessary to meet the requirements for a certain level of content quality, applications or services.

**7.** Each user of the service has access to the Internet, provided that it is working party to the individual contract concluded with INTERSAT, may exercise the right

under Art. 8.1.13. of the respective General Terms and Conditions, and to cancel unilaterally, and henceforth the same contract, by notification and without penalty of payment of penalties, in the event of a continuous or regularly recurring discrepancy between the actual speeds indicated here, and other service quality parameters

Internet access due to culpable act or omission by

INTERSAT. In any event, the non-compliance which gave rise to the breakdown follows to be established through the monitoring mechanisms approved by the Commission for regulation of communications, Sofia / CRC /.